



Working in partnership with



Overview and Scrutiny Coordination and Finance Committee

12th September 2023

**Technical Services
Partnership – Capita Update**

Summary

The Technical Partnership Governance and the role of OSC&FC

- Capita deliver services on behalf of the Council (Highways, Planning and Strategic Property).
- What is required of us is set out in the contract, but **we act like a Council service** and produce an Annual Service Plan (ASP) each year.
- The ASP and the KPI/PI targets within are agreed by Strategic Partnership Board (SPB) chaired by the Elected Major at the start of the financial year.
- Committee receives a bi-annual performance update following SPB:-
 - Q1 & Q2 2022/23 was considered in January 2023.
 - Included in your circulated packs is a performance update received by SPB in August for Q3 & Q4 which concludes 2022/23.
- As requested by the Chair, this summary highlights some areas the Committee are particularly interested in:-
 - ✓ How we communicate with Members
 - ✓ Highways Performance
 - ✓ Highways Schemes Highlights
 - ✓ Our Social Value responsibilities – how we put back into in local communities

How we communicate with Members

- **Members Update** – a monthly newsletter round-up of Partnership news.
- **Members Enquiries System** – we act like a Council service.
- Operational information:-
 - **Parking Restrictions** document - showing the status of waiting restrictions and permit parking requests.
 - **Highways Schemes** document - showing potential road resurfacing schemes, footway improvement schemes and Equality Act compliant crossings.
 - **Road Resurfacing Programme** document – provides an update on the delivery of the annual programme.
- **Guides for Elected Members** – guides to topics or services delivered for the Council by Capita.
- **Ward Member Briefings** – updates from the Engineering Service at these bi-annual briefings.
- **Briefing notes** – for ward members on specific issues.

Confidential



Issue 118 / November 2022



Introduction from Jonathan Ellis
Acting Partnership Director

Hello, everyone. I'm Jonathan and I'm pleased to introduce myself as Acting Partnership Director.

I've stepped into this role for the time being while the council and Capita discuss options for a permanent replacement for Margee. Margee is a personal friend so I was saddened to lose such an excellent work colleague but I can tell you it is a genuine privilege to be asked by Capita to lead the North Tyneside Partnership and for the acceptance and I'm grateful for the support already shown by our Client team.

A bit about me, I'm a survivor by qualification, (albeit it's a long time since I was in practice), and I live in North Lancashire with my partner. We have six grown-up children and three amazing grand-children. I've worked for Capita for over 14 years and have held a variety of roles for the business including Board Director of the joint venture company between Salford City Council, Capita and Galford Try, responsible for all operations, performance and senior cabinet member liaison.

Currently, I'm Head of Operations for Capita Local Public Service through which I spend a lot of time in North Tyneside, particularly working with colleagues in the Highways and Construction teams. Through my additional responsibilities, I'll be working from Quadrant West and the Killingworth depot.

Finally, I'd like to say I'm looking forward to working with you all. If there is anything you think I can help with or want to bring to my attention, please don't hesitate to get in touch. My contact details are overlaid.

Best wishes,
Jonathan Ellis
Jonathan Ellis - Acting Partnership Director

<p>Works to begin at North Shields roundabout</p>  <p>Work starting: A187 Howdon Road/ Prudhoe Street roundabout</p> <p>The A187 Howdon Road/Prudhoe Street roundabout in North Shields is being redesigned to make it easier and safer to access the town centre.</p> <p>The scheme forms part of North Tyneside Council's Ambition for North Shields and the Fish Quay masterplan.</p> <p>North Tyneside Council secured funding from the government's Highways Maintenance Challenge Fund for the works, which will be delivered by Capita's Construction team.</p> <p>Subject to factors such as the weather, the works will get under way during week commencing Monday November 21 and last around nine weeks. It involves:</p> <ul style="list-style-type: none"> • Relocating crossing points on the Prudhoe Terrace and Prudhoe Street arms of the roundabout to better accommodate pedestrians and cyclists. • Installing a new zebra crossing on the Waterville Road arm of the roundabout. The bus stop in this location will also be moved slightly west. • Constructing a new splitter island with pedestrian crossing on the Trinity Terrace arm of the roundabout. The block paving at this location will also be removed and replaced with a new tarmac surface. • Extending the pedestrian guardrail on the Prudhoe Terrace arm of the roundabout. • Installing new gutters in the centre of the roundabout to improve drainage and help alleviate flooding in this area. Gully repairs will also be carried out on Prudhoe Terrace and Waterville Road. • Resurfacing the roundabout and its arms. <p>The Trinity Terrace arm of the roundabout will be closed for the duration of the project with signposted diversions in place.</p> <p>If members of the public have any queries or concerns regarding the works, they should email: Ambition@northtyneside.gov.uk or Tel: (0191) 943 4830.</p> <p>Ward members can contact Communications Officer Amy Kennedy, email: amy.kennedy@capita.com or Tel: 07845 049 180.</p>	<p>Strategy consultation gets into gear</p> <p>Views are being sought on the updated draft North Tyneside Cycling Strategy.</p> <p>It follows Cabinet's approval last month for public engagement on the draft strategy.</p> <p>The updated strategy, which can be found here, sets a new target for an annual increase in cycling to 10 per cent, increased from seven per cent in the existing strategy. This follows continued investment in the cycling network, expansion of E-bike hire in schools and increased availability of facilities such as the annual Summer of Cycling.</p> <p>It includes, as an appendix, the draft Local Cycling and Walking Infrastructure Plan (LCWIP). This is a detailed review and assessment of strategic cycling routes across the borough and links for walking and wheeling in town centres.</p> <p>Meanwhile, the draft North Tyneside Cycling Design Guide, first adopted in 2018, has been updated and is a more technical document which sets out design standards for cycling projects.</p> <p>Comments are being invited to the email address: trafficconsultations@northtyneside.gov.uk with 'Cycling Strategy and Design Guide' as the subject heading. The closing date for comments is 9 December 2022.</p>
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Customer Continuous Improvement

As for any other Council service, our improvements are driven by the Customer Service Programme.

In 2022/23:-

- ✓ New systems to allow members to search on status of requests for permit parking, waiting restrictions and highways improvement schemes under consideration.
- ✓ Focus groups held to understand residents' roads and footpath priorities.
- ✓ Assessment of the Partnership against the Authority's Customer Promise.

Looking ahead to 2023/24:-

- Customer Service Champion Network within the Partnership.
- Capita representatives at the Authority's Customer Service Programme Board, Customer Promise and Better Never Stops, Customer First and Brilliant Basics Workstreams.
- Mystery shopping exercises.
- Standardised letters, scripts for answering the phone.
- New satisfaction survey for road resurfacing



A	B	C	
Street Name	Postal Code	Ward	
Albany Avenue	NE12 8AS	Benton	access point into Albany ave
Lynnhurst Road	NE12 9NT	Benton	Reassess permit parking
Midhurst Road	NE12 9NU	Benton	Reassess permit parking
Esplanade	NE26 2AG	Whitley Bay	whole street - none residents parking to avo
Marden Crescent	NE26 2EE	Whitley Bay	whole street - non residents parking to avoic
Liph Avenue	NE26 2EG	Whitley Bay	whole street and adjoining areas highlighted
Alma Place	NE26 2EQ	Whitley Bay	whole street - none residents parking to visi
Queens Drive	NE26 2JU	Whitley Bay	whole street
Norma Crescent	NE26 2PD	Whitley Bay	whole street - none residents parking to avo
Promontory Terrace	NE26 2PF	Whitley Bay	whole street
Eskdale Terrace	NE26 2PJ	Whitley Bay	whole street
Balmoral Gardens	NE26 3LU	Monkseaton North	whole street - none residents parking to avo
Beech Grove	NE26 3PL	Whitley Bay	Whole street including back lane
Ilfracombe Gardens	NE26 3SH	Monkseaton North	non-resi assumed
Frank Place	NE29 0LT	Preston	frank place back lane
Alma Place	NE29 0LZ	Preston	Reassess permit parking - extension to all tin
Grosvenor Place	NE29 0NA	Preston	Reassess permit parking - extension of prev
Waterloo Place	NE29 0NA	Preston	Reassess permit parking - extension to all tin
Beechland Avenue	NE29 0NU	Preston	non-resi assumed

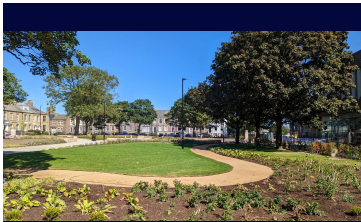
Performance Indicators for keeping people informed (22/23 outturn)

PI ref	Defintion	October		November		December		January		February		March	
		Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
CC 1.1	Time taken to respond to Member Enquiries	<u>148</u>	98.67%	<u>193</u>	99.48%	<u>160</u>	98.77%	<u>100</u>	96.15%	<u>196</u>	98.99%	<u>280</u>	100.00%
		150	G	194	G	162	G	104	G	198	G	280	G
CC 1.2	Time taken to respond to FOI requests	<u>14</u>	93.33%	<u>14</u>	100.00%	<u>11</u>	91.67%	<u>29</u>	96.67%	<u>18</u>	100.00%	<u>14</u>	100.00%
		15	G	14	G	12	G	30	G	18	G	14	G
CC 1.3	Time taken to respond to Stage 1 Corporate Complaints	<u>4</u>	66.67%	<u>5</u>	71.43%	<u>2</u>	100.00%	<u>2</u>	100.00%	<u>1</u>	100.00%	<u>2</u>	100.00%
		6	R	7	R	2	G	2	G	1	G	2	G
CC 1.4	Land Charges – Time taken to respond to requests for information	<u>67</u>	100.00%	<u>54</u>	100.00%	<u>48</u>	100.00%	<u>50</u>	100.00%	<u>36</u>	100.00%	<u>56</u>	100.00%
		67	G	54	G	48	G	50	G	36	G	56	G

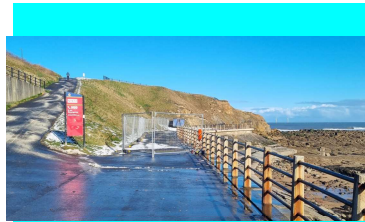
CC1.3

- Red from September to November 2022.
- We act as a Council service and use the Council's Lagan system to measure and track corporate complaints.
- The deadline on the Council's Lagan system is 15 days but Capita are held to a more stringent 10 days by the PI.
- Built into our systems from December to ensure the rule is always planned for.

Highways Schemes Highlights 2022/23



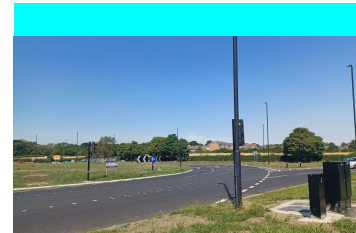
Central
North Shields
Public Realm
Highly
Commended in
ICE Robert
Stephenson
Awards.



Coast
Maintenance
works to
Seabanks
Seawall at
King Edward's
Bay,
Tynemouth.



South West & North West
Traffic signals
along bus
corridors in
Wallsend and
Longbenton
upgraded to
improve bus
reliability.



North West
New traffic
signals and
crossing points
at the
A188/A189
West Moor
roundabout.



Central
A187 Howdon
Road/Prudhoe
Street
roundabout in
North Shields
redesigned.

Engineering KPI Dashboard March 2022/23 outturn performance

Category 2 KPI's

KPI ref	Defintion	October		November		December		January		February		March	
		Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	<u>649</u>	100.00%	<u>572</u>	100.00%	<u>476</u>	100.00%	<u>772</u>	100.00%	<u>699</u>	99.86%	<u>741</u>	99.46%
		649	G	572	G	476	G	772	G	700	G	745	G
ENG 2.2	Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours	<u>8</u>	100.00%	<u>8</u>	100.00%	<u>10</u>	100.00%	<u>14</u>	100.00%	<u>10</u>	100.00%	<u>15</u>	100.00%
		8	G	8	G	10	G	14	G	10	G	15	G
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	<u>217</u>	100.00%	<u>198</u>	100.00%	<u>175</u>	100.00%	<u>187</u>	98.94%	<u>257</u>	99.61%	<u>349</u>	99.43%
		217	G	198	G	175	G	189	G	258	G	351	G
ENG 2.4	Parking - No. of PCNs correctly issued	<u>25,822</u>	99.95%	<u>25,994</u>	99.94%	<u>25,734</u>	99.94%	<u>25,463</u>	99.94%	<u>25,128</u>	99.94%	<u>25,332</u>	99.93%
		25,835	G	26,010	G	25,750	G	25,478	G	25,144	G	25,349	G
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	<u>39</u>	100.00%	<u>33</u>	97.06%	<u>18</u>	94.74%	<u>28</u>	100.00%	<u>36</u>	100.00%	<u>64</u>	96.97%
		39	G	34	G	19	G	28	G	36	G	66	G

In your pack are similar dashboards for Property and Planning plus Action Plans for all service areas which is how we implement and monitor agreed continuous improvements.

ENG2.5 – Committee will recall from the last meeting that ENG 2.5 reported red in Apr/May/June 2022 which resulted in penalties for Capita. As a result, we made the quality checklist clearer, provided refresher training for our operatives and introduced a Clerk of Works to inspect the quality of jobs completed.

Engineering PI Dashboard March 2022/23 outturn performance

Category 1 PI's

KPI ref	Defintion	October		November		December		January		February		March	
		Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
ENG 1.1	Roads and Pavements – Time taken to respond to permit request	1072	100.00%	1100	100.00%	907	100.00%	1120	100.00%	1015	100.00%	1122	100.00%
		1072	G	1100	G	907	G	1120	G	1015	G	1122	G
ENG 1.2	Roads and Pavements – Permit scheme compliance of Capita workforce.	187	85.78%	159	95.21%	161	90.96%	225	88.24%	297	96.12%	315	96.92%
		218	R	167	G	177	A	255	A	309	G	325	G
ENG 1.3	Roads and Pavements – Percentage of pothole and footpath enquiries inspected within 3 working days	80	98.77%	82	95.35%	59	100.00%	115	98.29%	107	100.00%	159	95.78%
		81	G	86	G	59	G	117	G	107	G	166	G

ENG 1.2

Red in Oct and amber in Dec/Jan. We have introduced a number of improvement measures:-

- ✓ Mobile devices rolled out from January to start/stop the clock more efficiently in the Council's Symology system out in the field.
- ✓ Invested in a Clerk of Works to check jobs unannounced.
- ✓ Undertook additional training with our teams and increased the number of toolbox talks. Over 9,880 of formal training were undertaken by Partnership staff in 2022/23.
- ✓ This has been challenged robustly through partnership governance and has been promoted to a KPI from April 2023 and subject to penalties.

Note: Capita deliver services on behalf of the Council. Fixed penalty notices (FPNs) are issued for non-compliance of the permits so performance can be measured transparently. However, no charge is made as the Council would be charging itself through the managed budget for its own works.

Social Value – help to local communities in 2022/23

Engineering Development Trust (EDT) - Gold Project with George Stephenson High School & Bronze Project with Norham High School successfully completed.

125 hours donated to employability programmes

1 Girls Network mentor and 5 Boys Network mentors

26 STEM Ambassadors (79.5 hours spent supporting in schools)

4 Work Placements from local schools

1 SEND Placement via the Council

1 year out and 1 summer placement from Newcastle University

We sit on the Meadow Well Connected, Forward Assist, North Tyneside Learning Trust and Business in the Community (BITC) Boards.

Over £20,000 spent on community sponsorships & donations

Over £10,000 spent in supporting local SME's

Over 900 hours of volunteering in the community with over 250 hours supporting Meadow Well Connected and Forward Assist

75 hours spent on reservist training

Support to Percy Main Primary School with the Greggs Breakfast Club

Meadow Well Connected – over £2,000 to the Christmas Campaign, cooking Christmas lunches at the Centre, refurbished laptops for young people and upcycled good quality office furniture.

Forward Look

- Committee will receive the next bi-annual report reflecting performance for quarters 1 and 2 of 2023/24 during the early part of 2024, following oversight from the SPB.
- Prior to that, members of the Committee will be offered the opportunity to attend a briefing session providing an overview of the Technical Services Partnership and its governance.