

## **Meeting:** Overview, Scrutiny & Policy Development Committee

**Date:** Monday 13<sup>th</sup> January 2020

**Title:** Technical Services Partnership – Capita Quarterly Update

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**Service:** Environment, Housing and Leisure

**Wards affected:** All

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### **1. Purpose of Report**

As part of its work programme for 2017/18, Overview, Scrutiny and Policy Development Committee ('the Committee') undertook a review of the Authority's long term strategic technical services partnership ('the Partnership') with Capita Property & Infrastructure Limited ('Capita').

A programme of scrutiny for the Partnership for this municipal year was agreed at the Committee meeting on 18<sup>th</sup> July 2019.

This report presents the planned update for Quarter 2 ('Q2') of the financial year, detailing Partnership performance from July to September 2019 against the agreed Annual Service Plan for 2019/20. This report was scheduled to be brought to the meeting of the Committee on 4<sup>th</sup> November 2019. However, due to diary constraints the Strategic Partnership Board; which governs the operation of the technical services partnership; did not consider Q2 performance until 9<sup>th</sup> December. To allow conclusion of the recognised governance process it was therefore necessary to defer reporting to the Committee until after that date.

### **2. Recommendations**

The Committee is recommended to:

- a) note the contents of this report;
- b) consider the 2019/20 service delivery performance as at Q2 presented in **Appendix 1**;
- c) consider the 2019/20 financial position as at Q2 presented in Appendix 2; and
- d) note that the next review of the Partnership by the Committee will be in respect of Q3 performance (October – December 2019) which will be presented on 2<sup>nd</sup> March 2020.

### 3. Details

#### 3.1 Background

The Authority has a long-term strategic partnership with Capita to deliver a range of technical services. This followed a procurement exercise which led to the contract being awarded to Capita that commenced on 1 November 2012.

In January 2019 Cabinet provided its response to the recommendations of the Study Group, which reviewed the operation of the Partnership and agreed to a programme of continual engagement on the operation of it with this Committee.

That programme consists of the following:

- **Annual Service Plan**
  - **the agreed Annual Service Plan will be reported to the Committee at the start of each financial year:** this was done for 2019/20 at the meeting of the Committee on 18<sup>th</sup> July 2019.
  - **the Annual Service Plan for 2020/21:** Work has begun on developing the 2020/21 Annual Service Plan which will run from April 2020. This plan will be reported to the Committee once work has concluded and the plan has been approved by technical service Strategic Partnership Board.
  - **monitoring reports against the Annual Service Plan will be made available each quarter:** this report provides the Committee with an update on Q2 performance from July to September 2019.
  
- **Benchmarking**
  - **Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised:** this took place at the meeting on the Committee on 18<sup>th</sup> July 2019.
  - Arrangements will be made for Scrutiny Members to have oversight prior to the commencement of the Year 8 benchmarking exercise during 2020/21.

#### 3.2 2019/20 Service Delivery Performance as at Q2

The Council monitors performance of the Partnership on a monthly basis. Capita are required to meet a series of important performance milestones for each service they deliver on our behalf and these are known as Key Performance Indicators ('KPI's). The KPI's are divided into Category 1 (not linked to the payment mechanism) and Category 2 (linked to the payment mechanism) and each have an explicit target.

Performance scorecards are reported for each of the following service areas:

- Property Services
- Engineering Services
- Regulatory Services

The process of review is via subgroups for each service area, which then report into Operational Partnership Board on a monthly basis and Strategic Partnership Board on a quarterly basis. In addition to the KPI's, for each of the above service areas there are several action plans that are also monitored and additionally the investment commitments such as jobs and support to the Council's priorities are also reviewed. Some further case studies of this have been included in the Q2 presentation, specifically support to the food bank and the promotion of Science, Technology and Maths in schools.

The information attached as **Appendix 1** will be presented to the Committee to explain the outcome of Q2 performance.

### 3.3 2019/20 Financial Position as at Q2

The financial position of the Partnership as at Q2 is attached as Appendix 2 and this will be presented to the Committee to explain the forecast.

The Partnership is jointly working hard, as you would expect, to manage budget pressures with oversight from our service leads and relevant Cabinet Members.

## 4. **Appendices**

Appendix 1 – Presentation - 2019/20 Service Delivery Performance as at Q2

Appendix 2 - Presentation – 2019/20 Financial Position as at Q2

## 5. **Background Information**

The following documents have been used in the compilation of this report and may be inspected at the offices of the authors.

[Cabinet Response to Scrutiny Recommendations, 21 January 2019](#)

[Capita Study Group Report, October 2018](#)