

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Wednesday 5 August 2020

Title: Technical Services Partnership – Capita Quarterly Update

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Service: Environment, Housing and Leisure

Wards affected: All

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 municipal year was agreed at the Committee meeting on 18th July 2019. This report presents the planned update to be provided to Committee, detailing partnership performance for Q4 (January – March 2020) against the agreed Annual Service Plan for 2019/20, and the financial outturn of 2019/20. It also sets out the Annual Service Plan for 2020/21.

2. Recommendations

The Committee is recommended to:

- a) Note the contents of this report;
- b) Consider the 2019/20 Q4 and outturn performance presented in **Appendix 1**;
- c) Note the 2019/20 Partnership outturn report presented in **Appendix 2**; along with the financial outturn included on at **Appendix 4**;
- d) Consider the 2020/21 Annual Service Plan included in **Appendix 3**; and
- e) Note that the next review of the Partnership by Committee will be in respect of Q1 performance (April – June 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 the partnership 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:** The Annual Service Plan is included in this report
 - **Monitoring reports against the Annual Service Plan will be made available each quarter:** this has taken place throughout the year and this report provides the Committee with an update on Q4 performance (January – March 2020)
 - **The annual review of the Partnership will be reported to Committee at the next available meeting:** The annual review of 2019/20 performance outcomes for 2019/20 are included in this report.
- **Benchmarking**
 - **Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised:** this took place at the meeting of Committee on 18 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 Financial Outturn for 2019/20

The financial outturn of the partnership is set out in **Appendix 4** which is a confidential annex.

The budget performance of the Partnership is being closely monitored and a strong governance rhythm has been developed following the Deed of Variation.

There were several items causing in-year pressures which were managed as follows:

- **Planning** – shortfall on number of Planning applications
- **Building Control & CP** – on-going impact of reduced income from taxi licencing.
- **Transport & Highways** – shortfall in permitting offset by improvements in fees and charges income within street works and engineering.
- **Property** – on-going pressures in the delivery of Property Business Cases and repairs and maintenance combined with one-off costs relating to the Asset Management transfer. and office moves.

Management of these in-year pressures allowed us to return a year end outturn with a variance of zero.

For the Investment Schedule Outturn, against the annual target of £2.050m the outturn investment was £2.171m

3.3 Q4 2019/20 Performance update

The Authority monitor 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 its behalf and these are known as Key Performance Indicators ('KPI's). The KPI's are divided into Category 1 and Category 2 KPI's 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 Authority's priorities are also reviewed. Some examples of this have been included in the presentation.

The information attached as **Appendix 1** will be presented to Committee to explain the outcome of Q4 performance.

4. **Appendices**

Appendix 1 – Presentation – Technical Services Q4 Outturn

Appendix 2 – Booklet – Technical Services Partnership Outturn 2019/20

Appendix 3 – Document - Technical Services Partnership Annual Service Plan 2020/21

Appendix 4 (pink) – Presentation – Technical Services Partnership Financial Outturn 2019/20

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](#)