

## Overview, Scrutiny & Policy Development Committee

**4 March 2019**

Present: Councillor S Graham (Chair),  
Councillors J Allan, B Burdis, N Craven, N Huscroft,  
M Green, Janet Hunter, A McMullen, A Newton, P Oliver,  
M Rankin, J O'Shea and M Thirlaway

Church Representative  
Rev M Vine

Parent Governor Representative  
Mrs M Ord

Other Members  
Councillor R Glindon  
Councillor B Pickard

### **OV42/03/19 Apologies**

Apologies for absence were received from Councillors A Austin and K Clark.

### **OV43/03/19 Substitute Members**

There were no substitute members.

### **OV44/03/19 Declarations of Interest**

Councillor M Thirlaway declared a registerable personal interest in item 5 Creating a Brighter Future progress update (OV46/03/19), as he was employed by Parkside Care Ltd.

Councillor M Thirlaway declared a non registerable personal interest in item 6 Construction, Housing Repairs and Maintenance Services – presentation (OV47/03/19), as his father is employed by Kier North Tyneside.

### **OV45/03/19 Minutes**

Resolved that minute of the meeting held on 14 January 2019 be confirmed;

### **OV46/03/19 Creating a Brighter Future progress update**

The Committee examined delivery of the Creating a Brighter Future (CBF) Programme as at the end of the 3rd quarter of the financial year 2018/19.

The Committee was presented with a report setting out progress in relation to each project in terms of project delivery and achievement of savings.

The overall savings requirement for the 2018/19 business cases was £10.143m. The Authority's December financial outturn £7.187m had been delivered or was on track for delivery. This provided a high level of confidence that circa 71% of the total required savings had been realised in by the 3<sup>rd</sup> quarter.

All projects were given (Blue-completed), Red, Amber Green) (B)RAG rating for both project and savings delivery and showed that one project relating to Sourcing, Supply Chain and Commercials was indicating a red rating in relation to saving delivery.

It was stated that progress had been made against the in-year procurement target where £0.408m had been identified, with a further £0.435m of proposals to be investigated but not realised.

In October 2018, Cabinet decided to work towards returning the Procurement Services to the direct management of the Authority.

A Member questioned the confidence of realising the delivery of the five projects with an Amber rating. It was stated that work continued to identify savings to mitigate any shortfall.

A Member sought and was given reassurance that all projects had been fully risk assessed and impact tested.

In relation to project Value for Money Tested Social Care a Member stated that Care Homes were reluctant to take people with complex needs due to the difference in banding around the region. It was questioned if North Tyneside were being slow at setting fees.

In response it was stated that the priority was to ensure people were delivered the correct service and North Tyneside carries out the Health check first and then the social need to ensure this. It was suggested that there was a need to look at criteria and this area may be something that scrutiny may wish to explore further.

**Agreed** that the Creating a Brighter Future Programme: 2018/19 Quarter 3 Progress Report be noted.

### **OV47/03/19 Construction, Housing Repairs and Maintenance Services - presentation**

At the request of the Committee the Head of Environment, Housing & Leisure and Senior Manager (Housing Property and Highways Investment) attended the meeting to provide a presentation to the progress of the Construction, Housing Repairs and Maintenance Services project to bring services back in-house under the Authority management.

The Committee was reminded that following reviews of the contract by scrutiny and Cabinet, Cabinet had decided not to extend the existing Kier contract. A project team was created in October 2017 to oversee the transfer back into the Authority and the transfer date of the services would take place on 1 April 2019.

The Committee was given detailed information to all key aspects of the transfer, which was to be completed before the transfer date.

It was emphasised with appreciation the collective work of the project steering group and the trade unions involved that ensured the progress of delivering the transfer of the services was on track.

Members questioned if the transfer would take place on the 1 April 2019 as planned and sought reassurance that contingency plans were in place in case of encountering any difficulties.

Reassurances were given that there was confidence that the transfer would take place as planned and that all contingency and risk assessment plans were in place.

It was emphasised that the service provision to be provided at day one of the transfer was planned to mirror that was currently in place under the Kier contract. Following the transfer it was planned to make enhanced changes in service delivery that would be implemented throughout the coming year.

A member questioned how tenants would be affected through changes to working practices. It was explained that a great deal of the changes had come through consultation and agreement with tenants, which were detailed in the New Tenants Handbook. It was requested that the New Tenants Handbook be circulated to all Members of the Authority.

Members questioned to what effect the transfer of services would have on apprenticeships and opportunities for ex services personnel. In response it was stated that on completion of the transfer all personnel would be working to all Authority polices, including Human Resources that cover apprenticeships and opportunities for ex services personnel.

On request it was stated that all contact details would be circulated to all Members of the Authority of the new in-sourced management's structure of the Construction, Housing Repairs and Maintenance Services on 1 April 2019.

It was **Agreed** that the (1) Construction, Housing Repairs and Maintenance Services presentation be noted; (2) the New Tenants Handbook be circulated to all Members of the Authority; and (3) contact details of the new in-sourced management's structure of the Construction, Housing Repairs and Maintenance Services be circulated on 1 April 2019.

### **OV48/03/19 Our North Tyneside Performance update - Presentation**

The Head of Corporate Strategy, Senior Manager Policy, Performance and Research accompanied by the Deputy Mayor who has Cabinet Responsibility for performance provided a presentation to the progress on the delivery of the Our North Tyneside Plan.

The Head of Corporate Strategy introduced the item highlighting that the information the Committee was to receive was pitched at a high level.

The Senior Manager Policy, Performance and Research in presenting the information with regards to Our People ... listened to, explained that this was a key measure that was asked in the North Tyneside Residents Survey and explained that in comparison to the national picture North Tyneside was bucking the trend.

Members questioned why there was no contextual information to the measures of (a) resident thinking that the council acts on their concerns and (b) that it provides good value for money, stating that additional contextual information would allow a greater understanding of the position and would be more beneficial to the scrutiny process.

Members stated that without the contextual and comparative information of the measures meant no meaningful scrutiny could be exercised. Officers reiterated that the information being presented was pitched at a high level of detail and that all the contextual and comparative information was publicly available on the Councils website and the web link could be provided to the Committee. It was also suggested that a briefing report could be provided to the members of the committee.

The Cabinet Member with responsibility for performance asked the Committee to consider deferring the item until its next scheduled meeting where a full report with all contextual and comparative information would be provided. He also assured the Committee that the online link to information and a briefing report would be provided in the interim period.

The Committee considered the Cabinet Members suggestion and agreed to the proposal.

It was **Agreed** that (1) the Our North Tyneside Performance update be deferred to the next scheduled meeting of the Overview, Scrutiny & Policy Development Committee on the 17 June 2019; (2) in the interim period a briefing report and online link to the contextual and comparative information be circulated to Committee.

### **OV49/03/19 Annual Scrutiny Report**

The Committee received the Overview, Scrutiny & Policy Development Committee Annual Report 2018/19.

The report highlighted the role that scrutiny had in policy development and outlined various pieces of work undertaken by Overview, Scrutiny & Policy Development Committee and its sub-committees during 2018/19 municipal year.

The Committee requested that the report be updated following the 1 April to indicate the progress of the Construction project and the insourcing of the services currently being delivered by Kier.

The Committee also agreed to delegate to the Chair/Deputy Chair that following agreement with the responsible sub-committee completed in-depth studies be forwarded to Cabinet. The annual report should be updated, as and when necessary, to reflect the most up to date position before it is received at Annual Council 16 May 2019.

Discussion with regards to the 2019/20 work programme to place and it was agreed that the Committee, should consider undertaking an in-depth study into the Authority partnership with Engie and receive items at future meeting with regards to the Planning Process & Building Control.

**Agreed** that a fully updated Overview, Scrutiny & Policy Development Committee Annual Report be submitted to Annual Council on 16 May 2019.

### **OV50/03/19 Cabinet Response to Capita Sub-group Report**

The Committee received the response report from Cabinet to the recommendations submitted by the sub group of the Overview, Scrutiny & Policy Development Committee in relation to its study into the Authority's Partnership with Capita.

Appended to the report was the actions to be taken with associated timescale for the completion of each of the recommendations. It was agreed that continued monitoring of the actions to the recommendations be placed on the work programme for 2019/20.

**Agreed** that the recommendation response from Cabinet in relation to the work of the Overview, Scrutiny & Policy Development Committee its study into the Authority's partner Capita be noted.