

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Wednesday 7th July 2021

Title: Technical Services Partnership – Capita 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 and reporting has continued since this time. This report presents the update planned update to be provided to Committee, detailing partnership performance for 2020/21 against the agreed Annual Service Plan for this year. It also sets out the Annual Service Plan for 2021/22.

2. Recommendations

The Committee is recommended to:

- a) Note the contents of this report;
- b) Consider the 2020/21 service delivery performance presented in **Appendix 1**;
- c) Note the 2020/21 Partnership Annual Review booklet presented in **Appendix 2**; and Highlight report at **Appendix 3**;
- d) Consider the 2021/22 Annual Service Plan included in **Appendix 4**; and
- e) Consider the 2020/21 financial performance outturn presented in **Appendix 5**.
- f) Note that the next review of the Partnership by Committee will be in respect of the regular performance reporting against the 2021/22 Annual Service Plan and to consider the benchmarking outcome reports.

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 2020/21 is included in this report
 - **Monitoring reports against the Annual Service Plan will be made available each quarter:** this has taken place however last year the reporting periods were changed as a result of the Covid-19 pandemic leading to six-monthly reporting rather than every quarter. This report provides the Committee with an update on outturn performance for 2020/21
 - **The annual review of the Partnership will be reported to Committee**
The annual review of 2020/2021 performance outcomes are included in this report.
- **Benchmarking**
 - **Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once submitted to SPB:** this took place at the meeting of Committee on 18th July 2019. The approach to Year 8 benchmarking was considered by the Committee at its meeting of 9 November 2020. The outcome will be presented once it has been agreed by the Strategic Partnering Board.

3.2 2020/21 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 2020/21 performance.

4. Appendices

Appendix 1 – Presentation – Technical Services 2020/21 Outturn

Appendix 2 – Booklet – Technical Services Partnership Annual Review 2020/21

Appendix 3 – Infographic - Technical Services Partnership Highlight Report 2020/21

Appendix 4 - Technical Services Partnership Annual Service Plan 2021/22

Appendix 5 – Presentation – Technical Services Partnership Financial Outturn 2020/21

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](#)