

APPENDIX 1

Service Delivery Performance Outturn 2020/21



Working in partnership with

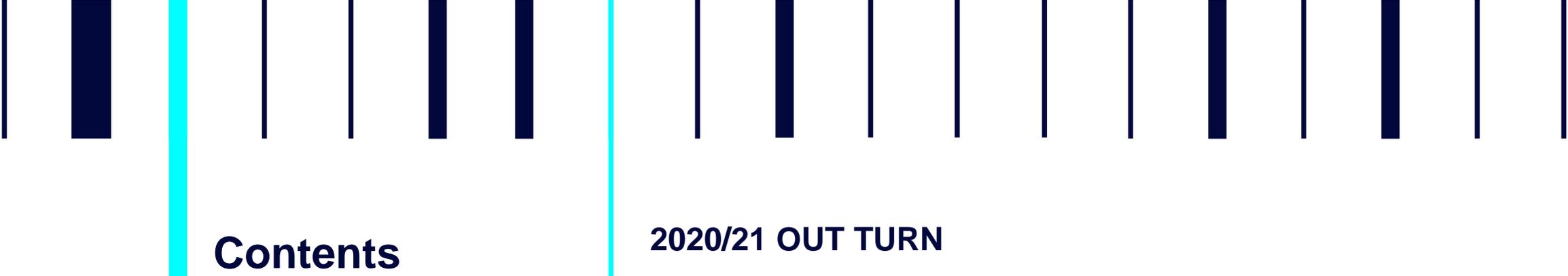


Overview, Scrutiny & Policy Development Committee

7th July 2021

Capita Partnership Director
Update

Margie Burdis



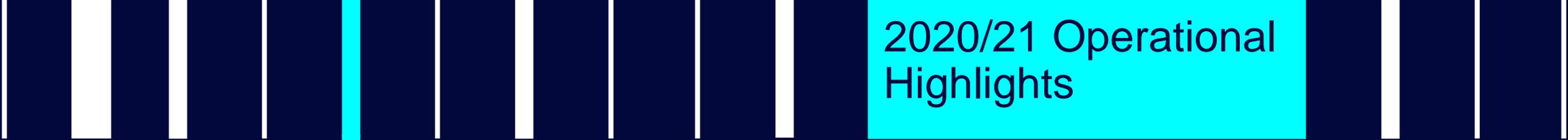
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2021/22 ASP

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A decorative header consisting of a series of vertical bars of varying heights and widths, with a cyan rectangular box on the right side containing the text "2020/21 Operational Highlights".

2020/21 Operational
Highlights

01

Some Operational Highlights 2020/21

All service areas have contributed to delivery of our annual service plan:

Our Annual Statement circulated with papers contains the full report on the past year.



The annual programme of roads and pavement improvements was completed, including Backworth Lane. The HAMP, stated that the condition of most roads and footpaths in the borough continues to be good.



Illegal fireworks and counterfeit clothing were seized from a house in Wallsend just before bonfire night by the Trading Standards team, Northumbria Police, Tyne and Wear Fire and Rescue Service (TWFRS)



The Property team took on the management of the Swans CFI in Wallsend. Vicky Ellis, runner-up in the 2019 North Tyneside Customer Service Awards, was appointed the building manager



Street closures were introduced outside a number of schools to help keep children safer and healthier. The School Streets schemes involves the closure of streets outside school gates to motor vehicles at drop-off and pick-up times each day.

Customer Service Support

Capita have worked to improve customer service throughout the year, and this will continue



The Planning team was recognised for the way it manages the councils address information database for the third year running.

Support to ward members by Sarah Brown our Customer Service Manager



Fact and figures

- ✓ 2 Guides for Elected Members – Food Safety and New Developments
- ✓ 4 road resurfacing programme updates
- 👤 12 Members Updates
- 💬 5,759 draft members' enquiries reviewed and, of those, improvements suggested to 1,008 enquiries
- ★ 99 per cent of draft members' enquiries reviewed within one working day

Major projects facts and figures

- 🎯 100% of North Tyneside major projects queries acknowledged within one working day
- 🏆 98.7% of North Tyneside major projects queries provided a full response within 10 working days
- ✓ 4 e-bulletins issued
- ★ 5 compliments received
- 💬 11,821 letters delivered to residents and businesses

The major engineering projects have a dedicated Communications Officer
Amy Kennedy



2020/21 Our People
and Value-add
activities

102

Supporting the Community in 2020-21



Despite the challenges of Covid-19, Capita donated 697 hours of community volunteering in North Tyneside

Supporting Meadow Well Connected



- The Construction team levelled an overgrown area, constructed a path and excavated a grassed verge, which enabled Meadow Well Connected to plant wildflower turf
- Donated a hand-made awning, providing a covered space for many of the groups the charity supports to safely meet outdoors. Thirty-five chairs were also provided.
- Partnership Director Margie Burdis became the Vice Chair of Meadow Well Connected's Board of Trustees in addition to her role as Finance Chair
- We donated and delivered 250 Christmas cheer boxes to local residents.

Supporting Schools



Capita funded 10 Chromebooks for Norham High School and nine for Percy Main Primary School. 25 new laptops were also donated to Norham High School thanks to a partnership between Capita and the charity Business2Schools. Capita also provided 10 Internet dongles to the school to support students with home learning who do not have access to the Internet

- 11** promotions
- 28** new starters
- 15** Mental Health First Aiders
- 36** STEM Ambassadors
- 9** wellbeing events
- 4** work placements
- 10** Health and Wellbeing Ambassadors
- 1** Divisional Engagement and Wellbeing Ambassador appointed
- 5** apprentices recruited
- 1** foundation placement
- 2** graduates recruited
- 44** laptops/iPads donated to schools
- 36** hours donated to support links with the Armed Forces
- 2** long service awards presented
- 1** North East LEP Enterprise Advisor
- 1** ICE QUEST Scholarship awarded
- 8** apprentices completed their qualifications
- 20** staff recognised through VOICE Awards
- 5** staff are North Tyneside School Governors volunteering **296** hours
- 104** hours spent on supporting other charitable causes

2020-21 People and Value-add.



Better Health
at Work Award
Maintaining Excellence



56% of our Partnership Board is female



Represented on the North East Graduates, Apprentices, and Students & Technicians (GAST) Committee



Represented on the Civil Engineering Industrial Advisory Panel at Northumbria University



Representation on the Meadowell Connected Trustee Board as a Vice Chair



1 Year Out Placement from Newcastle University



Continued to be a Disability Confident Employer



1 Senior Manager is the Chair of the Forward Assist Trustee Board



69 hours donated to support with employability programmes



Better Health at Work: Maintaining Excellence employer



We have a 65:35 male to female ratio



CIHT (North East & Cumbria) Young Professional of the Year awarded



Representation on the North East Business in the Community Advisory Panel



Pledged to support the Kickstart Programme



192 hours donated to Partnership's charities of the year: Meadowell Connected and Forward Assist

INVESTORS IN PEOPLE™
We invest in people Silver

INVESTORS IN PEOPLE®
We invest in apprentices Silver

9,886

hours booked to formal training and development

£236,996

invested in development and training

£2,370
spent on reward vouchers

£3,883
donated to local charities

£1,900
donated in gifts in kind

£1,200
raised for local charities

697

hours of staff time donated in the local community

We had a big focus on staff wellbeing in 2020-21



- Keep us informed
- Do your best
- Your children and homelife come first



- Work from home wherever possible
- Limit travel and avoid public transport
- Get the right kit to work from home



- Remember not everyone's circumstances are the same
- Check in with your colleagues – even the 'always ok' ones
- Make time for social activities



- Take part in one of the steps challenges
- Get outside at least once a day
- Stand up / move around during your working day



- Prioritise your wellbeing
- Create boundaries between home and work
- Schedule time for things that make you happy



- Follow Government advice
- Wash your hands
- Wear a face covering
- Keep 2 metres apart
- Extra precautions needed for CV / CEV colleagues

Covid Support

03

Covid-19 Support

Capita has continued to work with the Council seamlessly to support the Covid-19 effort:



Temporary pavement licences for the public highway were granted by the Streetworks team while the Property team granted licences for non-adopted council land.



Public Protection Manager Joanne Lee heads the team that enforces Covid-19 legislation. A new post has been created within Environmental Health in support of the North Tyneside Covid-19 Outbreak Control Plan.



Our Property and Building Surveying teams were busy supporting the council in ensuring buildings were Covid-19 secure and in opening 3 vaccination centres in the borough.

2019/20
Performance Update

| 04

Impact of covid on partnership performance in 2020-21

There were two consecutive government instructions which guided the operation and management of public sector suppliers during pandemic These have both been fully complied with by both Capita and the Council. These are:

- PPN02/20
- PPN04/20

In compliance with the two public procurement notices and working in partnership, many of our service measures had to be suspended during the pandemic where they were either undeliverable or the council wanted us to focus on other priority things. There are no penalties associated with this and performance is corrected where impacted by means of a record card process.

- There were only two monitoring periods for the year following Q1 - June - September and October - March.
- For an agreed set of KPI's the paymec was suspended and re-introduced as services could be stood back up.
- The operation was overseen by commercial and finance subgroup which continued to meet monthly and all decisions were recorded in a decisions log for future reference.
- This meant the ASP 2020/21 was in effect suspended until June when we entered a period of monitoring, reasonable endeavours and finally standing up all services required by the end of September.
- From October 2020 services were mostly running as normal except where decisions were made by the council to prioritise other activities where staff were diverted from core activities to support covid efforts.

Engineering – Highways and Health and Safety

Property

100%
of asset valuations delivered on time

100%
of housing stock valuations delivered on time

100%
of lease renewals and rent reviews delivered on time

76.64%
of commercial properties let

100%
of debtors had appropriate actions taken against them

100%
of CAT1 defects sorted within 24 hours

99.09%
(average) of routine safety inspections carried out on time (adjusted for impact of Covid-19 and adverse weather – actual figure 72.60%)

99.98%
(average) of CAT2 defects sorted within 10 working days (adjusted for impact of Covid-19 and adverse weather – actual figure 99.21%)

99.98%
of Penalty Charge Notices (PCNs) issued correctly for parking offences

97.25%
(average) of reactive highway repairs that are up to standard

100%
of permit requests responded to within DFT target timeframe

Accident statistics

All accidents

- 0 Fatalities
- 0 RIDDOR injury
- 0 RIDDOR over 7 days
- 0 RIDDOR over 3 days
- 0 Lost time (up to 7 days)
- 2 Lost time (Up to 3 days)
- 1 Road Traffic Collision (no injury)
- 4 Minor (no time lost)
- 0 Dangerous occurrences

Accident Frequency Rate (AFR)

30,0124 Hours worked

0.21 All ARR

0 Reportable AFR

Offices (Quadrant/Killingworth)

- 0 RIDDOR
- 0 NON-RIDDOR incident
- 0 Road Traffic Collision (no injury)
- 0 Hazards observed/removed
- 5 Incidents

Highways/Construction services

- 0 RIDDOR
- 0 NON-RIDDOR
- 1 Road Traffic Collision (no injury)
- 86 Hazards observed/removed
- 6 incidents

Environmental incidents

- 0 Reportable
- 0 Non-reportable

100%
of major applications determined on time

98%
of minor applications determined on time

99%
of other planning applications determined on time

98%
of minor pre-application enquiries responded to on time

93%
of planning enforcement cases visited within 10 working days

100%
of problem premises received an intervention by Environmental Health

93%
of food premises were broadly compliant

99.83%
of requested building control inspections carried out within target time

100%
of notified dangerous structures assessed within target time

Cross Cutting Action Plan Dashboard 2020/21

AP Number	Description	Y/e	Comments
CC 1	Ensuring that financial targets are achieved and received and that business cases are reviewed and that business cases are aligned with council policy direction	Green	Business cases were fully invested in and were reviewed at a bi-weekly special Commercial & Finance (C&F) sub group prior to upward reporting. In total 12 strategic outline cases were submitted to C&F
CC 2	Enforcement Review – Consistent and transparent approach to enforcement and targeting hotspots more effectively	Green	This has been picked up as a refreshed action plan in 2020/21. Progress has been made rapidly to deal with the covid-19 emergency where Joanne Lee has led a combined council and capita enforcement hub. This will be build on and mainstreamed going forwards and is being carried into 2021/22 accordingly
CC 3	We Listen, We Care - Customer Experience Programme. Capita will provide full support and participation.	Green	Capita attended all workstreams and rolled out at action plans. The planned review of car parking due to begin in October 20 has had to be deferred for a year along with the rest of the Councils programme but will be resumed at that time.
CC 4	Preparation for and deliver of the contractual Benchmarking (Nov 2020)	Green	Benchmarking review was undertaken and concluded in time with the draft report submitted to the Council by 31 st March 2021
CC 5	Supporting fully the councils recover from COVID-19 impacts	Green	Capita has worked seamlessly with the council to undertake everything require of us as a partner. Staff have been re-prioritised into the most critical areas and we have worked adaptably and flexibly across all service areas.
CC 6	Supporting Norham High School – Help the school fulfil its ethos and values	Green	Partnership Director remains on the Board of Governors as a foundation governor finance chair and Vice Chair of Governors. Capita funded a £10k fit out of an area of the school including drama room which was able to be completed whist the school was closed. We have donated 10 chrome books and 10 dongles to support pupils learning in critical year groups along with 25 new lap tops.
CC 7	Environmental Sustainability - support to the Councils Climate Emergency priority	Green	Capita has reviewed and refreshed our green travel to work plan and has worked with all our staff to support greater working from home where this is feasible. Lockers have been provided for staff to store exercise clothing and cycle to work has been encouraged in many ways. We attended and participated in the climate emergency forum and have cascaded to staff. All off our staff were given a re-useable lidded cup and document storage 'hot box' in addition to lockers.
CC 8	Ambition for North Tyneside – Ensure alignment of services	Green	Capita has supported the Council's Ambition in 'People, Place and Economy' including delivery of a number of priority works. Capita attends IPB and, the joint Major Programmes Board (MPB) in addition to all other governance forums to ensure alignment at all times across our services.

Cross Cutting PI Dashboard 2020/21

SUMMARY							January		February		March	
Defintion	Expected	Min	Weighting	Frequency	Accuracy	Owner	Figures	%	Figures	%	Figures	%
Time taken to respond to Member Enquiries	90%	90%		Mthly	Whole number	Partnership Director	<u>84</u>	95.45%	<u>88</u>	100.00%	<u>91</u>	98.91%
				88			G	88	G	92	G	
Time taken to respond to FOI requests	90%	90%		Mthly	Whole number	Partnership Director	<u>23</u>	95.83%	<u>35</u>	100.00%	<u>5</u>	100.00%
				24			G	35	G	5	G	
Time taken to respond to Stage 1 Corporate Complaints	90%	90%		Mthly	2 D.P.	Partnership Director	<u>3</u>	100.00%	<u>2</u>	100.00%	<u>5</u>	100.00%
				3			G	2	G	5	G	
Land Charges – Time taken to respond to requests for information	90%	90%		Mthly	Whole number	Partnership Director	<u>208</u>	100.00%	<u>210</u>	99.53%	<u>73</u>	100.00%
				208			G	211	G	73	G	

Property Action Plan Dashboard 2020/21

Action Plan Number	Description	Y/e	Comments
PROP 1	Property Blueprint	Green	Weekly review meetings take place, project manager and team are in place the activity is progressing well against plan.
PROP 2	Backdated reviews - rent reviews and lease renewals	Amber	This was paused for covid as part of the decision not to chase debt. Once this was resumed, frequent meetings have been held with legal in order to provide updates on the reporting. Summary of all new lettings, instructions to legal, monitoring timescales and target dates. This is reported so completions can be monitored to ensure they are completed within the necessary timescales and if they are not, then an explanation is also provided.
PROP 3	Non-operational premises compliance	Green	This remained on track despite the impact of covid. Good progress was made on tenant and retail handbooks and on a new facilities management process

Engineering Action Plan Dashboard 2020/21

Action Plan	Description	y/e	Comments
1	Trial of coastal drone inspections.	Green	Trial of drone has been programmed to be undertaken on w/c 9th November 2020 to gauge what data can be collated from the technology and whether it will be usable for inspections. Capita gave a presentation to Client to show the quality of inspections provided by drone. The client has requested a briefing note to explain the recommendations moving forward. If we decide to maintain visual inspections, we would still need option for inaccessible areas.
2	Review of Highway Policies – New VAX requests, illegal VAX, Overhanging Vegetation and Road Traffic Accidents	Green	first draft for overhanging vegetation has been drafted and the VAX policy was going to May 2021 Cabinet. A customer guide is now being produced. A separate policy document will be created for overall enforcement.
3	PROW Report Function and Video Survey	Deferred	Video recording options were investigated. No further progress was been made due to Covid – 19 The subgroup have agreed to remove this action plan from service plan. This wasl be removed from suite of action plans.
4	Electric Vehicles	Deferred	A lot of work was undertaken initially in looking at what others did then the Action Plan was put on hold, this is currently being reviewed as part of 2021/22 annual service plan work.

Engineering KPI and PI Dashboard 2020/21

Category 2 KPI's								January		February		March	
KPI ref	Defintion	Expected	Min	Weighting	Frequency	Accuracy	Owner	Figures	%	Figures	%	Figures	%
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	95%	90%	25%	Mthly	2 D.P.	MF	872	99.89%	376	83.19%	527	100.00%
								873	G	452	R	527	G
ENG 2.2	Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours	98%	96%	25%	Mthly	2 D.P.	MB	23	100.00%	5	100.00%	10	100.00%
								23	G	5	G	10	G
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly	2 D.P.	MB	132	98.51%	246	92.13%	413	98.80%
								134	G	267	R	418	G
ENG 2.4	Parking - No. of PCNs correctly issued	99%	95%	5%	Mthly	2 D.P.	GH	17677	99.96%	17,295	99.97%	18,170	99.98%
								17684	G	17301	G	18,174	G
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly	2 D.P.	MB	35	100.00%	55	100.00%	107	93.04%
								35	G	55	G	115	G

Category 1 PI's								January		February		March	
KPI ref	Defintion	Expected	Min	Weighting	Frequency	Accuracy	Owner	Figures	%	Figures	%	Figures	%
ENG 1.1	Roads and Pavements – Time taken to respond to permit request	99%	95%		Mthly	2 D.P.	RR	1293	100.00%	1100	100.00%	1392	100.00%
								1293	G	1100	G	1392	G
ENG 1.2	Roads and Pavements – Permit scheme compliance of Capita workforce.	90%	85%		Mthly	2 D.P.	MB	292	91.25%	182	90.10%	372	95.14%
								320	G	202	G	391	G
ENG 1.3	Casualty reduction	See PI	N/A		Annual	Whole number	NS						
ENG 1.4	Roads and Pavements – Percentage of pothole and footpath enquiries insected within 3 working days	80%	75%		Mthly	2 D.P.	AM	141	90.97%	182	100.00%	165	94.83%
								155	G	182	G	174	G
ENG 1.5	Increasing use of Sustainable Transport on Go Smarter Scheme for schools	75%	65%		Annual	1 D.P.	AH						
		Average											

Regulatory Services Action Plan Dashboard 2020/21

Action Plan	Description	y/e	Comments
PLG 1	Planning Policy Development – Progress the delivery supporting the Local Plan	Green	Achieved eg, reviewed the Statement of Community Involvement to ensure it remained fit for purpose; produced the first Infrastructure Funding Statement, produced an updated Character Appraisal for the Northumberland Square conservation area, reviewed four Article 4 Directions relating to some of our designated heritage locations at Preston Park, Spanish Battery, New Quay and Tynemouth Village.
REG 1	Housing Enforcement Policy	Green	Housing Enforcement Policy was drafted the policy, commenced and concluded the consultation and amended the policy to take account of responses. It was approved by Cabinet on 28 June 2021
REG 2	Air Quality Strategy	Deferred	Due to the deferral of the proposed Clean Air Zone we have not been able to progress this until a regional approach is agreed. It has been agreed to postpone this work until 2022/23
REG3	Food Law Plan 2020 – 2022 – Develop and approve a 2-year food law enforcement plan	Deferred	Draft Policy developed but, we have been unable to progress with the Food Law Plan. The Food Standards Agency ceased all inspection work in 2020 and have developed a post Covid recovery plan. This has been moved to 2021/22 and the Food Law Plan will be developed in accordance with the parameters set out by the FSA
REG 4	Cumulative Impact Assessment	Deferred	Delayed action due to Covid. Activities due to commence Q4. In line with this we commenced review of Cumulative Impact Assessment and pre-consultation completed with Northumbria Police. Further actions to be completed in 2021/22.
REG 5	Review of Street Trading Scheme	Deferred	Activity postponed due to Covid-19. We were unable to progress this due to the need to target resources to undertaking Covid inspections. It has been agreed to postpone this work until 2021/22
BC 1	Building Control Enforcement Procedure	Deferred	Activity postponed due to an increase in workload over the last year due to post lockdown peaks in applications. This work has been rescheduled and included within the 2021/22 Annual Service Plan
BC 2	Retention of ISO 9001:2015- Retain quality assurance standard covering the Building Control service	Deferred	The BSI Formal Audit was postponed as agreed with BM Trada. The internal reviews were not completed due to specific staffing issues occurring during the year and prioritising frontline service during the Covid pandemic.
BC 3	Building Excellence Awards – Support the annual Local Authority Building Control (LABC) awards programme	Deferred	LABC postponed the 2020/21 awards scheme due to Covid-19 therefore we were unable to progress with nominations.

Regulatory Services KPI Dashboard 2020/21

Category 2 KPIs

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	January		February		March		Q4 / Annual	
								Figures	%	Figures	%	Figures	%	Figures	%
PLG 2.1	Planning - % major applications determined on time	95%	90%	20%	Quarterly		Whole number	<u>23</u>	100%	<u>25</u>	100%	<u>28</u>	100%	<u>28</u>	100%
		sliding scale	sliding scale					23	↑	25	↑	28	↑	28	G
PLG 2.2	Planning - % minor applications determined on time	96%	90%	20%	Quarterly		Whole number	<u>117</u>	98%	<u>115</u>	98%	<u>118</u>	98%	<u>118</u>	98%
								119	↑	117	↑	120	↑	120	G
PLG 2.3	Planning - % other applications determined on time	96%	92%	20%	Quarterly		Whole number	<u>672</u>	99%	<u>682</u>	99%	<u>700</u>	99%	<u>700</u>	99%
								678	↑	690	↑	709	↑	709	G
PP 2.1	Public Protection -Persistent Environmental Health complaints in relation to domestic or business premises	100%	95%	15%	Mthly		Whole number	<u>4</u>	100%	<u>3</u>	100%	<u>7</u>	100%		
								4	G	3	G	7	G		
PP 2.2	Public Protection -Broadly Compliant Food Establishments	90%	86%	10%	Annual		2 D.P.	1294	93%	1300	93%	1308	93%		
								1398	G	1405	G	1407	G		
BC 1.4	Building Control - Building Regulations decisions issued within statutory target dates	75%	60%	15%	Mthly		1 D.P.	<u>34</u>	94%	<u>42</u>	82%	<u>30</u>	75%		
								36	G	51	G	40	G		

Regulatory Services PI Dashboard 2020/21

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	January		February		March		Q4 / Annual		
							Figures	%	Figures	%	Figures	%	Figures	%	
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%		Mthly	Whole number	3	27%	3	25%	3	25%			
							11	G	12	G	12	G			
PLG 1.2	Planning - % discharge of conditions determined on target	78%	72%		Mthly	Whole number	92	96%	100	95%	102	95%			
							96	G	105	G	107	G			
PLG 1.3	Planning - % minor pre application enquiries responded to in time	90%	85%		Mthly	Whole number	137	98%	149	98%	163	98%			
							140	G	152	G	166	G			
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 7 weeks	80%	70%		Mthly	Whole number	15	88%	11	85%	12	86%			
							17	G	13	G	14	G			
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%		Mthly	Whole number	7	13%	7	13%	7	11%			
							55	A	56	A	61	A			
PLG 1.6	Planning - % enforcement cases visited within 10 working days of receipt	85%	75%		Mthly	Whole number	393	89%	381	90%	385	93%			
							441	G	421	G	416	G			
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%		Mthly	1 D.P.	190	100%	221	100%	271	100%			
							190	G	222	G	271	G			
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%		Mthly	1 D.P.	6	100%	7	100%	6	100%			
							6	G	7	G	6	G			
BC 1.3	Building Control - % market share against private sector competition	75%	70%		Mthly	1 D.P.	108	79%	89	77%	143	82%			
							136	G	116	G	175	G			
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%		Mthly	To be benchmarked	1 D.P.	6688	87%	7243	87%				
								7700	G	8320	G				

Annual Service Plan
2020/21

05

ASP 2021/22

- Each year Capita is required to submit for approval an Annual Service Plan which then forms the basis of our performance monitoring framework for the coming year
- In getting to the plan, each service subgroup reviews and proposes the performance measures that are put forwards for approval
- The draft ASP was presented to SPB on 16th March 2021 for agreement. It was re-presented to SPB on 5th July 2021, to afford an opportunity for further consideration by the new members of SPB, where it was approved.
- A summary front end document was included with papers and the detailed performance annexes are available to view on a shared drive
- Q1 has been monitored against this plan



Annual Service Plan 2021/22

The ASP contains contractual deliverables for the coming year. Investment Schedule and Business cases are shown in accordance with the contract and align to the Councils priorities.

Partnership focus for 2021/22

- Engendering hope and public confidence
- Building back better – post-covid recovery
- Focus on customer service
- Focus on digital innovation
- Support to the climate emergency, carbon reduction and flood mitigation
- Supporting regeneration and transport planning
- Embedding equalities
- Benchmarking action plan
- Education – school and apprentice support
- Community support – charitable activity, poverty and anti-social behaviour reduction

Cross cutting action plans and service focus have been aligned to the above to best support the councils priority areas of focus. There is also an emphasis on flexibility and partnership behaviours. We will look to bring forwards innovation and ideas.

For 2021/22 the Technical Services Partnership will be measured against:

- 5 Action Plans and 3 KPI and 4 PI relating to the Property Workstream
- 6 Action Plans and 5 KPI and 3 PI relating to the Engineering Workstream
- 11 Action Plans and 6 KPI and 10 PI relating to the Regulatory Services Workstream
- 8 Action Plans and 4 PI which are cross cutting

Contract Commitments

1. Honour the no compulsory redundancies for transferring TUPE staff
2. Remain co-located with the Authority in Council offices, in Quadrant West and Killingworth Depot
3. We will invest **£2.258m** the Partnership in line with the Councils priorities
4. We will generate 5 new jobs in year, including apprentice and graduate positions
5. We will provide gross income/savings of **£6.156m** through delivery of Business Cases
6. Continue service improvements measured through our Performance Regime (with a focus this year on innovation and digital improvements). Health and safety focus, Member support and support for major projects will also continue
7. Continue to support our charitable, educational and other social clause commitments

Investment schedule 2021/21

Investment of £2,258,000 will be made across the agreed 3 Council priority areas as follows in line with contractual commitments:

PEOPLE £422,000

Employability sessions

Corporate parenting

STEM ambassadors

Entry to employment

Support to MWC, girls network and forward Assist

Investors in People

PLACES £720,000

Support to Major Projects in the borough

Support to regeneration activity

Community Liaison support

Streetworks, pavements and footpath activities

Support to schools and NT learning trust

ECONOMY £1,116,000

Local employment initiatives

Graduate and apprentice appointments

Training and development activities

Work with NT business forum and SME's

Benchmarking
update

06

Benchmarking Update

2020-21 was a contractual benchmarking year.

- Benchmarking approach was agreed by OPB, SPB board and considered by this OSPD also
- External review was undertaken by CIPFA for property and by GoBeyond for Regulatory Services
- Capita conducted the benchmarking and draft reports were submitted by the end of the contract year as required
- Reports were reviewed by OPB and questions responded to
- Final reports will be submitted to SPB at its next meeting and thereafter into OSPD for consideration.