

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Monday 8 November 2021

Title: Technical Services Partnership – Quarter 1 Performance Monitoring Update

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Service: Environment, Housing and Leisure

Wards affected: All

1. Purpose of Report

As part of its work programme Overview, Scrutiny and Policy Development Committee ('the Committee') receives performance updates from the Authority's long-term strategic partnership arrangement with Capita Property & Infrastructure Limited ('Capita'). The partnership delivers a range of technical services for the Authority.

The purpose of this report is to present the Quarter 1 performance monitoring update for the current financial year 2021/22 following consideration by the established partnership governance arrangements.

2. Recommendations

The Committee is recommended to:

- a) Consider the Quarter 1 service performance update for 2021/22 presented in **Appendix 1**;
- b) Consider the Quarter 1 financial performance update for 2021/22 presented in **Appendix 2**; and
- c) Note the forward look on monitoring performance highlighted in section 3.3 of the main body of the report.

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 responded to the recommendations by Committee following examination of the partnership by the study group it established. Details of that are included in the background information included within this report.

Cabinet agreed that monitoring reports against the contractually agreed Annual Service Plan will be made available each quarter. This report presents service delivery and financial monitoring performance reports for Quarter 1 of the current financial year.

3.2 Managing performance

The Authority 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 behalf of the authority 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 agreed 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 Partnering Board (OPB) on a monthly basis and Strategic Partnering Board (SPB) on a quarterly basis.

In addition to the KPI's, for each of the service areas there are several action plans that are delivered and monitored in the same way along with financial performance.

Service delivery performance is attached as **Appendix 1** and financial performance is attached as **Appendix 2** to this report.

3.3 Forward Look

As part of the extensive performance monitoring embedded within management of the partnership arrangements, Committee should be aware of those aspects that will be reported to it once they are considered via the established governance arrangements. These are:

- **Benchmarking**

There is a commitment within the partnership agreement that benchmarking exercises will be undertaken at years 5, 8 and 12. Cabinet agreed with the recommendation that Committee will have oversight of that. The approach to Year 8 (2020/21) benchmarking was considered by Committee at its meeting in November 2020.

Capita has discharged their obligations to submit agreed information to the Authority by 31 March 2021. In sight of the SPB the outcomes are being considered and will be reported to Committee at the earliest opportunity.

- **Investment commitments**

For 2021/22, Capita have agreed to invest £2.258m into the partnership. This was agreed within the annual service plan. This is monitored on a 6 monthly basis and will be reported to Committee as part of the Quarter 2 performance update.

- **Strategic action plans**

For 2021/22, in addition to the service area action plans, Capita has commitment to deliver at specified strategic priorities for the partnership to support those of the council. These are:

1. Developing business cases to save and generate income
2. Reviewing our enforcement effort
3. *'We listen, We Care'* – Supporting the customer experience programme
4. Delivery of benchmarking outcomes
5. *'Building Back Better'* – recovery from COVID-19 impacts
6. Supporting Norham High School
7. Environmental Sustainability – supporting the Climate Emergency declaration
8. Supporting the Ambition for North Tyneside

Progress on these will be reported to Committee as part of the Quarter 2 performance update.

4. Appendices

Appendix 1 – Quarter 1 service delivery performance scorecard for 2021/22

Appendix 2 – Quarter 1 financial performance monitoring statement for 2021/22

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](#)