



North Tyneside Council

Working in partnership with

CAPITA



Benchmarking Overview – Presentation to Scrutiny Committee

18th July 2019

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Introduction

Technical Services Partnership contract requires Benchmarking Exercises at the 5th, 8th and 12th anniversary of the Commencement Date (1 November 2012).

The first Benchmarking Exercise was carried out under the Partnership following the 5th anniversary (1 November 2017). SPB accepted the recommendations that:

- a) Benchmarking has been carried out in accordance with the contract and agree the results of the benchmarking exercise were as noted in the report
- b) The next steps and recommendations were agreed as presented

This exercise covered the following partnership services:

- Regulatory Services
- Property Services
- Engineering Services



Benchmarking Outcomes Regulatory Services

Service represents good value as a whole in terms of quality and value for money.

Benchmark from comparable data:

- There has been a notable increase in KPI targets and the successful development of robust methodologies since commencement and the DoV
- There has been strong associated KPI performance with no need for penalties
- Planning now consistently perform in the upper quartile of comparable national data sets across the whole service
- Public Protection continue 100% performance with regard EH complaints and are now in the top three of the regional LA's in relation to broadly compliant food premises
- Building Control continue to achieve all PIs in relation to building safety and outperform all but one of the Regional LA's surveyed in relation to applications processed per staff member

Summary of next steps agreed:

- In Planning, provide proposals in relation to the 20% CIL funding (including enforcement activities) and conduct a review of pre-application and high hedge fees
- In Public Protection, conclude the review of fees and charges and continue to develop the information available to the public to promote and encourage self service
- In Building Control, maintain the existing high performance and market this service externally to assist other Local Authority partners
- Further description added to the consultancy rates used to apply to all services within the Partnership



Benchmarking Outcomes Property Services

Benchmark from comparable data and joint service review:

- KPI targets have been maintained at 100% alongside the successful development of robust methodologies since commencement and the DoV
- The suite of statutory compliance KPIs have been developed significantly with the involvement of industry experts
- There has been a notable decrease in void rates and outstanding debt
- A strong compliance picture continues to be developed
- Due to a lack of national comparator statistics, and LA commercial considerations in relation to this specific service, a limited number of neighbouring LA have responded and have shared only very limited information

Service represents good value as a whole in terms of quality and value for money.

Summary of next steps agreed:

- Completion of the actions arising from the Property Service Review, including the conclusion of the Estates Strategy, development of the ONE Team approach,
- Continued development of 'How we use our data' and improved governance through strong links with Investment Programme Board
- Further description added to the consultancy rates used to apply to all services within the Partnership



Benchmarking Outcomes Engineering Services

Service represents good value as a whole in terms of quality and value for money.

Benchmark from comparable data and joint service review:

- There has been a notable increase in KPI targets and the successful development of robust methodologies since commencement and the DoV
- There has been strong associated KPI performance with no need for penalties
- The service actions 100% of Category 1 defects within the stipulated response time and significantly outperforms other authorities in the region by completing 99% of Category 2 defects within the stipulated response time
- Through the above, and the annual programme of road resurfacing and maintenance, including the additional NTC contribution to the schemes (circa £2m per annum), the condition of the roads in the Borough is among the best in the region

Next steps agreed:

- Completion of the actions arising from the Engineering Service Review, including the review of governance arrangements, the sharing of best practice from Major Projects to smaller LTP schemes, a strategic approach to project development over the longer term, reviewing the approach to communications, reviewing the approach to Utility Providers and finalising arrangements in relation to Section 278 works.
- Further description added to the consultancy rates used to apply to all services within the Partnership



Benchmarking Outcomes – Overarching Partnership Delivery

- ✓ As at end Year 6 (March 2018), the reduction in the core fee as recognised by savings through OBC1 is £5.3m. During the contract term this equates to £17.9m
- ✓ As at end Year 6, there is a further saving recognised as part of the fee reduction of £1.6m. During the contract term this equates to £15.4m
- ✓ As at end Year 6, other income/savings generated through investment and business case activity equates to £8.3m as reported through Business Case results. During the contract term this equates to £44.1m
- ✓ We continue to occupy the Quadrant and Killingworth paying a desk charge that, as at end year 6, equates to £1.8m. During the contract term this equates to £6.1m
- ✓ Since the DoV signing, the Managed Budget has been delivered
- ✓ The net increase of 100 new jobs for the first 5 years of the Partnership was achieved, signed off by OPB (meeting 22 February 2018)
- ✓ During the first 5 years of the Partnership there has been no KPI failure triggering the application of the paymech (schedule 27)
- ✓ Partnership staff have delivered over 1391 hours of CSR activity since 2012
- ✓ The Partnership has specifically engaged with Armed Forces, Local Schools, Phoenix Detached Youth Project, Princes Trust, DWP, CTP, Leonard Cheshire Disability, advertised all jobs locally, are engaged with the NT Business Forum and have a nominated charity of the year
- ✓ Since 2016, a number of Strategic Cross Cutting Action Plans have been delivered, specifically those associated with Norham High School and Corporate Parenting have been recurring commitments



Next Steps

1. The second benchmarking review takes place at the end of contract year 8.
2. Work is currently underway to scope this exercise, which will build on the Year 5 approach and include external challenge.
3. Once this approach has been scoped it will be agreed by SPB then passed to Scrutiny to consider in March 2020 in prior to being taken forwards.
4. The outcomes of the review will be similarly reported to SPB then Scrutiny

