

# North Tyneside Council

## Report to Cabinet

### Date: 26 November 2018

**ITEM 5(a)**  
**Capita Sub-group  
report**

**Portfolio(s):** Environment, Housing and  
Leisure

**Cabinet Member(s):** Councillor B  
Pickard

**Report from** Overview, Scrutiny and Policy Development Committee

**Wards affected:** All

## **PART 1**

### **1.1 Executive Summary:**

The purpose of this report is to present the Overview, Scrutiny & Policy Development Committee review of the Capita Partnership with the Authority.

In accordance with Section 122 of the Local Government and Public Involvement in Health Act 2007, Cabinet is required to provide a response to the recommendations of the Overview, Scrutiny and Policy Development Committee within two months. In providing this response Cabinet is asked to state whether or not it accepts each of the recommendations and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

### **1.2 Recommendation(s):**

It is recommended that Cabinet consider and formulate a response to the recommendations presented to them as a result of the Overview, Scrutiny and Policy Development Committee's review of the Capita Partnership with the Authority.

### **1.3 Forward Plan:**

Twenty eight days notice of this report has been given and it first appeared on the Forward Plan that was published on 2 April 2018.

### **1.4 Council Plan and Policy Framework**

This report relates to the following priority in the Our North Tyneside Plan  
Our Places will have effective transport and physical infrastructure.

### **1.5 Information:**

As part of the Overview Scrutiny & Policy Development Committee work programme 2017/18, Members agreed to carry out a review on the partnership with Capita who delivers the Authority's technical services.

It decided it would review the partnership arrangement to see if the Authority and its residents were receiving the service specified at its inception and established the Sub-group to gain a clearer understanding of the partnership and its operation.

All non-executive Members were invited to be part of the sub-group, with seven taking up the invitation. A series of evidence gathering meetings with officers of the Authority and Capita were then undertaken.

A series of meetings took place where officers presented information on aspects of the contract requested by scrutiny and following consideration of the information received the sub-group made the following nine recommendations:

- It is important that there is a need to have clear and greater understanding of the contract, with clear information accessible to all within the Authority and to residents.
- To ensure comprehensive oversight by members that scrutiny be involved with the baseline exercises at years 5, 8 & 12 years.
- That the outcome and plans of the Partnering Boards be formally reported to scrutiny committees to ensure comprehensive transparency into the partnership.
- That Cabinet gives consideration to the increasing of enforcement throughout the Authority through an increased enforcement regime.
- That Cabinet ensures that Council are informed of any changes to the North Tyneside Local Plan, as a consequence of any changes to the implementation of the Northumberland Local Plan.
- That Cabinet considers options to how the Authority's partnership with Capita and its knowledge and experience in gaining an acceptable Local Plan could provide a further income stream by offering its expertise to other Local Authorities.
- That Cabinet ensure that the Strategic Partnership Board has oversight of any profit warnings and has appropriate risk and business continuity plans in place to ensure services will continue to be delivered if such circumstances that any of its partnership arrangements fall into possible liquidation.
- To demonstrate that transparent scrutiny, following the Strategic Partnering Board annual review, the information to be shared with the Overview, Scrutiny & Policy Development Committee at the next scheduled meeting to enable all members to gain a better understanding of the operational value of the partnership.
- That Overview, Scrutiny & Policy Development Committee is presented with the base line results at year 5, 8 and year 12 of the contract to enable consideration of value for money, the meeting of Partnership Targets and ensure that there are no significant key performance indicator failures or material defaults under the terms of the contract.

The full report which outlines the findings, conclusions and recommendations of the review is appended to this report.

The Overview, Scrutiny and Policy Development Committee received the report on 5 November 2018 and approved the recommendations for submission to Cabinet.

Cabinet has a statutory duty to respond to the Overview, Scrutiny and Policy Development Committee's recommendations within 2 months of receiving them. In providing its response Cabinet is asked to provide reasons for any recommendations

#### **1.6 Decision options:**

The following decision options are available for consideration by Cabinet:

##### Option 1

Cabinet may accept the recommendation set out in paragraph 1.2 above.

##### Option 2

Cabinet may not accept the recommendation set out in paragraph 1.2 above.

##### Option 3

Cabinet may accept part of the recommendation as set out in paragraph 1.2 above and reject the rest.

Option 1 is the recommended option.

#### **1.7 Reasons for recommended option:**

Cabinet has a statutory duty to respond to the Overview, Scrutiny and Policy Development Committee's recommendations within 2 months of receiving them. Option 1 is recommended as this option allows Cabinet time to consider and formulate a response to the recommendations.

#### **1.8 Appendices:**

Appendix: Overview, Scrutiny and Policy Development Committee – Capita Sub-group report.

#### **1.9 Contact officers:**

Paul Wheeler, Democratic Services Officer Tel (0191) 643 5318  
Paul Hanson, Acting Chief Executive Tel (0191) 643 2000  
Phil Scott, Head of Environment, Housing & Leisure Tel (0191) 643 7295

#### **1.10 Background information:**

A list of background information used in the compilation of the Capita Sub-group report can be found on page 24 of the attached report.

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

The financial implications associated with each recommendation will be included in Cabinet's response to the Sub Group's report.

### **2.2 Legal**

There are no legal implications at this stage.

### **2.3 Consultation/community engagement**

#### **2.3.1 Internal Consultation**

The Sub-group held discussions with relevant officers.

#### **2.3.2 External Consultation/Engagement**

No external engagement was undertaken.

### **2.4 Human rights**

There are no direct issues relating to human rights arising from this report.

### **2.5 Equalities and diversity**

There are no direct issues relating to Equalities and Diversity arising from this report.

### **2.6 Risk management**

There are no direct issues relating to risk arising from this report.

### **2.7 Crime and disorder**

There are no direct issues relating to crime and disorder arising from this report.

### **2.8 Environment and sustainability**

There are no direct issues relating to environment and sustainability arising from this report.

## **PART 3 - SIGN OFF**

The following officers and Members have been sent a copy of the report for their information:

- Acting Chief Executive
- Head(s) of Service
- Mayor/Cabinet Member(s)
- Chief Finance Officer
- Monitoring Officer
- Head of Corporate Strategy and Customer Service