

**Cabinet Response to Overview and Scrutiny Recommendations
Completed Action Plan**

Capita Sub-Group Report

In accordance with Section 122 of the Local Government and Public Involvement in Health Act 2007, Cabinet are required to provide a response to the recommendations of the Overview and Scrutiny Committee within 2 months. In providing this response Cabinet are asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision	Action to be taken (if any) and timescale for completion
Recommendation 1 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.	The Partnership already produces information for Members and for residents about the services it provides. However, there is an opportunity to communicate the strategic delivery aspects and objectives.	Accept	A strategic action plan; with milestones will be included within the Technical Services Partnership Annual Service Plan 2019/20
Recommendation 2 To ensure comprehensive oversight by members that scrutiny be involved with the baseline exercises at years 5, 8 & 12 years.	In order to meet contractual requirements the Year 5 benchmarking exercise has already been undertaken. The Year 8 exercise is due in 2020/21.	Accept	Arrangements will be made for Scrutiny Members to have oversight prior to the commencement of the Year 8 benchmarking exercise during 2020/21.
Recommendation 3 That the outcome and plans of the Partnering Boards be formally reported to scrutiny committees to ensure comprehensive transparency into the partnership.	The key plan of the Partnering Board is the Annual Service Plan which is agreed prior to the commencement of each financial year. Outcomes and performance against this are monitored monthly by the Operational Partnership Board and quarterly by the Strategic Partnership Board during the year.	Accept	Once agreed, the Annual Service Plan will be reported to the Committee at the start of each financial year. Monitoring reports against the Annual Service Plan will be made available each quarter.

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<p>Recommendation 4 That Cabinet gives consideration to the increasing of enforcement throughout the Authority through an increased enforcement regime.</p>	<p>Additional resources have already been deployed on a pilot basis to tackle environmental crime and anti-social behaviour. An enforcement plan is currently being developed to improve the coordination of existing resources.</p>	<p>Accept</p>	<p>Evaluation of Environmental enforcement pilot to be undertaken by April 2019. Include a strategic action plan; with milestones; within the Technical Services Partnership Annual Service Plan 2019/20 that incorporate enforcement activities.</p>
<p>Recommendation 5 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.</p>	<p>Continuing discussions with Northumberland County Council colleagues suggest that the Northumberland Local Plan is not expected to lead to required changes to the North Tyneside Local Plan. Progress on the delivery of the Local Plan is formally monitored on an annual basis in consultation with the relevant Cabinet Members. That annual monitoring report is the point where any changes to the North Tyneside Local Plan would be formally reported to Cabinet.</p>	<p>Accept</p>	<p>The Annual Monitoring Report (AMR) on the Local Plan will be produced each February. Council will be informed where it has been identified that a review of the Local Plan is required.</p>
<p>Recommendation 6 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.</p>	<p>The Authority's partnership with Capita is already now working with a number of local authorities to provide expertise and capacity in support of the development of Local Plans. General capacity 'top up' services are also being provided and this area is being further developed.</p>	<p>Accept</p>	<p>No further action is required as recommendation has been addressed.</p>

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision	Action to be taken (if any) and timescale for completion
<p>Recommendation 7 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.</p>	<p>A corporate risk has been raised for ongoing management regarding the stability of the Authority's key partnerships and supply chains (this includes Capita). There are also specific controls within the Technical Services Partnership delivery risk to ensure that annual financial checks are carried out.</p> <p>There is a contractual obligation to review Business Continuity Plans annually.</p>	Accept	<p>Monitoring of the identified risk is within the Authority's recognised corporate risk management framework and at the Strategic Partnership Board held quarterly.</p> <p>The Strategic Partnership Board ensures that Business Continuity is addressed as part of the annual review concluded by March 2019.</p>
<p>Recommendation 8 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.</p>	<p>This recommendation relates to the annual out-turn of the performance of the partnership which includes financial and service delivery which is reported to the Strategic Partnership Board in July each year.</p>	Accept	<p>The annual review will be reported to Committee at the next available meeting.</p>

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<p>Recommendation 9 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.</p>	<p>In accordance with contractual requirements the Year 5 benchmarking exercise has already been undertaken. The outcomes are currently being assessed by the Strategic Partnership Board and are subject to sign-off. The Year 8 exercise is due in 2020/21.</p>	<p>Accept</p>	<p>Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised.</p> <p>Similar arrangements will be made to present the outcome of the Year 8 and Year 12 benchmarking exercises (note that this links to the action relating to Recommendation 2).</p>