

North Tyneside Council Report to Cabinet 13 July 2015

ITEM 5(a)

Kier North Tyneside Joint
Venture–Future Priorities

Portfolio(s): **Housing and Transport**

Cabinet Member(s): **Cllr J Harrison**

Report from: **Overview, Scrutiny & Policy Development Committee**

Wards affected: **All**

PART 1

1.1 Purpose:

The purpose of this report is to present the recommendations of the Overview, Scrutiny & Policy Development Committee in relation to the work undertaken by its sub-group in relation to Kier North Tyneside.

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 two months. In providing this response Cabinet are asked to state whether or not it accepts each recommendations and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

In providing this report, Cabinet is 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.

1.2 Recommendation(s):

It is recommended that Cabinet considers and formulates a response to the recommendations set out in the Kier North Tyneside Joint Venture–Future Priorities report.

1.3 Forward plan:

The report was included in the forward plan for the period 29 June 2015 - 31 October 2015 under the matters arising from Overview and Scrutiny Committee and its sub committees heading.

1.4 Council plan and policy framework

This report relates to the following priorities in the 2014-18 Our North Tyneside Plan:

Our Places will:

B. Have more quality affordable homes.

1.5 Information:

Background information

- 1.5.1 The Kier North Tyneside sub-group first met in February 2015 with the objective to provide an evidenced opinion on areas to business planning improvement and performance priorities.
- 1.5.2 As part of the review the sub-group received information from all interested parties. It therefore requested that the Cabinet Member responsible for Housing and Transport and Kier Management to attend meetings so it could receive their views and future aspirations for the partnership.

It also decided the most appropriate method to receive the views from other interested parties was to hold a Tenants focus group and receive views through electronic surveys from Council Staff, Kier Staff, Schools, Council Members and the Business Forum.

All responses and views were then collated to establish key themes and priorities for future consideration.

- 1.5.3 It also received extensive background information in relation performance and business plans through the life cycle of the Kier North Tyneside joint Venture partnership.
- 1.5.4 The sub-group identified 10 recommendations throughout the review.
- 1.5.5 The recommendations are as follows:

Recommendation 1: That investigation is progressed to see what if any alternative/ sustainable and suitable proposals could be put in place with regards to the use of the Killingworth site to aid both the Council and JVCo.

Recommendation 2: that consideration is given to offering a wide range of minor works/ services by extending the current offer to private sector clients.

Recommendation 3: that consideration be given to the introduction of efficient payments processes that would avoid delay in receiving payments.

Recommendation 4: that establishing a customer charter providing a named contact that customers could call would be beneficial as a clear communication process would be established to deal with customer concerns and requirements.

Recommendation 5: That further efforts be made to reduce the time taken for completing the lettings process to a more acceptable level i.e. under 25 days. It was thought that better programme planning and developing a multi skilled workforce would help in achieve this goal.

Recommendation 6: That the JVCo investigate smarter working approach to enable and encourage housing staff to identify potential back to back lets. This may require investigation if some financial incentive would enable agreed works to be carried out once the new tenant has moved in or before the old one departed.

Recommendation 7: This is an area that should be investigated to discover the reasons why jobs cannot be completed first time and put procedures in place to reduce the amount of delays as much as possible.

Recommendation 8: that there should be a greater focus to ensure better online services are available to customers to allow them to report faults and create better appointment management etc

Recommendation 9: That greater focus was needed from the Strategic Partnering Board on creating a clear Strategic Vision as to how it would deliver and grow the business.

Recommendation 10: the most appropriate time to consider a rebranding exercise may be addressed when consideration is being made to how the JVCo will look like post 2019.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet may accept the recommendations set out in paragraph 1.5.5 above.

Option 2

Cabinet may reject the recommendations set out in paragraph 1.5.5 above.

Option 3

Cabinet may accept part of the recommendations as set out in paragraph 1.5.5 above and reject the rest.

Option 1 is the recommended option.

1.7 Reasons for recommended option:

Option 1 is recommended by Overview, Scrutiny & Policy Development Committee.

This option will meet the statutory duty of Cabinet to respond to the recommendations within 2 months of receiving them.

Cabinet is asked to provide reasons for any recommendations which are not approved.

1.8 Appendices:

Appendix 1: Overview, Scrutiny & Policy Development Report: Kier North Tyneside Joint Venture–Future Priorities

1.9 Contact officers:

Paul Wheeler, Democratic Services Officer 643 5318

1.10 Background information:

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

Cabinet 20 April 2009 Report– Chris Procurement – Selection of “Preferred Bidder” to form Joint Venture Partnership with the Council
Overview & Scrutiny Report - Study in to the Joint Venture Agreement – March 2012

Joint Venture Partnership Kier North Tyneside 3 year Anniversary review

Report to Overview & Scrutiny of the Joint Venture Company Kier North Tyneside Limited February 2014

[Housing Sub Committee 26 January 2015 Kier North Tyneside Performance Update](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

There are no Finance implications at this stage.

2.2 Legal

There are no legal implications at this stage.

2.3 Consultation/community engagement

Members consulted with the Officers from the Council, Cabinet Member responsible for Housing and Transport, Kier Management. It also received the views from other interested parties through a Tenants focus group and electronic surveys from Council Staff, Kier Staff, Schools, Council Members and the Business Forum

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

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

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