

## Cabinet Response to Overview and Scrutiny Recommendations

### Joint Venture Agreement

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 (Accept or reject)	Action to be taken (if any) and timescale for completion
R1 Cabinet ask the Strategic Director of Community Services to negotiate with Kier North Tyneside the inclusion of an additional key performance indicator to measure the number responsive repairs which exceed their target timescale for completion.		Accept	A new performance indicator has been incorporated into the suite of Key Performance Indicators within the Performance Management Framework for Kier North Tyneside to be measured during 2012/13 – Completed April 2012
R2 Cabinet ask the Council's Strategic Director of Community Services to undertake a review of the weightings to be attached to the profit fee mechanism in 2012/13 to ensure that the profit fees payable reflect the improvements in the quality of the service experienced by tenants.	<p>The performance measurement and weightings that support the payment mechanism are specific to each individual workstream. Performance in one workstream does not impact upon payments in another workstream.</p> <p>The KPIs for 2012/13 have been reviewed and revised and reflect the balance of work within the JV.</p>	Accept	Completed April 2012 and reviewed annually

<p>R3a Cabinet asks the Head of North Tyneside Homes and Kier North Tyneside to review their customer service standards with the aim of strengthening the processes to receive and report day to day enquiries received from tenants and customers.</p>	<p>A range of mechanisms are in place for gathering customer feedback which include the Vision Management System questionnaire, The Survey of Tenants and Resident STAR survey and customer complaints. KNT have recently appointed a Partnership Development Manager with the aim of identifying weaknesses/gaps and improving services to customers.</p> <p>As part of the CEI Programme the Customer First Project has been delivered including a new set of Corporate Customer Service Standards implemented from April 2012. Where appropriate the JV's Standards are consistent.</p>	<p>Accept</p>	<p>Completed April 2012</p>
<p>R3b Cabinet asks the Head of North Tyneside Homes and Kier North Tyneside as part of the review recommended in R3 above, to consider the designation of named persons to be responsible for dealing with each individual complaint and strengthening customer care training to emphasise the importance of taking individual responsibility to address issues as they arise, rather</p>	<p>Complaint handling procedures will be reviewed further during 2012/13 to take account of the new regulatory requirements and will be implemented from April 2013.</p> <p>Customer services training ongoing.</p>	<p>Accept</p>	<p>Completed January 2012. A designated officer has been assigned within North Tyneside Homes as a focal point for complaints. A designated Officer has also been established within Kier North Tyneside as the focal point for complaints.</p> <p>Customer Care Training complete by March 2013.</p> <p>Revised complaint procedures to</p>

	than passing them on to another.			take account of new Regulatory Requirements April 2013.
R4	Cabinet asks the Head of North Tyneside Homes and Kier North Tyneside to review and strengthen the arrangements for taking corrective action when things go wrong, including consideration of establishing a rapid response squad.	North Tyneside Homes has introduced ISO9001:2008 Quality Management System which is externally verified. There are robust arrangements in place for taking corrective action.	Accept	ISO 9001 introduced September 2011.  Named individuals for complaints, completed January 2012. Examine feasibility of rapid response squad September 2012.
R5	Cabinet asks the Head of North Tyneside Homes and Kier North Tyneside to review and strengthen the processes for learning from customer feedback and putting in place preventative action so that there is no re-occurrence of the problem.	North Tyneside Homes has introduced ISO9001:2008 Quality Management System which is externally verified. There are robust arrangements in place for taking corrective action.	Accept	ISO 9001 introduced September 2011  Current trends identified and will form part of the tool box talks April 2012
R6	Cabinet ask the Head of North Tyneside Homes to work in conjunction with Kier North Tyneside to ensure that when empty homes are re-let, all the essential works agreed with the tenant have been completed in accordance with the Council's empty homes	The empty homes letting standard has been comprehensively reviewed with tenants. The re-let standard is made known to the prospective tenant who completes a tenant satisfaction survey. Each property is inspected against the empty homes letting standard prior to the property being re-let.	Accept	September 2012

	letting standard.	Revised standard to be implemented involving production of tenant information, procedural changes and staff training required prior to implementation.		
R7	Cabinet ask the Head of North Tyneside Homes to liaise with Kier North Tyneside to ensure that when the tenant has agreed that essential works can be carried out after occupancy, these details should be set out in writing together with timescales, signed by the tenant and the tenant should be provided with the contact details of an officer responsible for completion of the works.	The empty homes letting standard has been comprehensively reviewed with tenants that will ensure that essential works are completed prior to the property being re-let. Revised standard to be implemented involving production of tenant information, procedural changes and staff training required prior to implementation. Details of minor or programmed works that are to be carried out after occupation will be provided to the incoming tenant together with a named contact.	Accept	September 2012
R8	Cabinet ask the Head of North Tyneside Homes to take appropriate action to maximise the recovery of the increasing level of repair costs rechargeable from current and former tenants as a result of wilful damage and neglect.	Working with Kier North Tyneside and Tenant's systems and processes have been reviewed. New procedures have been implemented which are incorporated within ISO9001:2008 procedures. Linkage to recommendation R11 in regard to clarifying repair responsibilities.	Accept	Completed November 2011
R9	The Economic Prosperity	This is a matter to be addressed	n/a	n/a

	and Housing Sub-Committee be asked to examine the total level of rechargeable repairs raised and the recovery rate during 2011/12 compared to previous years at its meeting in June/July 2012.	by the Economic Prosperity and Housing Sub-Committee and does not require a response from Cabinet.		
R10	The Cabinet asks the Head of North Tyneside Homes, in conjunction with Kier North Tyneside, to undertake a review of the action taken in response to the demand for guttering repairs during 2011 to ensure that in future any programmes of works that need to be devised and implemented to meet unforeseen demands are timely and effective in meeting customers needs.	Completed in December 2011 and led to the revised programme and lessons learned have been incorporated into the 2012/13 Business Plan.	Accept	Complete
R11	In the light of increased demands on the housing repairs service, the Cabinet review the Council's repairs policy to ensure there is clarity and understanding among tenants and customers on a) those repairs that will be completed as part of the North Tyneside Homes repairing	Working with Kier North Tyneside and tenants a new repairs matrix has been developed which is to be considered by Cabinet at its meeting in June 2012.	Accept	Completed June 2012 subject to Cabinet approval.

	<p>b) obligations; those repairs that will be undertaken only as part of a programme of works; and</p> <p>c) repairs which are considered to be the tenants responsibility and those which are considered to be rechargeable.</p>			
R12	<p>Cabinet asks the Strategic Directors of Community Services and Finance and Resources to continue to work in conjunction with Kier North Tyneside to (a) reduce the cost of overheads associated with the joint venture and ensure that the overheads are reduced by £2m in 2011/12, as planned, and (b) review the system of charging for overheads to ensure there is a fair and transparent apportionment in future years.</p>	<p>a) Was completed as planned; b) The system has been reviewed and is agreed.</p>	Accept	Completed April 2012
R13	<p>Cabinet ask the Strategic Director of Community Services to work in conjunction with Kier North Tyneside to ensure that all their sub-contractors comply with Kier's policies and procedures regarding the</p>	<p>This has been discussed at the Operational Partnership Board, cleared by the Strategic Director of Community Services and agreed by KNT.</p>	Accept	April 2012 and ongoing

	presentation of identification to customers.			
R14	Cabinet encourage Kier North Tyneside to continue to place emphasis within its procurement policies and procedures on contracting with local suppliers.	Kier North Tyneside to give preference to local suppliers in procurement.	Accept	April 2012 and ongoing
R15	Cabinet ask the Strategic Director of Community Services in consultation with the Head of North Tyneside Homes to amend the Governance Framework for the partnership between North Tyneside Council and Kier North Tyneside so that it provides for tenant representation at the senior level of the governance arrangements.	There is an established Service Development Group of tenants who meet on a regular basis to discuss and review the performance of the repairs and maintenance service. Arrangements will be set in place to integrate the work of the Repairs Panel to enable a direct interface with management at the highest level within the Kier North Tyneside Governance Arrangements and to enable the Repairs Panel to escalate issues of concern and attend appropriate meetings.	Accept	Governance arrangements will be amended to facilitate meaningful engagement with tenants.  September 2012
R16	Cabinet ask the Head of North Tyneside Homes to formulate a scheme setting out the arrangements to be put in place for the appointment, remuneration, training and support for the tenant representative(s).	65% of tenants are in receipt of housing benefit. The remuneration of tenants undertaking this role would potentially discourage a significant proportion of tenants as it would potentially impact upon their benefit entitlements. See above in relation to R15.	Reject	

	There are already significant training and development opportunities in place and expenses are paid to meet reasonable costs incurred in participating in tenant engagement activity.		
R17	Cabinet undertake a review of the Council's current arrangements for the management of the joint venture agreement to place greater emphasis on the needs of tenants and with the aim of accelerating the rate of improvement in the performance of the housing repairs service and value for money.	This review was conducted in January 2011 and led to the changes in Governance now in place. The review shortened communication channels and put the 3 Senior Officers responsible for housing, schools and council buildings in direct control of the management of the relationship in those areas. This led to a dramatic improvement in their ability to influence the JV.	Accept  Complete April 2012 and ongoing
R18	The Cabinet ask Kier North Tyneside to review its communications plan with the aim of improving communication with councillors. The review should include consideration of a) surveying councillors as to their preferred means of communication; b) providing contact details of local supervisors and project managers who could be contacted by councillors in the event of local problems;	Partnership Development Manager recruited by Kier Services to improve services to elected members.  Contact details included in Members newsletter 190312.  Communications and engagement will be improved by Kier North Tyneside as follows: <ul style="list-style-type: none"> <li>• Kier North Tyneside will attend Resident Groups on request.</li> </ul>	Accept  Comprehensive review of Communication plan  Completion by June 2012



	<p>c) ensuring officers attend meetings when invited to do so by councillors; d) raising awareness and creating a better understanding of the role of elected members and their importance in protecting the reputation of the service; e) responding promptly and effectively to members' enquiries; and f) designating a contact officer responsible for liaising with councillors on their members' enquiries.</p>	<ul style="list-style-type: none"> <li>• Joint NTC/KNT Communication Group</li> <li>• Member briefings</li> <li>• Regular newsletter</li> <li>• Attendance at Area Housing Forums</li> </ul>		
R19	<p>The Cabinet ask the Strategic Director of Community Services to provide a regular briefing for all councillors on the performance of the joint venture and that at the first briefing members be provided with an explanation of the current arrangements including the relationship between pay and performance.</p>	<p>Member Briefing organised for April 2012 and thereafter annually.</p>	Accept	Completed April 2012 and ongoing
R20	<p>The Cabinet ask the Strategic Director of Community Services to investigate the possibility of regularly providing all members of the Council with joint venture performance data relating to their ward.</p>	<p>Area based performance information is already provided to Area Housing Forums.</p> <p>The provision of data on the JV Performance at ward level would require additional administration and the outcomes achieved</p>	Reject	

		would be of limited value.		
R21	The Cabinet receive an annual report from Kier North Tyneside to provide a public account of performance and value for money.	An annual report is produced and is publicly available.	Accept	2011/2012 report due for completion June 2012 in line with KNT Business year.
R22	Cabinet asks the Head of Finance in consultation with the Head of North Tyneside Homes to review the governance arrangements in relation to the transfer of funds between the housing repairs budget and the Housing Revenue Account reserves to ensure the decision making process continues to be transparent, provides accountability and takes into account current customer needs.	Budget is monitored regularly by Cabinet and reviewed by Finance Sub Committee in accordance with Financial Standing Orders. All adjustments are identified and detailed explanations for variations provided.	Reject	
R23	The Cabinet ask the Head of North Tyneside Homes, in conjunction with Kier North Tyneside, to undertake a review of the interfaces between the existing information communication technology systems used by both organisations to ensure they are meeting their needs and adequately support work management.	Review ICT systems and I.T interfaces to ensure systems are being used as planned to support the business, meeting needs and adequately supporting work management.	Accept	Completion by March 2013