

Meeting: Overview, Scrutiny and Policy Development Committee

Date: 10 January 2017

Title: Work Programme 2016/17 update

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Service: Law and Governance

Wards affected: All

1. Purpose of Report

To ask Overview, Scrutiny and Policy Development Committee to select the next in-depth review to be undertaken as part of its 2016/17 work programme.

2. Recommendations

The Committee is recommended to agree the remaining in-depth review topic suggestion from the 2016/17 work programme.

3. Details

- 3.1** At the beginning of the municipal year the Overview, Scrutiny and Policy Development Committee considered a list of suggestions for inclusion in its work programme. This included several suggestions of topics that would constitute an in-depth review. In selecting topics for the work programme, it was noted that, due to resource limitations of both officers and Members, only one review could be undertaken at any given time by the committee.
- 3.2** The Committee has recently completed reviews on Bereavement Services and the 2017-18 Budget & 2017/20 Investment Plan.
- 3.3** At the last meeting of the Overview, Scrutiny and Policy Development Committee on the 7 November 2016, the Chair indicated that discussions to the next steps for the work programme would be undertaken with relevant officers.

The current in-depth review topics on the work programme are:

- **Capita Partnership**

To understand and review how the contract with Capita has operated since its inception, examining performance management arrangements and key performance indicators.

In November 2012, Capita entered into a partnership with North Tyneside Council to deliver a range of technical services:

- Property and facilities management.
- Regulatory (planning, building control and public protection).
- Engineering.
- Construction.

There are six Strategic Partnership Objectives:

- Growth and new jobs - to provide at least 100 additional Capita Symonds jobs and double the turnover of the Partnership in the first five years.
- Cost savings – to exceed the council’s savings targets and guarantee more than £40million of income and savings over the life of the Partnership.
- Service improvements – to commit to improving services through a combination of investment, systems redesign and change management.
- Job protection – to provide a no redundancy guarantee for transferring staff.
- Investment – to invest in people, services and the local economy. Investment to exceed £20million.
- Shared accommodation - to share accommodation, generating £4.9million additional income for the council.

- **ICT Delivery**

To review the delivery of the Authority’s ICT strategy and the current ICT performance, with the understanding that the Target Operating Model and the delivery of the Creating a Brighter Future Programme is centred around having the necessary IT systems that are relevant, reliable and efficient in their use.

The ICT Delivery is an extensive work and investment in relation to how the council and its residents will use ICT in their interaction and service delivery.

In order to continue to deliver specialist services to those of most need and managing the demand for other services, there is a need that the frontline workforce will deliver universal services to help residents to help themselves.

Some of these services would be accessed through the Council’s website and for others front line workforce would be trained to signpost residents to relevant services depending on need.

The strategic driver for citizen interaction and delivery of service for external and internal customers is paramount to the Authority’s plans and its alignment to the Target Operating Model.

- 3.4** Members are asked to consider which, would of the above topics for review would bring added value at the current time.

4. Appendices

N/A