



North Tyneside Council

Working in partnership with

**CAPITA**

# Members Update

Issue 39 / April 2016

## Introduction from Ian Richardson, Partnership Director



The North Tyneside Partnership had passed an important health and safety inspection.

We have achieved ISO 18001 Health and Safety Management certification following an inspection by a British Standards Institution inspector earlier this month.

In their comments, the inspector said: "The Capita Business Management System was seen to be effectively deployed and managed.

"The process for assessing and controlling risk and the maintenance of staff training and competence was robust and completion rates were tracked and monitored."

We are also seeking ISO 9001 Quality Management and ISO 14001 Environmental Management. Achieving these internationally-recognised qualifications will help create greater business opportunities for us in the future.

Finally, I want to let you know that I will be moving away from the Partnership when current contractual negotiations between Capita and the council come to an end. I've greatly enjoyed my role as North Tyneside Partnership Director.

Jonathan Ellis, who performs a similar role in Salford, will be joining the Partnership to support its growth aspirations as well as ensuring the wider Capita business is helping the council to achieve its aims and objectives.

Many thanks,

**Ian Richardson**  
Partnership Director

## Reducing the risk of flooding

Residents are being invited to find out more about a £1.5million scheme to reduce the risk of flooding in the Monkseaton, Murton and Wellfield areas.

The main cause of flooding issues is the poor management of surface water within the fields situated between Shiremoor, Monkseaton and Wellfield.

The project involves capturing and storing surface water runoff and releasing it in a more controlled manner into improved drainage channels. It will feature a variety of works such as the installation of dry storage basins, a flood plain and new connections into ditches and pipes.

All the fields are privately owned so discussions have been taking place with the landowners to gain their consent for the works. Talks have been positive and it is hoped land agreements will be finalised soon.

Once the works are completed, a maintenance regime will be introduced to ensure that the areas are inspected on a frequent basis. This will help prevent the build-up of any debris that could reduce the effectiveness of the completed works.

A drop-in event will be held on Wednesday, May 11, 3pm to 7pm, at the Immaculate Heart of Mary Church, Church Close, West Monkseaton.

For further information, contact the Surface Water Management Team, Tel: 643 6113 or email [surfacewatermanagement@northtyneside.gov.uk](mailto:surfacewatermanagement@northtyneside.gov.uk)

## He's alright, Jack



Trainee Engineering Technician Jack Thomas is celebrating after achieving success at a prestigious awards ceremony.

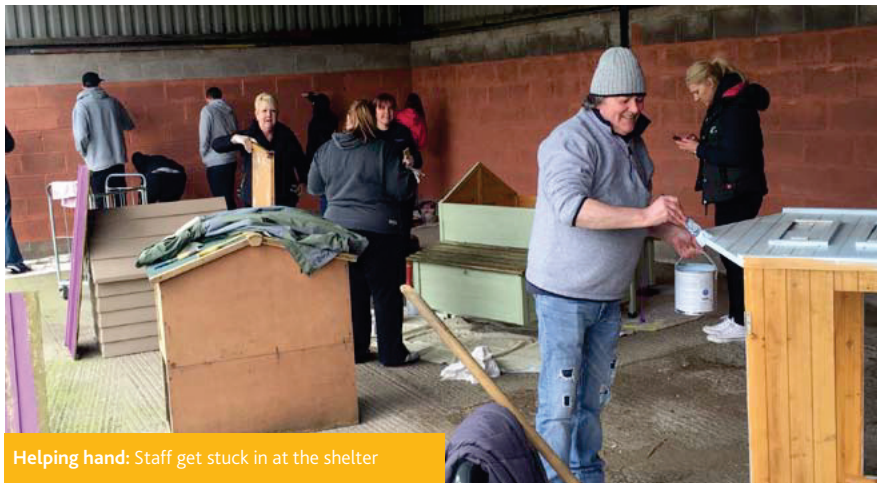
The G4C Awards, held at the Hilton NewcastleGateshead earlier this month, celebrated the best and most inspirational young construction professionals across the North East.

Jack was commended under the Apprentice of the Year category.

He said: "I joined Capita in 2013 and Capita have supported me all the way through my apprenticeship, helping me develop my skills and career progression to my current role.

"I'm thrilled to have been recognised at the G4C Awards especially under the category of Apprentice of the Year and I hope to inspire other apprentices to join and thrive in the industry."

# It's a **dog's** life



Helping hand: Staff get stuck in at the shelter

## More than 30 staff have signed up for volunteering activities at our charity of the year, Newcastle Dog and Cat Shelter, over the coming months.

The first group of employees attended earlier this week and carried out a variety of tasks ranging from painting buildings and kennels to

landscaping work.

Meanwhile, employees donated almost 20 bags of pet food for our charity of the year, Newcastle Dog and Cat Shelter. A collection point was set-up at Quadrant and this has now moved to the highways office in Killingworth.

In addition a target has been set to raise £1,000 for the charity over the course of the year.

## Bridge improvements to get underway

### Work to repair Wallsend Road Bridge is expected to start next month.

The bridge, which is between High Flatworth/East Howdon Bypass Roundabout and Norham Road/Waterville Road Roundabout, was built in 1966 and its concrete is suffering from fatigue.

The scheme will involve blasting off the old concrete and replacing it with new. It is being managed on behalf of the council by Capita and is due for completion in early 2017.

Earlier this year, a crossover point was created that will allow traffic to be diverted onto either carriageway in a contraflow system.

Repairs will begin on the southern side of the bridge, which means traffic will be initially diverted onto the eastbound carriageway. When work moves to the northern side of the bridge, traffic will be diverted onto the westbound carriageway.

A 30mph speed limit will be in place throughout the works for the safety of road users and the workforce.

For queries regarding the works, the public should Tel: (0191) 643 6500 or email [roads@northtyneside.gov.uk](mailto:roads@northtyneside.gov.uk)

## Parking update

### The assessment of requests for new waiting and permit parking restrictions has been deferred pending the outcome of Overview and Scrutiny Committee's review of the permit parking policy.

It has become apparent that the implementation and operating costs of permit parking schemes is making this type of measure increasingly unsustainable.

Demand for permit parking restrictions is growing and the review, which will consider feedback from residents and businesses, aims to ensure that these schemes operate in a more effective and economically viable manner in the future.

It is envisaged that the committee will produce a report containing their recommendations for consideration by the Lead Cabinet Member in the next few months.

Because the result of this review will significantly impact on the future of new and existing schemes, it has been agreed that the assessment of requests for new restrictions will be deferred until it has been completed. Officers would then aim to deliver any new schemes starting from next financial year.

Around 318 requests for restrictions relating to 274 different locations were logged between April 1 2015 and March 31 2016 and these will be assessed following the policy review using any new criteria which may be identified.

The resulting new schemes will be added to the monthly update reports in due course. All requests for waiting and permit parking restrictions received from 1st April 2016 onwards are being logged separately and will be assessed next financial year.

In relation to last year's schemes, 62 were selected for progression from around 200 requests relating to 170 different locations in the borough.

Five schemes have been delivered, works on site for eight and works for a further two schemes have now been ordered. Consultation on four schemes is ongoing and formal objections to another 12 are being considered.

Legal orders associated with 19 schemes are currently being drafted while eight are either being deferred or no longer progressed following consultation. Officers are in the process of designing the remaining four schemes.

While the original intention was that these schemes would be delivered last year, progress has been slower than expected due to the number of objections received.

Consequently, it has been agreed that going forward the process for scheme assessment and delivery will change. Requests will be logged in financial year one, while assessments, scheme designs and consultation will be in year two.

Consultations will be concluded and schemes delivered on the ground in year three.

This change should give officers sufficient time to conduct assessments and deal with formal objections in particular more effectively, thereby allowing them to provide Members with more realistic delivery timescales.

However, as before, any requests with serious road safety implications will be given priority and progressed as soon as possible.

For further information, please contact Nick Saunders in the Traffic & Parking team,

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Email: [nick.saunders@northtyneside.gov.uk](mailto:nick.saunders@northtyneside.gov.uk)

### Your key Partnership contacts



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Ian and Richard are responsible for running the Partnership alongside the retained client team, looking after our staff's well-being and ensuring the Partnership prospers and grows.



**Duncan Bennett**  
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Duncan is responsible for the Partnership's internal and external communications, which includes communicating effectively to members.



**Sarah Browne**  
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Sarah is responsible for ensuring a quality service is provided to members and is the key contact for members wishing to raise issues with Capita.