

Meeting: **Overview, Scrutiny and Policy Development Committee**

Date: **5 November 2018**

Title: **Report of the Capita Sub-group**

Author: **Paul Wheeler Democratic Services Officer Tel: 0191 643 5318**

Service: **Law and Governance**

Wards affected: **All**

1. Purpose of Report

To consider a report produced by the Capita Sub-group on the review of the partnership arrangement with Capita, to see if the Authority and its residents were receiving the service specified at its inception.

2. Recommendations

The Overview, Scrutiny and Policy Development Committee is recommended to approve the report and its recommendations for submission to Cabinet on 26 November 2018.

3. Details

- 3.1 As part of the Overview Scrutiny & Policy Development Committee work programme 2017/18, Members agreed to carry out a review on the partnership with Capita who delivers the Council's technical services.
- 3.2 It decided it would review the partnership arrangement to see if the Authority and its residents were receiving the service specified at its inception and established the Sub-group to gain a clearer understanding of the partnership and its operation.
- 3.3 All non-executive Members were invited to be part of the sub-group, with seven taking up the invitation. A series of evidence gathering meetings with officers of the Council and Capita were then undertaken.
- 3.4 The findings, conclusions and recommendations of the review can be found in the report attached at Appendix 1.

4. Appendices (if any)

Appendix 1 – Report of the Capita Sub-group.