

Financial Information in the appendix is not for publication by virtue of paragraph 3 of Part 1 of the Schedule 12A of the Local Government Act 1972

BOROUGH COUNCIL OF WELLINGBOROUGH

AGENDA ITEM

7

Resources Committee

22 October 2014

Report of Managing Director; Wellingborough Norse

Business Plan 2015/16: Wellingborough Norse Ltd

1 Purpose of report

To present the annual business plan relating to Wellingborough Norse Ltd for year 2015/16.

2 Executive summary

The report highlights various aspects of performance of Wellingborough Norse and includes information relative to overall performance against objectives, financial performance, and other relevant areas as prescribed in the Business Plan for the commencing year.

3 Appendices

Appendix 1. Annual Business Plan.

4 Proposed action:

4.1 The committee is invited to RESOLVE to agree the annual business plan.

5 Background

5.1 1 March 2012 saw the commencement of a joint venture between the Borough Council of Wellingborough and Norse Group to provide amenity and facilities management services.

5.2 The background, details and conditions of this joint venture have been the subject of a number of previous reports to community and resources committees and full council.

5.3 A Wellingborough Norse liaison board, consisting of members and officers of the council and Wellingborough Norse meets on a quarterly basis.

6 Discussion

6.1 Regular (quarterly) reports on Wellingborough Norse comprise:

- An update on how Wellingborough Norse is assisting the council in delivering the corporate objectives (and community strategy) as set out in the corporate plan.
- An account of what services are provided, last quarter's performance for these services, and forecast performances for the coming year, including explanations of non-compliance with service performance where required.
- An action plan setting out proposals for how the service will be improved enhanced or developed.
- Financial information.
- Human Resources information (sickness, training, equalities, health and safety etc).
- Special initiatives and events undertaken or planned.

6.2 The annual business plan is attached as Appendix 1. The framework for the business plan provides for it to:

- Include the overall strategy of the Company and how the Company plans to assist the Council in delivery of the Council's community strategy and strategic objectives. *(to provide the best possible services, for the same or lower costs, whilst developing relationships and business growth).*
- Set out all the outputs of the Company, the Performance Indicators for the Services including any necessary explanation for how compliance with the Service Specifications is planned to be achieved and include methods for monitoring the delivery of the Services and the Performance Indicators.
- Describe any improvements or enhancements in or development of the provision of any of the Services.
- Include a financial and resourcing plan
- Include a major investment plan if appropriate.
- Include a Risk Register relating to the services within the Business Plan
- Include a Marketing Plan

6.3 The financial standing is encouraging, and a robust budget monitoring procedure is in place with monthly accounts report meetings held. Wellingborough Norse has worked with the Borough Council of Wellingborough finance department in order to assist the balancing of the budget for this period. Wellingborough Norse is determined to continue to ensure that we maintain this spirit of partnership in the future. The procurement of a new recycling materials processing tender is being undertaken by Wellingborough Norse and the Welland Partnership on behalf of the Borough Council of Wellingborough.

- 6.4 The company has an objective to achieve business growth in any area of service provision it is involved in. It recognises that the current economic environment is a very difficult one to compete in and therefore has decided to concentrate on establishing a solid structure to base future competitive growth on. Nonetheless, there has been some success in securing the following:
- Trade waste contracts
 - Ad-hoc building cleaning works.
 - Grounds Maintenance contracts (schools)
 - Cleansing and sweeping contracts.
 - The development of a Waste Bulking Facility at Trafalgar House (April 2015)

Wellingborough Norse has been proactive in marketing its services, this has included innovate advertising and sponsorship opportunities.

- 6.5 The recent management structure re-engineering project has been received very positively and has resulted in a more fit for purpose structure that will support the front line services, in line with the company strategy. This re-engineering has resulted in career opportunities within the company and is able to be achieved with no redundancies necessary.
- 6.6 The liaison board has met on a number of occasions and the relationship between the partners is one of mutual respect and a desire to achieve efficiencies at no detriment to service quality. The Liaison Board last met on 29th September 2014

7 Author and contact officer

John Casserly, Managing Director – Wellingborough Norse

8 Consultees

John Campbell: Chief Executive
Bridget Lawrence: Head of Resources
Liz Elliott: Director of Resources

9 Background papers

Wellingborough Norse Business Plan