



**Meeting:** Corporate Scrutiny Committee

**Date:** Tuesday 9th April, 2024

**Time:** 7.00 pm

**Venue:** Council Chamber, Corby Cube, George Street, Corby, Northants, NN17 1QG

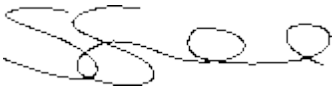
**The meeting will be available for the public to view live at our Democratic Services' YouTube channel:**

<https://www.youtube.com/c/DemocraticServicesNorthNorthantsCouncil>

**To members of the Corporate Scrutiny Committee**

Councillor Lyn Buckingham (Chair), Councillor Lora Lawman (Vice-Chair), Councillor Martin Griffiths, Councillor Richard Levell, Councillor Paul Marks, Councillor Zoe McGhee, Councillor Steven North, Councillor Dr Anup Pandey and Councillor Russell Roberts

<b>Agenda</b>			
<b>Item</b>	<b>Subject</b>	<b>Presenting Officer</b>	<b>Page no.</b>
01	Apologies for non-attendance		
02	Members' Declarations of Interest		
03	Notifications of requests to address the meeting		
04	Minutes of the meeting held on 13 February 2024		5 - 8
05	Children's Trust Update	Colin Foster (NCT)	9 - 52
06	Customer Services Operations Update	Simon Mills - Assistant Director of Customer Experience	53 - 76
07	Annual Review of Performance Management Framework and Key Performance Indicators	Tom Barden - Head of Performance , Intelligence and Partnerships	77 - 134

<b>08</b>	Key Performance Indicators Report 2023/24 - Period 10	Tom Barden - Head of Performance , Intelligence and Partnerships	135 - 164
<b>09</b>	Budget Forecast Update 2023/24 - Period 10	Mark Dickenson - Assistant Director of Finance and Strategy	165 - 216
<b>010</b>	Capital Programme Update 2023/24 - Period 9	Claire Edwards - Assistant Director of Finance Accountancy	217 - 236
<b>011</b>	Scrutiny Work Plan for the Corporate Scrutiny Committee	Democratic Services	237 - 240
<b>012</b>	Close of Meeting		
<p>Sanjit Sull, Monitoring Officer North Northamptonshire Council</p>  <p><b>Proper Officer</b> <b>Thursday 28 March 2024</b></p>			

This agenda has been published by Democratic Services.

Committee Administrator: Louise Tyers

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✉ [democraticservices@northnorthants.gov.uk](mailto:democraticservices@northnorthants.gov.uk)

### **Meetings at the Council Offices**

Where there is a need for the Council to discuss exempt or confidential business, the press and public will be excluded from those parts of the meeting only and will have to vacate the room for the duration of that business.

### **Public Participation**

The Council has approved procedures for you to request to address meetings of the Council.

ITEM	NARRATIVE	DEADLINE
Members of the Public Agenda Statements	<p>If you want to address one of the Scrutiny Committees you will need to give two full working days notice before the meeting.</p> <p>You can make a statement which must relate to an agenda item and you will be expected to attend the meeting to read out your statement. You will have a maximum of three minutes to make your statement and it will be made at the start of the relevant agenda item. Your statement will be considered during the subsequent debate.</p>	<p>5pm Thursday 4 April 2024</p>

Please see the [procedures for speaking at our meetings](#) before registering to speak.

If you wish to register to speak, please contact the committee administrator

### Members' Declarations of Interest

Members are reminded of their duty to ensure they abide by the approved Member Code of Conduct whilst undertaking their role as a Councillor. Where a matter arises at a meeting which **relates to** a Disclosable Pecuniary Interest, you must declare the interest, not participate in any discussion or vote on the matter and must not remain in the room unless granted a dispensation.

Where a matter arises at a meeting which **relates to** other Registerable Interests, you must declare the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but must not take part in any vote on the matter unless you have been granted a dispensation.

Where a matter arises at a meeting which **relates to** your own financial interest (and is not a Disclosable Pecuniary Interest) or **relates to** a financial interest of a relative, friend or close associate, you must disclose the interest and not vote on the matter unless granted a dispensation. You may speak on the matter only if members of the public are also allowed to speak at the meeting.

Members are reminded that they should continue to adhere to the Council's approved rules and protocols during the conduct of meetings. These are contained in the Council's approved Constitution.

If Members have any queries as to whether a Declaration of Interest should be made please contact the Monitoring Officer at – [monitoringofficer@northnorthants.gov.uk](mailto:monitoringofficer@northnorthants.gov.uk)

### Press & Media Enquiries

Any press or media enquiries should be directed through the Council's Communications Team to [communications@northnorthants.gov.uk](mailto:communications@northnorthants.gov.uk)

### Public Enquiries

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### Webcasting

Meetings of the Council will be filmed by the Council for live and/or subsequent broadcast on the Council's website. The whole of the meeting will be filmed, except where there are

confidential or exempt items. A copy will be retained in accordance with the Council's data retention policy.

If you make a representation to the meeting, unless you have specifically asked not to appear on the webcast, you are taking positive action to confirm that you consent to being filmed. You have been made aware of the broadcast and entering the Council Chamber you are consenting to be filmed by North Northamptonshire Council and to the possible use of those images and sound recordings for webcasting.

If you do not wish to have your image captured you should sit in the public gallery area that overlooks the Chamber.

The Council is obliged by law to allow members of the public to take photographs, film, audio-record, blog or tweet the proceedings at public meetings. The Council will only seek to prevent this should it be undertaken in a disruptive or otherwise inappropriate manner.

The Council intends to webcast all of its public meetings held at the Corby Cube, but if it is unable to do so, for the avoidance of doubt, the meeting will continue as scheduled and decisions and minutes made available on the Council's website in the normal manner.

If you have any queries regarding webcasting or the recording of meetings by the public, please contact [democraticservices@northnorthants.gov.uk](mailto:democraticservices@northnorthants.gov.uk)