

Public Document Pack



Meeting: EAP Connected Communities

Date: Friday 18th October, 2024

Time: 2.00 pm

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

The meeting will be available for the public to view live at the Democratic Services North Northants YouTube channel:

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

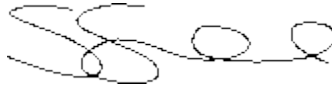
To members of the EAP Connected Communities

Councillor Lloyd Bunday (Chair), Councillor Wendy Brackenbury, Councillor Bert Jackson, Councillor Ian Jelley, Councillor Richard Levell, Councillor Dorothy Maxwell and Councillor Keli Watts

Members of the Panel are invited to attend the above meeting to consider the items of business listed on the agenda.

Agenda			
Item	Subject	Presenting Officer	Page no.
01	Apologies for absence		
02	Declarations of Interest		
03	Minutes of the meeting held on 21st June 2024		5 - 6
Items for Discussion			
04	Future Digital Customer Experience Developments	Guy Holloway/ David West	Presentation
05	Executive Forward Plan - October 2024 - January 2025		7 - 22
06	Forward List of Items for the EAP		23 - 24
07	Close of Meeting		

Sanjit Sull, Monitoring Officer
North Northamptonshire Council



Proper Officer
10th October 2024

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

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Public Participation and Attendance

Executive Advisory Panels are not subject to the full Local Government Act 1972 (as amended). Public meeting requirements do not apply for these meetings. If you wish to attend the meeting, please contact the named Democratic Services Officer or email democraticservices@northnorthants.gov.uk

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

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Any press or media enquiries should be directed through the Council's Communications Team to media@northnorthants.gov.uk

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Minutes of a meeting of the EAP Connected Communities

At 10.00 am on Friday 21st June, 2024 in the Council Chamber, The Cube, George Street, Corby NN17 1QG

Present:-

Members

Councillor Lloyd Bunday (Chair)
Councillor Wendy Brackenbury

Councillor Ian Jelley

Officers

Simon Mills - Assistant Director for Customer Experience
Amanda Davis – Customer Supervisor
David Pope – Senior Committee Administrator

41 Apologies for absence

Apologies for absence were received from Cllrs Melanie Coleman, Richard Levell, Bert Jackson and Keli Watts.

42 Declarations of Interest

No declarations of interest were received.

43 Minutes of the meeting held on 19th April 2024

RESOLVED that:-

The minutes of the meeting held on 19th April 2024 be approved as a correct record and signed by the Chair.

44 Feedback on updated North Northamptonshire Council Comments, Compliments and Complaints Policy

Members received an update in relation to the North Northamptonshire Council Comments, Compliments and Complaints Policy from the Assistant Director for Customer Experience, Simon Mills with feedback on the draft document sought from the Panel prior to its presentation for approval at Executive at its meeting scheduled for 11th July 2024.

It was noted that the existing policy had been signed off by the Shadow Executive and required updating to reflect the current working practices of Council and to incorporate

statutory changes arising from the Local Government Social Care Ombudsman as well as the Housing Ombudsman.

Members considered the draft document and noted that the current iteration of the policy was no longer fit for purpose and there was a pressure on the Council to respond complaints in an appropriate and efficient manner whilst closely adhering to timescales outlined as part of the revised policy.

Referring to the reduced response time for complaint acknowledgement, queries were raised as to whether there was confidence that training for staff and the new case management system would be sufficient to enable this target to be met. In response, it was noted that the case management system would allow for a more efficient and effective method of handling complaints and would free up officer time to support teams involved in complaints.

It was heard that complainants would receive an immediate acknowledgement that their complaint had been received, with a five working day response time follow the triaging of complaints that would allow for the varying volumes of inbound contact. Benchmarking had taken place in terms of resourcing and assignation of casework.

Members thanked Assistant Director for Customer Experience for his report and supplementary presentation.

45 Executive Forward Plan

The Executive Forward Plan for July 2024 to October 2024 was noted.

46 Forward List of Items for the EAP

The forward list of items for the EAP was considered.

It was agreed that Customer Experience Strategy & Customer Outreach Programme be brought to a future meeting of the panel.

47 Close of Meeting

There being no further business, the Chair thanked Members and Officers for their attendance and closed the meeting.

Chair

Date

The meeting closed at 10:41am

North Northamptonshire Council

1 OCTOBER 2024 TO 31 JANUARY 2025

Published by: Democratic Services

Leader of North Northamptonshire Council: Councillor Jason Smithers

INTRODUCTION

This is the North Northamptonshire Council's Forward Plan. It is published pursuant to The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. Its purpose is to provide the required 28 days notice of the Council's intention to take 'key decisions' and to hold meetings or parts of meetings in private. It gives advance notice of all the "key decisions" and "exempt decisions" which the Executive or another body or officer so authorised are likely to take over a four month period. The Plan is updated on a rolling monthly basis.

The Members of the Executive are:	
Councillor Jason Smithers	Leader of North Northamptonshire Council
Councillor Helen Howell	Deputy Leader of North Northamptonshire Council Sport, Leisure, Culture and Tourism
Councillor Gill Mercer	Adults, Health and Wellbeing
Councillor Scott Edwards	Children, Families, Education and Skills
Councillor Harriet Pentland	Climate and Green Environment
Councillor Lloyd Bunday	Finance and Transformation
Councillor David Brackenbury	Growth and Regeneration
Councillor Matt Binley	Highways, Travel and Assets
Councillor Mark Rowley	Housing and Communities
Councillor David Howes	Rural Communities and Localism

The concept of a "key decision" is intended to capture the most important or significant decisions. "Key decisions" will normally be made at meetings open to the press and public. The press and public will only be excluded from such meetings as and when the Council's Monitoring Officer considers that this is necessary in order to avoid the public disclosure of confidential or exempt information.

The authority has decided that a Key Decision is one which is likely:-

- (a) to result in the authority incurring expenditure of which is, or the making of savings which are, significant; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more electoral wards in the area of the authority."

The Council has decided that significant expenditure or savings are those amounting to above £500,000.

In determining the meaning of "*significant*" for these purposes North Northamptonshire Council will also have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the Local Government Act 2000.

At times it may be necessary for the North Northamptonshire Council to give consideration to items where the public may be excluded from the meeting. Members of the public are excluded from meetings whenever it is likely that, in the view of the nature of the business to be transacted or the nature of the proceedings that confidential information would be disclosed. This includes exclusion from access to any pertinent documents. Details of the exemption categories can be found in the 'Access to Information Procedure Rules' section in the Council's [Constitution](#). This plan provides advance notice of any items which may be held in private.

Paragraph 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 provides for members of the public to make representations to the Council on why an exempt item should be considered in public, rather than in private. Persons wishing to make such representations and/or obtain further details in respect of any issues referred to in the Plan should contact the undermentioned officer.

The Monitoring Officer may also include in the Forward Plan references to such other decisions, which are to be taken by the Council or any of its Committees or Sub-Committee or officers as they consider appropriate. These will be those decisions that are considered to be significant or sufficiently important and/or sensitive so that it is reasonable for a member of the public to expect it to be recorded and published.

All general questions or queries about the contents of this Forward Plan or about the arrangements for taking key decisions should be raised with David Pope, Democratic Services.

Please email: democraticservices@northnorthants.gov.uk

October 2024

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author and Executive Lead Member
Capital Programme Update Page 10	To report any adjustments to the in-year programme	Executive	Yes	No		10 th October 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Local Government & Social Care Ombudsman Annual Report	Presentation of the Local Government & Social Care Ombudsman Annual Review of North Northamptonshire Council Complaints 2023/24	Executive	Yes	No		10 th October 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Air Quality Supplementary Planning Document for North	To request Adoption of an Air Quality Supplementary	Executive	Yes	No	A public consultation undertaken for 4 weeks	10 th October 2024	Executive Member - Growth and Regeneration

Northamptonshire	Planning Document for North Northamptonshire				from 11.3.24. Strategic Environmental Assessment Screening undertaken between 19.4.24 & 17.5.24 in line with the Town and Country Planning (Local Planning) (England) Regulations 2012		Executive Director - Place and Economy
Options Appraisal for Operations Delivery at Chelveston Operating Centre 2025 onwards	To consider and approve operations delivery for Chelveston Operating Centre.	Executive	Yes	Part exempt; By virtue of paragraph 3 of Part 1 of Schedule 12(A) of the Local Government Act 1972		10 th October 2024	Executive Member - Highways, Travel and Assets Executive Director - Place and Economy
Planning Advisory Service Peer Review Update	To provide the Executive with an update on the Planning Advisory Service (PAS)	Executive	Yes	No		10 th October 2024	Executive Member - Growth and Regeneration Executive

Page 1

	peer review						Director - Place and Economy
Update on the recommissioning of Public Health Services	To note the update and actions taken to recommission the Public Health Services and approve delegation to take any further decision and actions required to conclude this procurement and award the contracts	Executive	Yes	No	Consultation with the public, stakeholders and the supplier market regarding service models has been undertaken prior to the tender commencing	10 th October 2024	Executive Member - Adults, Health and Wellbeing Director of Public Health
North Northamptonshire Street Naming & Numbering Policy	This is a new policy that combines and updates the policies/guidance of the previous four sovereign authorities	Executive	Yes	No		10 th October 2024	Executive Member - Growth and Regeneration Executive Director - Place and Economy
Enterprise Resource Planning System Cloud Hosting	To provide an update on the proposal to enter into a new contract with Unit 4 to move ERP Gold onto a Cloud Contract for a 2	Executive	Yes	No		10 th October 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance

	year period, also to outline future strategic options for our financial system once this Cloud contract has ended.						
Environmental Crime Offences 2023 – Fixed Penalty Fines Update	To consider and approve Fixed Penalty Fine levels for Environmental Crime Offences	Executive	Yes	No		10 th October 2024	Executive Member - Highways, Travel and Assets Executive Director - Place and Economy
Wide Area Network and Internet Replacement Project	Request Executive approval to procure a unified Wide Area Network (WAN) and Internet connectivity across North Northants properties and replace the 4 existing infrastructures which are coming to their end of life, with Software Defined (SD)-WAN for North Northamptonshire	Executive	Yes	No		10 th October 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance

November 2024

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author and Executive Lead Member
Capital Programme Update Page 14	To report any adjustments to the in-year programme	Executive	Yes	No		14 th November 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Capital Outturn Report 2024/25 - Period 6	To report on the Capital Budget on a quarterly basis	Executive	Yes	No		14 th November 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Revenue Outturn Report 2024/25 - Period 6	To report on the Revenue Budget on a quarterly basis	Executive	Yes	No		14 th November 2024	Executive Member - Finance and Transformation Executive

							Director - Finance & Performance
Levelling Up (Left Behind Communities) transition to Business As Usual	Note the progress and approve the transition to Business as Usual and next steps	Executive	Yes	No		14 th November 2024	Executive Member - Housing and Communities Director of Public Health
Surplus Asset Disposal	To consider an asset for disposal	Executive	Yes	Part exempt; By virtue of paragraph 3 of Part 1 of Schedule 12(A) of the Local Government Act 1972	No public consultation, but scrutiny and Ward Councillor	14 th November 2024	Executive Member - Highways, Travel and Assets Executive Director - Place and Economy
Extension of the Burial Reservation Policy and Fee	Seeking approval to extend the policy and associated fee to all North Northamptonshire cemeteries	Executive	Yes	No	External consultation completed with users of North Northamptonshire Cemeteries.	14 th November 2024	Executive Member - Growth and Regeneration Executive Director - Place and Economy
Application of Lawn Cemetery Regulations to the new extension at Shire Lodge	To operate the extension as a Lawn Cemetery. The draft	Executive	Yes	No		14 th November 2024	Executive Member - Growth and Regeneration

Cemetery	Regulations also apply a single dig policy to new graves in the cemetery. Alignment to BST/GMT changes to set a summer/winter opening hours						Executive Director - Place and Economy
North Northamptonshire Council Housing Compliance and Fire Safety Policies Page 16	Adoption of NNC Housing Compliance and Fire Safety Policies	Executive	Yes	No		14 th November 2024	Executive Member - Housing and Communities Executive Director - Adults, Health Partnerships and Housing (DASS)
Longhurst Group - East Northants Housing Transfer	To approve a variation to the ENC Housing transfer contract to regularise future disposals by Longhurst	Executive	Yes	Part exempt; By virtue of paragraph 3 of Part 1 of Schedule 12(A) of the Local Government Act 1972		14 th November 2024	Executive Member - Highways, Travel and Assets Executive Director - Place and Economy
Local Council Tax Support Scheme 2025/26	To recommend to Council a Local Council Tax	Executive	Yes	No		14 th November 2024	Executive Member - Finance and

December 2024

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author and Executive Lead Member
Capital Programme Update Page 18	To report any adjustments to the in-year programme	Executive	Yes	No		19 th December 2024	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Anti-Social Behaviour Policy and Procedures	To consider and approve the policy and procedures	Executive	Yes	No	Internal consultation with services engaged in dealing with ASB	19 th December 2024	Executive Member - Housing and Communities Director of Public Health
Council-Owned Company Governance Arrangements	To approve governance arrangements relating to Council-owned companies	Executive	Yes	No		19 th December 2024	Executive Member - Finance and Transformation Executive Director - Finance

							& Performance
Active Communities Strategic Framework	To approve the Active Communities Strategic Framework for adoption	Executive	Yes	No	Extensive stakeholder, EAP, all Cllrs, and public consultation. Final docs will go to EAP before Exec.	19 th December 2024	Executive Member - Deputy Leader & Sports, Leisure, Culture and Tourism Director of Public Health
Commissioning of Substance Misuse Services for North Northamptonshire	To approve the proposed commissioning approach for Substance Misuse services starting 1.4.26 and delegate authority to undertake procurement and award the contract	Executive	Yes	No		19 th December 2024	Executive Member - Adults, Health and Wellbeing Director of Public Health

January 2025

Subject of the Decision:	Purpose of Report	Decision Maker	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author and Executive Lead Member
Capital Programme Update Page 20	To report any adjustments to the in-year programme	Executive	Yes	No		16 th January 2025	Executive Member - Finance and Transformation Executive Director - Finance & Performance
Private Sector Housing Assistance Policy (on Disabled Facilities Grants)	Approval of the revised Private Sector Housing Policy for Disabled Facilities Grants and other housing assistance measures	Executive	Yes	No		16 th January 2025	Executive Member - Housing and Communities Executive Director - Adults, Health Partnerships and Housing (DASS)
Climate Change Strategy	Approval of a new Climate Change	Executive	Yes	No	Consultation will be	16 th January 2025	Executive Member - Climate

	Strategy for North Northamptonshire				undertaken with local stakeholders during September and October 2024 on a draft Strategy		and Green Environment Executive Director - Place and Economy
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*EAP - Connected Communities

Chair: Councillor Lloyd Bunday

Committee Officer: David Pope

Draft Reports	Final Reports	Despatch of Agenda	Chair's Briefing	Date of Meeting	Feeding into Execs (if applicable)
4 th October 2024	7 th October 2024	10 th October 2024	N/A	18 th October 2024	14 th November 2024
22 nd November 2024	25 th November 2024	5 th December 2024	N/A	13 th December 2024	16 th January 2025
31 st January 2025	3 rd February 2025	6 th February 2025	N/A	14 th February 2025	13 th March 2025

Decision/Item	Summary of Report	Report Author	Department	18 th Oct 2024	13 th Dec 2024	14 th Feb 2025
Service Plans and relevance to EAPs				✓	✓	✓
Forward Plan - List of Items for the EAP				✓	✓	✓
Future Digital Customer Experience Developments		Guy Holloway/David West		✓		
Member Case Management System		Simon Mills	Customer Services		✓	
Communications, Consultation and Engagement		Stuart Whitsey	Customer Services			

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