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**North
Northamptonshire
Council**

Democratic Services
Municipal Offices
Bowling Green Road
Kettering
NN15 7QX

Meeting: EAP Service Delivery, Performance and Customers

Date: Monday 28th June, 2021

Time: 9.30 am

To be held virtually (this meeting is not the subject of public meeting requirements)


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

https://www.youtube.com/channel/UCcH_JAaHaMtgHDeMQEVXi2g/videos

To members of the EAP Service Delivery, Performance and Customers:

Councillors Lloyd Bunday (Chair), Jean Addison, Annabel de Capell Brooke, Kirk Harrison, Bert Jackson, Ian Jelley and Richard Levell

Agenda			
Item	Subject	Presenting Officer	Page no.
01	Apologies for absence		
02	Members' Declarations of Interest		
03	Notification of requests to address the meeting		
Items requiring a decision			
04	Terms of Reference To discuss and agree the terms of reference of the Service Delivery, Performance and Customers Executive Advisory Panel	Lisa Hyde (Director of Transformation)	5 - 8
Items to note			
05	Restoration of Customer Services Post-Covid	Geoff Kent (Assistant Director - Customer Services)	9 - 12

06	Leisure Services - Covid Impact <i>Discussion to inform a future report to Executive.</i>	Kerry Purnell (Assistant Director Housing and Communities)	Verbal Update
07	Discretionary Voluntary Sector Grants Policy <i>Discussion to inform a future report to Executive.</i>	Kerry Purnell	Verbal Update
08	Identified Areas of Interest <i>To discuss and to share views on areas that the panel may wish to consider to inform the future EAP Work Programme.</i>	All	Discussion Item
Exempt Items			
09	None Notified		
010	Close of Meeting		
<p>Adele Wylie, Monitoring Officer North Northamptonshire Council</p>  <p>Proper Officer 18th June 2021</p>			

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

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Meetings:

This meeting will be held using the Zoom platform.

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

Press and Media Enquiries

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

Public Enquiries

Public enquiries regarding the council's meetings can be made to democraticservices@northnorthants.gov.uk

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EXECUTIVE ADVISORY PANEL (Service Delivery, Performance, Customers)

TERMS OF REFERENCE

(GENERAL)

The following applies to all Executive Advisory Panels established under the Council's governance arrangements:-

1. Under the Constitution, the Leader of the Council has discretion to add, amend or delete the EAPs established.
2. Each EAP will be chaired by an Executive Member (to be determined by the Leader of the Council). In the event that the Chair is absent, another member of the Executive may chair that particular meeting.
3. In addition to the Chair, each EAP will consist of 6 non-Executive Members who shall be determined by Full Council.
4. Substitute non-Executive Members will be permitted with the consent of the Chair of the respective EAP.
5. Any member of the Executive may attend an EAP meeting without notice of attendance required, however participation in discussions will be through the Chair of the respective EAP.
6. Although non-decision making each EAP shall be politically balanced to ensure other recognised political groups have representation.
7. EAPs are not subject to the full Local Government Act 1972 (as amended), however they shall be conducted where practicable as if the 1972 Act applied.
8. Meetings of the EAP will normally be held using "virtual meeting" technology and shall be live-streamed, except where confidential or exempt information is to be discussed. Recordings of EAP meetings shall be retained for at least 6-months after the meeting date.
9. An EAP may invite guest speakers or expert witnesses to attend a meeting of the EAP on an ad hoc basis.
10. A member of the Core Leadership Team (CLT) may attend meetings of an EAP without notice of attendance required, however participation in discussions will be through the Chair of the respective EAP.
11. Whilst some matters for discussion will clearly fall within the remit of one EAP, there may be occasions where an agenda item is cross-cutting. The Chairs of the respective EAPs shall decide which EAP acts as "lead". The Leader of the Council shall act as arbiter where a resolution cannot be achieved.

12. Minutes/notes of each EAP shall be prepared and publicly available, except those sections dealing with confidential or exempt information. Full copies of minutes/notes taken shall be circulated to all Executive members and CLT in addition to the appropriate EAP members.

13. Agendas and reports will normally be circulated 5-clear working days prior to the meeting date. Urgency items may be discussed at a meeting, with the consent of the Chair, and subject to an explanation as to why an item is urgent, and notification to EAP members prior to the meeting commencing.

14. Each EAP will normally meet on a monthly basis. A Chair of an EAP may request the cancellation or addition of a meeting having given due notice to the Head of Legal and Democratic Services (or their deputy).

TERMS OF REFERENCE - SERVICE DELIVERY PERFORMANCE CUSTOMERS (SPECIFIC)

Subject Matter	To advise the Executive of the views of the panel on matters relating to,
Service Delivery	Proposals/recommendations that may have a significant or substantial impact on the delivery of North Northamptonshire Council services
Performance	Proposals/recommendations that may have a significant or substantial impact on the performance of North Northamptonshire Council
Customers	Proposals/recommendations that may have a significant or substantial impact on the customers of North Northamptonshire Council

There are four other Executive Advisory Panels currently established.

These are:-

- **Health and Wellbeing and Vulnerable People**
(Chaired by Councillor Helen Harrison)
Lead Officer- David Watts

Key support Officers –Lucy Wightman, Cathi Hadley

- **Climate Change, Environment and Growth**
(Chaired by Councillor Harriet Pentland)

Lead Officer- George Candler

Key Support Officers –Smith, Rob Harbour, Jonathan Waterworth, Graeme Kane

- **Education, Skills and Employment**
(Chaired by Councillor Scott Edwards)

Lead Officer- Cathi Hadley

Key Support Officers –AnnMarie Dodds, Lucy Wightman, David Watts

- **Planning Policy**
(Chaired by Councillor Steven North)

Lead Officer- George Candler

Key Support Officers –Rob Harbour

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EAP - Service Delivery, Performance, Customers 28th June 2021

Report Title	Restoration of Customer Services Post-Covid	
Report Author	Geoff Kent, Assistant Director of Customer Services, <u>geoff.kent@northnorthants.gov.uk</u>	
Contributors/Checkers/Approvers		
North MO	N/a	
North S151	N/a	
Other Director/SME	N/a	

List of Appendices

None

1. Purpose of Report

- 1.1. Options for restoring the face-to-face services to our residents that are provided by our Customer Services team across North Northants.

2. Executive Summary

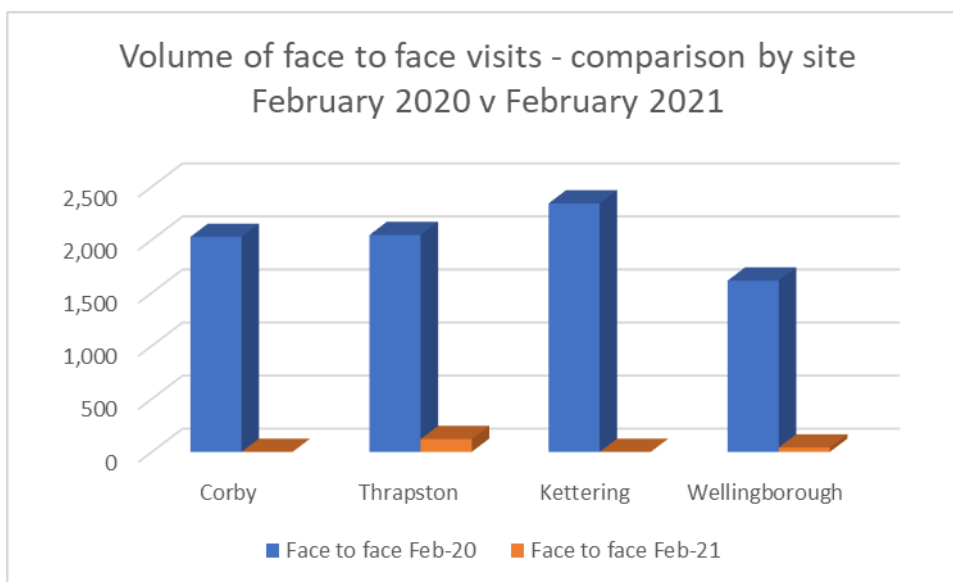
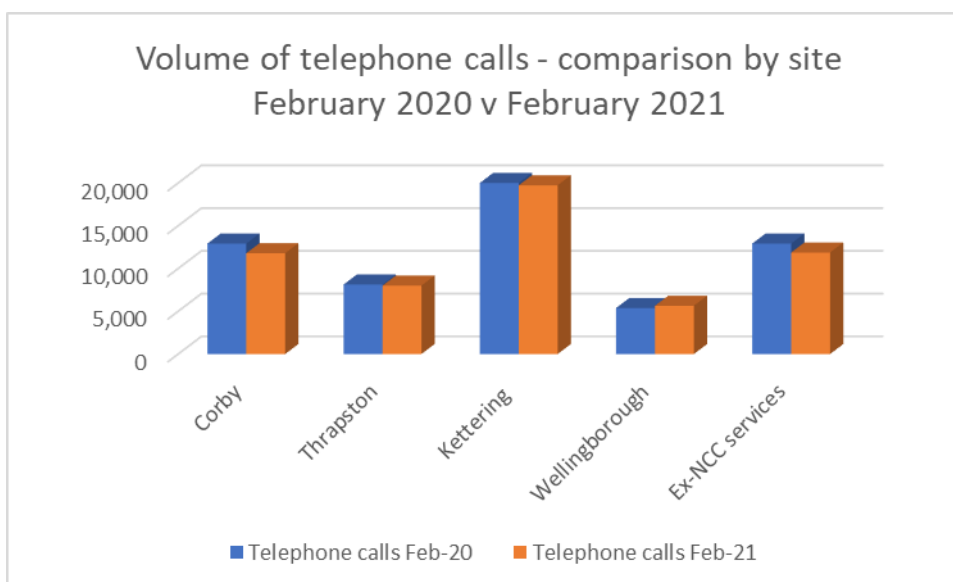
- 2.1 This report briefs members on the proposed short-term reopening of face-to-face Customer Services across North Northants and what form that may take.
- 2.2 It also begins to explore the longer-term development of a Customer Services Strategy that sets out how the Council will deliver the best, most effective services to residents locally across North Northants.

3. Recommendations

- 3.1 It is recommended that:
- a) EAP note this report, and
 - b) Consider information that may be required at future meetings to support the development of the North Northamptonshire Customer Service Strategy,
 - c) Confirm any advice/views to be presented to a future Executive meeting.

4. Report Background

- 4.1 Customer Services has provided a modified delivery model since the Council's inception. All face-to-face Customer Service points have been closed, except in municipal offices where face-to-face appointments are offered when we are unable to help customers by other means.
- 4.2 Telephone call volumes have not markedly changed in the last year despite the number of face-to-face being minimal as shown by the two charts below:-



- 4.3 It is proposed that we reopen with a continuation of the service model delivered in the last year as summarised below:-



5. Issues and Choices

- 5.1 Covid has provided an opportunity for channel shift that has seen many customers find information about our services on-line and not need to contact us. It has also allowed us to resolve more queries during telephone calls so that customers only have the inconvenience of having to travel to see us face-to-face in exceptional circumstances.
- 5.2 The next steps are to bring forward a Customer Service Strategy that focuses on our commitment to delivering high quality customer service to meet all customer needs where resources are used efficiently, and most queries can be resolved at the first point of contact.
- 5.3 Whilst we could return to a drop-in model of service at all customer service points, having an appointment service will allow resources to be targeted to help customers with the most complex needs who need our help and time as well as ensuring most other contacts can be resolved quickly and efficiently.
- 5.4 This model will include library access points so that we can provide a better service locally across more areas of North Northants. Having appointments in these locations will allow us to do this and look to the future where we can provide a range of services locally through a community hub type arrangement, moving away from a traditional model where customers need to travel to a limited number of municipal buildings to access services.

6. Implications (including financial implications)

6.1 Resources and Financial

- 6.1.1 Currently, Customer Services staff are working in a covid secure way, with most staff working at home to deliver telephone and email-based customer service. A small number of staff are working in Council buildings across North Northants to provide an appointment-only service for face-to-face callers where we are unable to fully resolve their queries by telephone, email and website contact.
- 6.1.2 There are no resources or financial implications arising from the proposals.

6.2 Legal

6.2.1 There are no legal implications arising from the proposals.

6.3 Risk

6.3.1 There are no significant risks arising from the proposed recommendations in this report.

6.4 Consultation

6.4.1 No consultation is applicable in respect of this report.

6.5 Consideration by Scrutiny

6.5.1 This matter has not been considered by the Scrutiny Commission.

6.6 Climate Impact

6.6.1 The working model being considered allows staff to provide excellent customer service from a number of more local sites, as well as using homeworking for telephone call handling. This will deliver a significant reduction towards delivering the Council's carbon footprint.

6.7 Community Impact

6.8 The proposed way forward will allow the Council to provide face to face help to customers in more locations across a broader range of services.

7. Background Papers

7.1 Not applicable.