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Meeting: EAP Service Delivery, Performance and Customers

Date: Thursday 2nd September, 2021

Time: 9.30 am

Venue: Lahnstein Room, Municipal Offices, Bowling Green Road, Kettering, NN15

7QX

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	n Subject								
01	Apologies for absence								
02	Members' Declarations of Interest								
03	Minutes of the Meeting Held on 26th July 2021		3 - 8						
04 Notification of requests to address the meeting									
	Items for Discussion								
Item	Subject Presen Officer		Page no.						
05	The Corporate Plan - Consultation on Service Delivery, Performance and Customers	Lisa Hyde	9 - 22						
	To present the relevant sections of the draft Corporate Plan to the Executive Advisory Plan for consideration that relate to Service Delivery, Performance and Customers and to ensure the opportunity to provide advice and feedback to the Executive								
06	Executive Forward Plan and Panel Work Programme	Lisa Hyde	23 - 30						
	To discuss and to share views on areas that the panel may wish to consider to inform the future EAP Work Programme								

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		Exempt Items	
		None notified	
07	Close of Meeting		

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

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david.pope@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

Press & 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 Authority's meetings can be made to democraticservices@northnorthants.gov.uk

Agenda Item 3



Minutes of a meeting of the EAP Service Delivery, Performance and Customers

At 9.30 am on Monday 26th July, 2021

Held as a virtual meeting

Present:-

Members

Councillor Lloyd Bunday (Chair)

Councillor Jean Addison

Councillor Annabel de Capell Brooke

Councillor Richard Levell

Councillor Graham Lawman – Executive Member for Highways, Travel and Assets

Officers

Lisa Hyde – Director of Transformation
George Candler – Executive Director of Place & Economy
Stephen Phillips – Waste Contracts and Environment Manager
Rebecca Miller – Kier SWP
Andy Leighton – Kier SWP
David Pope – Senior Committee Administrator

11 Apologies for absence

Apologies for absence were received from Cllr Ian Jelley.

12 Members' Declarations of Interest

No declarations were received.

13 Minutes of the Meeting Held on 28th June 2021

RESOLVED that: The Service Delivery, Performance and Customers Executive Advisory Panel agreed the minutes of the meeting held on 28th June 2021 as a true and accurate record of the meeting.

14 Notification of requests to address the meeting

None

15 Recycling Centre Opening Hours

The meeting received a presentation which outlined the current position with regard to Household Waste Recycling Centres (HWRC) in North Northamptonshire.

It was noted that North Northamptonshire Council hosted the statutory waste functions of the former County Council, including HWRCs, Residual Waste Disposal and management of closed landfill sites. The HWRC contract was managed by the council with the service provided to West Northamptonshire Council via an Inter Authority Agreement.

The meeting heard that there was a network of nine HWRCs in the county, with four located in North Northamptonshire and five in West Northamptonshire receiving over a million visitors annually combined. In addition, four trade sites were in operation in the county, two in the North and two in the West. Items for re-use were collected at all sites and taken to one of seven off-site re-use outlets.

An overview of delivered service efficiencies was provided, with the meeting noting that changes to HWRC opening hours introduced in February 2015 continued to achieve savings of £450,000 per annum. The HWRC E-Permit Scheme for commercial type vehicles introduced in October 2018 to stop free trade waste disposal also continued to provide savings of £200,000 per annum.

Details of service pressures faced resulting from the Covid pandemic were provided to the meeting, who heard that demand for use of facilities had remained high throughout, with vehicle numbers on occasion being over 100% of that normally seen pre-Covid. Despite this, total HWRC waste tonnages had decreased by almost 12% from 2019/20 to 2020/21. Social distancing measures required by government guidance had resulted in fewer vehicles being able to unload at any one time, consequently, at peak times, queues of vehicles had to wait to access the HWRCs which impacted the highway. The lifting of social distancing regulations on 19th July 2021 had allowed a return to pre-pandemic operations, although this position would be kept under constant review.

Aside from a short period of closure during the initial nationwide lockdown, a full service had been in operation at HWRCs throughout the pandemic, with additional costs of £30,000 accrued for signage, restarting the service, initial Traffic Management and monitoring across all sites. A further cost to the service of £55,200 resulted from the provision of time-limited additional opening hours being introduced between 29th March and 30th June 2021.

Opportunities for transition and transformation across the service were provided to the meeting, who noted that service budgets were having to be managed alongside increasing demand and costs, although the move to unitary authority status offered an opportunity to consider the issue of waste management from collection to disposal and to optimise waste infrastructure. It was noted that economies of scale could benefit the council if waste collection and disposal was brought together, and this would form a significant piece of work going forward.

Following the presentation, members asked a number of questions in regard to:

 Queuing in and around HWRC sites, with reference to the negative impact on local highways, especially at the Rushden and Corby sites.

- Construction of new HWRC sites
- Layout of sites
- Improved education/communication with residents to ensure the correct recycling materials were placed in the correct bin
- Policing of non-county residents using HMRWs in Northamptonshire
- Income levels for recyclates, noting the disposal cost to the council of green waste

16 Maintenance of Highway Network

The meeting received a presentation from Rebecca Miller, Head of Customer and Communications for Kier SWP, holders of the integrated services contract for highways until March 2022.

It was heard that the contract had been in operation since March 2008, with an annual value of £45million. This was an all-inclusive contract to provide all services including highway maintenance, winter service and infrastructure management. The contract was currently going through a re-procurement exercise with Kier and SWP due to bid separately given the scope of the services.

The meeting heard that the asset value for highways in the county was £6 billion across a road network of 2664 miles and a footway and cycleway network of 2079 miles. In addition, there were over 1800 miles of Rights of Way and bridleways to be maintained within the contract.

An update on the impact of the Covid pandemic on the service was provided, with the meeting noting that usage of the network had altered due to lockdowns, with significant numbers of people working from home and the move towards alternative forms of transport. It was further noted that the service was beginning to feel the impact of global material shortages and this situation was being monitored.

Details of stakeholder engagement and communication were provided, with the meeting hearing that from a highways defect perspective, the Street Doctor platform was the best method to report issues as it provided a clear record of reports and allowed for feedback to be provided to those making reports. Numerous other communication channels were detailed, with proactive and reactive press releases, web pages and promotion of services through traditional and social media all being utilised by the service. A work programme was circulated weekly to councillors to advise of highways works across the county and a new, regular newsletter with highways-related articles and updates would be circulated to members. Councillor engagement sessions would be held quarterly at depots across the county and further information in relation to these would be supplied in the near future.

An overview of the various highway surface treatments employed by the service was provided to the meeting. Potholes were a major issue for residents and such defects were considered for repair within criteria set by the council, with a view to undertaking the longest-term repair possible.

It was heard that innovation was constantly sought to improve the way the service operated. A multi-disciplinary and collaborative Innovation and Best Practice Group had been created in 2016, with over 50 ideas being forwarded to operational teams for implementation. One idea currently being monitored was the introduction of electric

gritting vehicles, however given the size of the road network in the county existing vehicles did not have sufficient battery mileage available to make them a viable addition to the fleet. There remained an intention to move towards electric vehicles across the fleet to support the council's sustainability strategy.

It was heard that a project to have all utility location plans made available online was in progress. Approximately 40,000 applications were made annually to work on utilities under the highways network and better coordination would allow repairs to be completed more efficiently. Further areas for innovation moving forward included 3D mapping, drone use for Rights of Way inspections, highways inspections using camera-mounted vehicles and use of Combi Drainage vehicles for more efficient gulley maintenance.

The winter service was noted as being an extremely important part of the service, with seven weather stations across the county helping to provide accurate information to enable route-based forecasting. Approximately 43% of the county's road network would be routinely gritted when required between October and April. Communication with the public was vital, not only detailing gritting locations but to provide advice on safe driving and how people could assist themselves using grit bins.

Members asked questions in relation to:

- Pothole repair policy and repair longevity
- The number and cost of insurance claims relating to potholes
- Delays to the removal of traffic signals following the conclusion of works
- Public perception to road layout alterations, including traffic signals and junctions
- Inaccuracy of dates on signage relating to traffic works
- Increasing the public awareness of the Street Doctor service

17 Executive Forward Plan and Panel Work Programme

Members received the Executive Forward Plan and the work programme for the panel and noted upcoming items for both.

The Council's draft Corporate Plan would be considered by the next round of Executive Advisory Panels, with the panel reviewing aspects of customer service delivery and performance alongside the vision, strategic objectives, priorities, actions, outcomes and targets of the plan.

18 Exempt Items

None

The meeting closed at 11.32 am	
	Chair
	Date

Close of Meeting

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Item no:

Executive Advisory Panel Service Delivery, Performance and Customers

2nd September 2021

Report Title	The Corporate Plan – Consultation on Service Delivery, Performance and Customers
Executive Member	Cllr Lloyd Bunday, Executive Member for Finance and Transformation
Report Author	Lisa Hyde Director of Transformation Lisa.Hyde@northnorthants.gov.uk

List of Appendices

Appendix A – Draft Corporate Plan (Sections relevant to this Panel)

Appendix B - Modern Public Services discussion paper

1. Purpose of Report

1.1. To present the relevant sections of the draft Corporate Plan to the Executive Advisory Plan for consideration that relate to **Service Delivery**, **Performance and Customers** and to ensure the opportunity to provide advice and feedback to the Executive.

2. Information

Background

- 2.1 A report was considered at the meeting of the Executive on the 15th July 2021 setting out an indicative process and timeline for the development of a Corporate Plan for North Northamptonshire Council. That report sets out the rationale and purpose of the Corporate Plan along with an indicative timeline for the Corporate Plan's adoption at Full Council and therefore provides important context when considering this item. See Section 5 below for more details.
- 2.2 A stakeholder consultation will be carried out prior to the endorsement of the Plan at the Executive. Members should be mindful that a report setting out a draft vision for the Council was also considered by the Shadow Authority earlier this year. This followed comprehensive consultation with key stakeholders in

- 2020. The draft vision statement endorsed by the Shadow Authority has directly shaped the draft vision set out in the attached draft Corporate Plan.
- 2.3 Consideration of the draft content of the Corporate Plan at the Executive Advisory Panel is an important part of developing the Plan's content. Members of the Executive Advisory Panel are invited to comment on the draft content of the plan and provide advice and feedback to the Executive on its content and any related considerations.
- 2.4 Members should be aware that the plan is work in progress. Executive Directors are working with Executive Members to develop its content. The feedback from the Executive Advisory Panel will inform this process.
- 2.5 The sections of the Corporate Plan that are relevant to this Executive Advisory Panel are set out as **Appendix A** of this report.
- 2.6 The Corporate Plan will be a high-level document. There will be more detailed information about the actions to deliver the Corporate Plan within Service Plans which will be developed once the Corporate Plan has been drafted. The Corporate Plan is therefore a vital initial building-block in setting the broad strategic direction of the Council.
- 2.7 The timeline for developing the Plan is tight but achievable. Given that this is the first Corporate Plan for the new Council, it is envisaged that the Corporate Plan will continue to be developed with an opportunity to take stock of its content annually through the Council's Constitutional processes.
- 2.8 Delivery of the Corporate Plan will naturally be subjected to the rigour of the Council's Scrutiny function moving forward. The Corporate Plan will set out actions and targets that will allow Scrutiny the opportunity to determine its priorities for future attention.

3. Timeline for Consideration

3.1 The indicative process and timetable for adoption of the Corporate Plan is set out below:

Date	Activity	By Whom		
18 th August – 2 nd September 2021	Consideration of the Corporate Plan and recommendations made to the Executive	Executive Advisory Panels		
September 2021	Stakeholder Consultation	Feedback will be considered by the Executive		
September/October 2021	Approval of the draft Corporate Plan and recommendation of adoption of plan	Executive		

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1 st December 2021	Adoption of the	Full Council
	Corporate Plan	

4. Recommendations

4.1 That the Executive Advisory Panel consider the draft content of the Corporate Plan as set out in the appendices and provide feedback and advice as considered appropriate to the Executive.

5. Background Papers

The Corporate Plan, NNC Executive, 15th July 2021

LINK TO MEETING AGENDA: Meeting of North Northamptonshire Executive on Thursday 15 July, 2021 - North Northamptonshire Council (Item 16 refers)

 North Northamptonshire Shadow Executive Committee, Draft Vision Statement

The North Northamptonshire Shadow Authority established a Culture and Vision Task and Finish Group to look at the development of a draft vision for the new Page 19 Council. The Task and Finish Group carried out a range of consultation with key stakeholders and developed a draft vision for the new Council. Meeting of North Northamptonshire Shadow Executive Committee on Wednesday 10th February 2021 - North Northamptonshire Council (Item 7 refers)

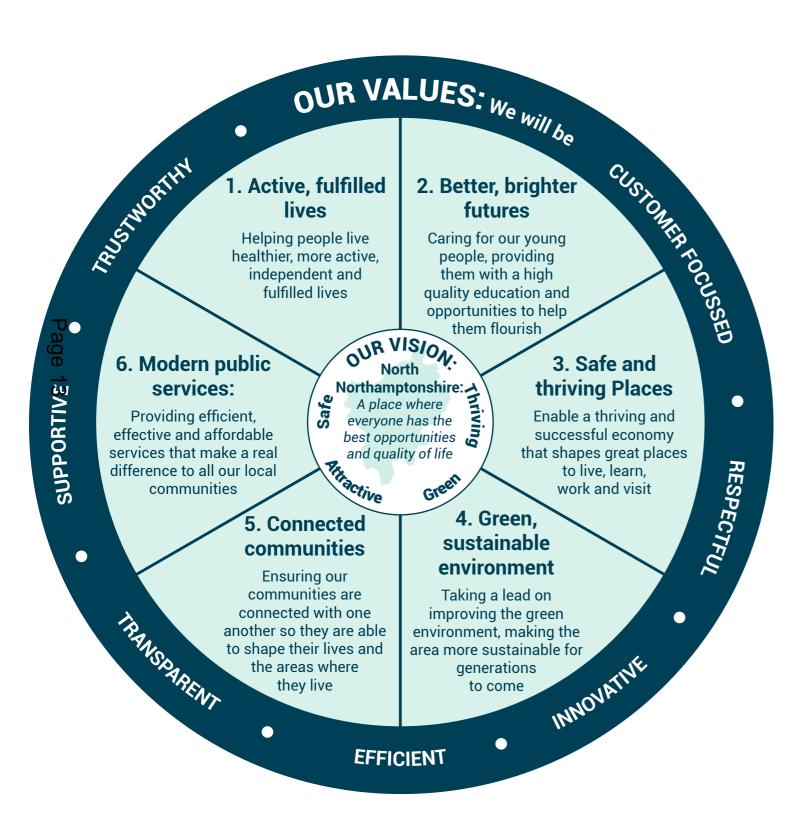
LINK TO MEETING AGENDA: Meeting of North Northamptonshire Shadow Executive Committee on Wednesday 10th February, 2021 - North Northamptonshire Council (moderngov.co.uk)

LINK TO REPORT: Item 07 - Draft Vision Statement.pdf (moderngov.co.uk)

ENDS



Our vision, values and key commitments



DRAFT

Our priorities for North Northamptonshire:

1. Active, fulfilled lives

- · Greater access to better quality adult social care
- Value and support our carers and volunteers
- Improve the accessibility and use of leisure, culture and sport
- Provide enhanced support to improve mental health and wellbeing
- Tackle the causes of complex problems such as homelessness

2. Better, brighter futures:

- Ensure every child has equal access to a good standard of education
- Support the Children's Trust to provide higher standards of care
- Promote better training and employment opportunities for young people

3. Safe and thriving places:

- Strengthen the cultural identify of towns, villages and rural communities
- Help town centres and villages respond to changing trends
- Attract tourism, visitors and inward investment
- Support the creation of high-quality, betterskilled jobs
- Improve the standard of new and existing homes and ensure housing supply meets demand
- Tackle the causes of difficult issues leading to nuisance, crime and anti-social behaviour
- · Promote sustainable, active travel
- Maintain our highways infrastructure to keep people moving safely around North Northamptonshire
- Enable people to travel across North Northamptonshire, and beyond
- Ensure everyone has access to high-speed internet connectivity

4. Greener, sustainable environment:

- Work with communities and businesses to tackle climate change and improve air quality
- As an exemplar to other organisations, demonstrate clear leadership on tackling sustainability
- Embed low carbon technology, sustained and improved green infrastructure, and sustainable forms of transport fit for the future
- Protect and further enhance the natural environment and ecology
- Ensure we all throw away less, reuse more, and recycle as much as we can
- Protect the countryside and ensure it is accessible for everyone to enjoy

5. Connected communities:

- Inform and listen to our communities, giving them a greater say in their future
- Respect and engage our local communities
- Empower a thriving voluntary and community sector

6. Modern public services:

- Provide good quality and efficient services valued by our customers
- Enhance the services provided at our community hubs
- Value our staff and become an employer of choice
- Use our assets, skills, knowledge and technology to make a real difference
 - Robust financial and performance management

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Appendix B – The Workshop

Executive Advisory Panel - Service Delivery, Performance and Customers

Developing the Corporate Plan

Objective – To contribute the view of the EAP in the Corporate Plan Consultation Process on the section entitled Modern Public Services.

Some draft ideas/discussion points have been provided below for members to consider both prior to, and at the workshop.

Modern Public Services Topics for Discussion / Workshop 2nd September 2021

Providing efficient, effective and affordable services that make a real difference to all our local communities

Overall Question - What do Modern Public Services look like?



Provide good quality and efficient services valued by our customers

- 1. Own responsibility for every contact received anywhere in the organisation and if we cannot help, connect you to other organisations that can
- 2. Work with our customers to develop quality services that are accessible to all and to make every contact count
- 3. Understand and care about your concerns; demonstrating through our actions that your issues matter to us
- 4. Be helpful, polite, friendly and treat you fairly and with respect
- 5. Be honest, only making promises we can deliver, and do what we say we will
- 6. Meet our customer service standards when we respond to you and regularly monitor and publish how well we are doing this
- 7. Provide clear and up to date information about our services
- 8. Explain our decisions and the reasons for them
- 9. If things go wrong, say sorry, do our best to put them right and learn from our mistakes
- 10. Enable customers to access more information and services online



Enhance the services provided at our community hubs

- Identify our community hubs as key access points for high demand services
- 2. Ensure community hubs are multi-purpose, providing and hosting a range of activities and services that are used by lots of different people
- 3. Deliver a range of services that reflect local need and may be delivered by local people, other organisations or public agencies for example:
 - Parent and toddler groups
 - Health and wellbeing activities exercise classes
 - Employment support
 - Childcare
 - Library services
 - Advice and information
- 4. Ensure that our community hubs
 - Help build more cohesive and resilient communities
 - Build better and more integrated services
 - Transform existing, unused buildings
 - Provide a focus for community-led regeneration



Value our staff and become an employer of choice

- 1. One ethos and shared goals
- 2. Use skills effectively
- 3. Improve career progression
- 4. Provide greater opportunities to diversify
- 5. Provide greater workforce agility and flexibility
- 6. Ensure staff empowerment and accountability
- 7. Reduce silo working and increase collaboration
- 8. Increase job satisfaction
- 9. Have a safe and supported work environment
- 10. Contribute to our employees' wellbeing



Use our assets, skills, knowledge and technology to make a real difference

- 1. Capture data that we need to improve outcomes
- 2. Increase knowledge and the digital level of citizens thus providing more opportunities
- 3. Reduce our environmental footprint. New technology will allow us to reduce the need for travel, driving to locations etc. We will also reduce our footprint as an organisation as we move our technology to a greener state (i.e. from old desktop PCs to new, efficient devices)
 - Creating value services for residents digital will allow us to create services for residents based on need
 - Allowing us to be highly responsive to citizens needs
 - Reduce our manual intervention and overhead automation
 - Create a more attractive county for businesses as we create an area with good technology and asset infrastructure - this will invite more businesses
 - Support our most vulnerable residents- with more knowledge and quicker services



Robust Finance and Performance Management

We will:

Finance

- Be open and transparent with finance information
- Ensure our governance processes are robust and support effective decision making, and that the Medium-Term Financial Strategy reflects the significant challenges being faced and remains responsive to the uncertainties in the economy by continuing to deliver against savings targets
- Review our Medium-Term Financial Plan as a live document and as a key tool in assessing the financial viability of the Council.
- Ensure our savings plans are clearly communicated and linked to specific policy decisions, with the impact on service provision clearly articulated
- Ensure we have the appropriate levels of reserves and that we closely monitor liquidity to underpin financial resilience
- Provide support to members and officers responsible for managing budgets
- Prepare the annual statement of accounts in an accurate and timely manner

Performance

- Be open and transparent with performance information
- Ensure that we "measure what matters"
- Use performance data to understand, improve and transform our future services
- Develop high quality, high performing and award-winning services



Key Tasks

What key tasks do we need to undertake to deliver the above?

- Customer Experience Strategy co-produced with our customers
- Digital Delivery Plan
- A People / Workforce Development Strategy
- A Balanced Budget

Key Measures of Success

What will be our key measures of success?

- High Levels of customer satisfaction
- Customer response times (face-to-face, digital, telephone)
- High levels of customer confidence in North Northamptonshire Council
- High levels of service accessibility
- High levels of employee satisfaction
- Good decision making
- Low levels of staff turnover
- Good financial sustainability







North Northamptonshire Council

1 AUGUST 2021 TO 30 NOVEMBER 2021

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 a	are:
Councillor Jason Smithers	Leader of North Northamptonshire Council
Councillor Helen Howell	Deputy Leader of North Northamptonshire Council Sport, Leisure, Culture and Tourism
Councillor Helen Harrison	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
C€uncillor Steven North	Growth and Regeneration
Councillor Graham Lawman	Highways, Travel and Assets
Canncillor Andy Mercer	Housing and Community
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 Ben Smith, Democratic Services.

Plase email: democraticservices@northnorthants.gov.uk

August

Subject of the Decision:	Decision Make	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	Consultation undertaken	Anticipated Date of Decision:	Report Author	Support documents (if any)
Housing Land Supply in North Northamptonshire	Executive	Yes	No		5 Aug 2021		
Rough Sleeping Initiative ບຸ	Executive	Yes	No		5 Aug 2021	Kerry Purnell	
Extension to Shire Lodge Semetery, Corby	Executive	Yes	No		5 Aug 2021	Executive Director - Place and Economy	
Kettering High Street Heritage Action Zone	Executive	Yes	No		5 Aug 2021	Executive Director - Place and Economy	
Two Form of Entry Primary School- Stanton Cross Sustainable Urban Development	Executive	Yes	No Fully exempt		5 Aug 2021	Executive Director - Children's Services	
Hearndon Court Extra Care	Executive	Yes	No Fully exempt		26 Aug 2021	Executive Director - Adults, Communities and Wellbeing	
Chester House Estate	Executive	Yes	No Part exempt		26 Aug 2021	Executive Director - Place and Economy	

School Improvement Works - Montsaye Academy	Executive	Yes	No	26 Aug 2021	Executive Director - Children's Services	
Kettering Leisure Management Service Procurement	Executive	Yes	No	26 Aug 2021		
Provision of Annex Site to Isebrook SEND College	Executive	Yes	No	26 Aug 2021	Executive Director - Children's Services	
Lease at Arkwright Road and Baird Road	Executive	Yes	No Part exempt	26 Aug 2021	Executive Director - Place and Economy	
Development at Stanton Cross - Farm Tenancy	Executive	Yes	No	26 Aug 2021	Executive Director - Place and Economy	
Hitter Strategy	Executive	Yes	No	26 Aug 2021	Executive Director - Place and Economy	
North Northamptonshire Council Enforcement Policy	Executive	Yes	No	26 Aug 2021	Executive Director - Place and Economy	
Developer Contributions towards Education Facilities (Technical Update)	Executive	Yes	No	26 Aug 2021	Executive Director - Place and Economy	
Part 2 Local Plan for Corby	Executive	Yes	No	26 Aug 2021	Executive Director - Place and Economy	

September										
Subject of the Decision:	Decision Make	Is it a key decision?	Will it contain exempt information? /Reasons for exemption, if any	s for			Support documents (if any)			
Corporate Plan	Executive	Yes	No		15 Jul 2021	Chief Executive				
Page 28		There are co	Octol		October					
			Noven	nber						
		There are cu	rrently no reports	s scheduled for N	November					
	Items to I	oe resch	eduled to	a future	date/Da	te TBC				
Leisure Services - Covid Impacts	Executive	Yes	No			Executive Director - Adults, Communities and Wellbeing				

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EAP Service Delivery, Performance and Customers

Chair: Councillor Lloyd Bunday **Committee Officer:** David Pope

Decision/Item	Summary of Item	Report Author	Department	Exempt Item	02 Sept 2021	27 Sept 2021	01 Nov 2021	22 Nov 2021	17 Jan 2022	28 Feb 2022	21 Mar 2022	12 May 2022
North Northamptonshire Council – Corporate Plan	To present the relevant sections of the draft Corporate Plan to the Executive Advisory Panel for consideration that relate to service delivery, performance and customers and to ensure the opportunity to provide advice and feedback to the Executive.	Lisa Hyde	Transformation	N								
Forward Plan for Executive	To receive the Forward Plan for Executive	Lisa Hyde	Transformation	N								

Decision/Item	Summary of Item	Report Author	Department	Exempt Item	02 Sept 2021	27 Sept 2021	01 Nov 2021	22 Nov 2021	17 Jan 2022	28 Feb 2022	21 Mar 2022	12 May 2022
Levelling-up of Garden Waste Collections	To consider and make recommendations to the Executive in respect of garden waste collections	George Candler	Place & Economy	N								
Parking Enforcement/Strategy	To receive information on the current situation regarding parking enforcement and future parking strategy in North Northamptonshire	George Candler	Place & Economy	N								
Dumped Vehicle Strategy	To receive an update on the current strategy for the removal of dumped vehicles	George Candler	Place & Economy	N								