

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

At 9.30 am on Monday 27th September, 2021 in the Council Chamber, Municipal Offices, Bowling Green Road, Kettering, NN15 7QX

Present:-

Members

Councillor Lloyd Bunday (Chair)

Councillor Jean Addison

Councillor Bert Jackson

Councillor Ian Jelley

Councillor Richard Levell

Officers

Geoff Kent – Assistant Director Customer Services

Graeme Kane – Assistant Director Highways and Waste

David Pope – Senior Committee Administrator

27 Apologies for absence

Apologies for absence were received from Cllr Kirk Harrison and Lisa Hyde, Director of Transformation.

28 Members' Declarations of Interest

No declarations were received.

29 Minutes of the Meeting Held on 2nd September 2021

RESOLVED that: The Service Delivery, Performance and Customers Executive Advisory Panel agreed the minutes of the meeting held on 2nd September 2021 as a true and accurate record of the meeting.

30 Notification of requests to address the meeting

None.

31 Modern Public Services - The Corporate Plan

The panel received for review and further comment relevant sections of the draft Corporate Plan following feedback provided by members at the previous meeting of the panel.

Members considered that elements of the Corporate Plan relating to the operation of an open and honest culture within the authority and the drive to learn from complaints should be reinforced.

In response to a question regarding Community Hubs, it was heard that customer service provision in the Council's libraries was currently being resourced with a view to becoming operational by the end of the calendar year.

Members raised further queries in relation to the following:

- The current position of Kettering Futures Partnership
- Better signposting was required for members as to who to contact with issues that required resolution, with a request made for a refresh of contact details for relevant officers
- And additional bullet point referencing how support would be provided to customers who were unable to access online services
- Departmental contact numbers for the public

32 Future of Wellingborough Norse – Options Appraisal

Members received a presentation that provided an overview of the options for the future delivery of street scene services currently delivered by Wellingborough Norse.

It was heard that the Borough Council of Wellingborough had created a joint venture with Norse approximately 10 years previously for the provision of a wide range of street scene services including waste management, street cleaning and grounds maintenance. This service agreement was set to expire at the end of March 2022 and the presentation sought to outline a number of potential options for continued delivery of services. The differing arrangements for service provision across the remainder of North Northamptonshire were detailed as follows:

- Corby and Kettering operated in-house services
- East Northants operated two separate external contracts; Waste & Street Cleansing to August 2025 and Grounds Maintenance to November 2022

Members commented on the variation between street scene services offered across North Northamptonshire as a result of the differing operating models outlined above and referenced the operation of certain services by town and parish councils in East Northants.

Members received a range of potential options for the continuation of services following the cessation of the current Wellingborough Norse contract in March 2022. Members asked a number of questions in relation to current service operation, financial implications and timing considerations.

33 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.

It was requested that the NNC Transformation Plan item scheduled to go to Executive on 16th December be brought to a November meeting of the panel.

Chair

Date

The meeting closed at 10.47 am