

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

At 9.30 am on Monday 28th June, 2021

Held as a virtual meeting

Present:-

Members

Councillor Lloyd Bunday (Chair)

Councillor Jean Addison

Councillor Annabel de Capell Brooke

Councillor Kirk Harrison

Councillor Bert Jackson

Councillor Ian Jelley

Councillor Richard Levell

Officers

Lisa Hyde – Director of Transformation

Kerry Purnell – Assistant Director Housing and Communities

Geoff Kent – Assistant Director Customer Services

David Pope – Senior Committee Administrator

Fiona Hubbard - Senior Committee Administrator

1 Apologies for absence

None

2 Members' Declarations of Interest

No declarations were received.

3 Notification of requests to address the meeting

None

4 Terms of Reference

The meeting received the draft Terms of Reference for the panel.

A query was raised regarding the Leader of the Council having the option to add, amend or delete Executive Advisory Panels. It was noted that this position offered flexibility should Executive portfolio coverage alter in future and was outlined in the Council's constitution.

It was

AGREED that the Terms of Reference for the Executive Advisory Panel - Service Delivery, Performance and Customers be approved.

5 Restoration of Customer Services Post-Covid

Members received a report that sought to outline options for the restoration of face-to-face customer services across North Northamptonshire.

The report set out short-term proposals for the re-opening of Customer Services sites as well as longer-term aspirations that would allow the council to deliver an efficient, high quality service to its residents.

Members heard that despite minimal face-to-face contact from residents since March 2020 because of Covid-19 restrictions, the volume of telephone contacts from residents had not shown a marked increase.

It was therefore proposed that Customer Services would re-open while continuing to utilise the service model offered during the last year. Aside from offering customers the opportunity to find information online, there was an aim to continue resolving queries during initial telephone contacts thereby reducing the reliance on face-to-face visits by customers.

It was considered that continuation of an appointment-based, face-to-face service would allow for a higher level of service to be offered, with resources targeted to assisting customers with complex needs.

The meeting noted that this service model would develop to include access points, for instance at local libraries, and would reduce the need for customers to travel to a specific municipal building. This would also benefit the Council in reducing its carbon footprint.

In response to a member query, it was heard that telephone contacts had increased significantly since 1st April, however this had been driven largely by the resumption of Council Tax recovery action and was consistent with pre Covid annual call volumes.

Further questions were asked in relation to the following aspects of service provision:

- Reopening of cash offices (Corby Only)
- Communication with the public regarding re-opening of facilities
- Staff welfare
- Prioritisation of customer queries for face-to-face appointments
- Establishment of local service delivery points
- The first point of contact providing a positive customer experience
- Ensuring services remained accessible for the elderly and vulnerable

The meeting noted the Key Performance Indicators and customer feedback would be made available to members to enable evaluation of the service.

6 Leisure Services - Covid Impact

A presentation was provided to the panel regarding work that was being undertaken to understand the impact of the Covid-19 pandemic across the Council's leisure service provision.

It was noted that the Executive would be asked to consider a report that outlined the medium-term impact on leisure services, as well as giving thought to the level of ongoing financial support that would be required for the sector. It was anticipated that this report could be taken to the meeting of Executive on 5th August, although the potential lifting of national Covid restrictions (currently set for 19th July) would affect the projected financial impact.

Questions were asked regarding a playing pitch strategy and the new leisure contract procurement for the Kettering area. It was noted that the health and wellbeing of communities were a priority coming out of the Covid period and availability of leisure facilities would aid recovery.

7 Discretionary Voluntary Sector Grants Policy

Members received an early draft of the Community Funding Policy that set out the principles and criteria governing how the Council would award small grants of up to £25,000, both revenue and capital, to support community activities.

The meeting heard that although the current arrangements for grant provision to the voluntary sector had been extended, it was important to have a policy in place that would provide reassurance to the sector and its members. As such, consultation was underway with Northants Community Foundation and the Voluntary Sector Assembly to seek their views.

The policy sought to establish a Community Funding Strategic Oversight Board to review grant decisions, particularly those over £2500, ensuring member endorsement and representing the four former sovereign areas.

Eligibility and grant criteria were laid out in the policy ensuring that any funding awarded supported volunteering and community activities, particularly in relation to young people, homelessness and tackling inequality. The policy would be reviewed once the Corporate Plan had been written to align it to key strategic objectives.

There remained policy details to be finalised, including the number of applications that could be made per organisation during a financial year and whether to have specific application windows for the capital grant scheme.

Members asked questions in relation to

- The maximum funding pot available
- Likely launch date for the policy
- Accessibility and timescales involved in applications
- Feedback to members regarding grant applications and awards
- Councillor empowerment funds

It was noted that the scheme would launch as soon as it had been approved by Executive, with a current timeframe of September appearing most likely. A figure for the total grant budget would be obtained and circulated, with a paragraph clarifying application timescales inserted into the policy.

The meeting heard that ward members would receive regular updates on grant applications and awards.

8 Identified Areas of Interest

Members considered and recommended topics that they wished to add to the work plan for future meetings of the panel.

It was considered that it would be beneficial for the panel to receive a formal process flow which indicated the panel's place in the policy and decision-making process of the Council. Monitoring of subjects recommended to the Executive for inclusion in policy would allow the panel to monitor the effectiveness of its work.

Areas recommended for future consideration were:

- Opening Hours for Recycling Centres
- Levelling-up of brown recycling bin collections across North Northamptonshire
- Maintenance and Recovery of the Highway Network
- Parking enforcement/parking strategy
- Playing pitch strategy
- Dumped vehicle strategy
- Forward Plan for Executive

9 Urgent Items

None

10 Close of Meeting

The meeting closed at 10:47am.

Chair

Date



North
Northamptonshire
Council

North Northamptonshire Council

EXECUTIVE FORWARD PLAN

6 JULY 2021 TO 30 OCTOBER 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 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
Councillor Steven North	Growth and Regeneration
Councillor Graham Lawman	Highways, Travel and Assets
Councillor 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. Please email: democraticservices@northnorthants.gov.uk

July							
Subject of the Decision:	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	Support documents (if any)
Corporate Plan	Executive	Yes	No		15 Jul 2021	Chief Executive	
East Kettering Highway Works – Junctions D & E	Executive	Yes	No		15 Jul 2021	Executive Director – Place and Economy	
Highways Procurement	Executive	Yes	Yes Fully exempt – paragraph 3 of		15 Jul 2021	Executive Director – Place and Economy	

			Schedule 12A				
Lease Renewal - Corby Innovation Hub offices	Executive	Yes	Yes Fully exempt – paragraph 3 of Schedule 12A		15 Jul 2021	Executive Director - Place and Economy	

August

Subject of the Decision:	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	Support documents (if any)
North Northamptonshire Council Enforcement Policy To approve the implementation of the Enforcement Policy following previous approval at Shadow Executive and subsequent updates.	Executive	Yes	No		5 Aug 2021	Executive Director – Place and Economy	
Hearndon Court Extra Care	Executive	Yes	Yes Fully exempt – paragraph 3 of Schedule 12A		5 Aug 2021	Executive Director - Adults, Communities & Wellbeing	
Chester House Estate	Executive	Yes	Yes Part exempt – paragraph 3 of Schedule 12A		5 Aug 2021	Executive Director - Adults, Communities & Wellbeing	
Kettering High Street Heritage Action Zone	Executive	Yes	No		5 Aug 2021	Executive Director – Place and Economy	
Rough Sleeping Initiative	Executive	Yes	No		5 Aug 2021	Executive Director - Adults, Communities & Wellbeing	
Leisure Services - Covid Impacts	Executive	Yes	No		5 Aug 2021	Executive Director - Adults, Communities & Wellbeing	

Extension to Shire Lodge Cemetery, Corby	Executive	Yes	No		5 Aug 2021	Executive Director – Place and Economy	
Two Form of Entry Primary School- Stanton Cross Sustainable Urban Development	Executive	Yes	Yes Fully exempt – paragraph 3 of Schedule 12A		26 Aug 2021	Executive Director - Children's Services	
School Improvement Works - Montsaye Academy	Executive	Yes	No		26 Aug 2021	Executive Director - Children's Services	
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	Yes Part exempt – paragraph 3 of Schedule 12A		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	

September							
Subject of the Decision:	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	Support documents (if any)
No items currently for September							

October 2021


Subject of the Decision:	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	Support documents (if any)
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No items currently for October

EAP Service Delivery, Performance and Customers

Chair: Councillor Lloyd Bunday

Committee Officer: David Pope

Decision/Item	Summary of Item	Report Author	Department	 Exempt Item	26 July 2021	02 Sept 2021	27 Sept 2021	01 Nov 2021	22 Nov 2021	17 Jan 2022	28 Feb 2022	21 Mar 2022	12 May 2022
Recycling Centre Opening Hours	To discuss and consider the issue of Recycling Centre opening hours in North Northamptonshire	George Candler	Place & Economy	N									
Maintenance of Highway Network	To discuss and consider the issue of Highway Maintenance in North Northamptonshire	Graeme Kane	Highways	N									
Forward Plan for Executive	To receive the Forward Plan for Executive	Lisa Hyde	Transformation	N									

[illegible]