

# Public Document Pack



**Meeting:** Executive

**Date:** Thursday 10th November, 2022


**Time:** 9:00 am

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

To members of the Executive

Councillors Jason Smithers (Chair), Helen Howell (Vice-Chair), Matthew Binley, David Brackenbury, Lloyd Bunday, Scott Edwards, Helen Harrison, David Howes, Graham Lawman and Harriet Pentland

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**Committee Officer:** David Pope

☎ 01536 535661 📧 [david.pope@northnorthants.gov.uk](mailto:david.pope@northnorthants.gov.uk)

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| ITEM                                    | NARRATIVE   | DEADLINE                                    |
|---|---|---|
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| Member Agenda Statements                | Other Members may make statements at meetings in relation to reports on the agenda. A request to address the committee must be received 2 clear working days prior to the meeting. The Member has a maximum of 3 minutes to address the committee. A period of 30 minutes (Chair's Discretion) is allocated for Member Statements.  | 5.00pm Monday 7 <sup>th</sup> November 2022 |

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## Minutes of a meeting of the Executive

At 10.00 am on Thursday 13th October, 2022 in the Council Chamber, Corby Cube, George Street, Corby, NN17 1QG

### Present:-

#### Members

|   |  |
|---|--|
| Councillor Jason Smithers (Leader of the Council) (Chair) | Councillor Helen Howell (Deputy Leader of the Council) |
| Councillor Matt Binley                                    | Councillor Helen Harrison                              |
| Councillor David Brackenbury                              | Councillor David Howes                                 |
| Councillor Lloyd Bunday                                   | Councillor Graham Lawman                               |
| Councillor Scott Edwards                                  | Councillor Harriet Pentland                            |

Also in attendance – Councillors Wendy Brackenbury, Lyn Buckingham, Barbara Jenney, William Colquhoun, Dorothy Maxwell and Mike Tebbutt

### 302 Apologies for absence

No apologies for absence were received.

### 303 Minutes of the Meeting Adjourned on 15th September 2022 and Reconvened on 27th September 2022

**RESOLVED** that: The Executive agreed the minutes of the meeting held and adjourned on 15<sup>th</sup> September 2022 and reconvened on 27<sup>th</sup> September 2022 as a true and accurate record of the meeting.

### 304 Members' Declarations of Interest

A personal interest was declared by Cllr Lloyd Bunday in respect of agenda item 16, Legal Service Provision.

### 305 Notifications of requests to address the meeting

The Chair, Councillor Jason Smithers reported that there were requests to address the meeting as set out below:

| Agenda Item   | Speakers                                    |
|---|---|
| Item 6 – Household Support Fund                           | Cllr Dorothy Maxwell, Cllr Lyn Buckingham   |
| Item 7 – Parking and Bus Lane Enforcement Service Options | Cllr William Colquhoun, Cllr Lyn Buckingham |

|  |   |
|--|---|
| Item 12 – Transforming NNC Adult Social Care Provider Services | Cllr Dorothy Maxwell, Cllr Lyn Buckingham |
| Item 15 – Fletton Field, Oundle                                | Cllr Lyn Buckingham                       |

In relation to Item 7 – Parking and Bus Lane Enforcement Service Options, Cllr Lyn Buckingham withdrew from speaking on this item. Cllr William Colquhoun arrived at the meeting after this item had been considered and therefore did not speak.

### 306 Performance Indicator Report 2022/23 (Period 5 - August 2022)

The Chair introduced a report that sought to provide an update on the performance of the Council across a range of services as measured by performance indicators, as well as setting out the progress that was being made in the development of the Council's performance monitoring arrangements.

The Chair reported that the information provided as part of the report had been streamlined to reduce the level of duplication and to focus attention on important data. The comment section of the appendices had been reworked to provide better explanation of any variance in performance and the actions taken to address any issues arising.

The meeting received highlights from the current reporting period, noting that:

- 90% of waste in collected in North Northamptonshire had been diverted from landfill
- 97% of Council invoices were paid within 30 days
- Customer Services had handled 189,000 phone calls since April 2022, with 2700 web-chat interactions with customers.
- 99% of face-to-face appointments had been kept within 5 minutes of the agreed time.
- 90% of planning applications had been dealt with inside the agreed 13-week timeframe.
- 8,200 road defects had been repaired across the Council area.
- Workforce data outlining post and vacancy information was being improved and further defined.

Cllrs Brackenbury and Lawman spoke to welcome the information contained within the report as well as the improvements made to performance around planning applications and repairs to the road network.

### RESOLVED

That the Executive:

- a) Noted the performance of the Council as measured by the available indicators at Period 5 2022/23 as set out in the appendices to this report.
- b) Noted the progress being made in the development of the Council's approach to performance management.

Reason for Recommendations – to better understand the Council’s performance as measured by performance indicators as at Period 5, 2022/23.

Alternative Options Considered – reporting performance data on a less frequent basis is an option but monthly reporting is considered useful at this stage of the Council’s existence, reporting alongside budget information.

### **307 Household Support Fund (HSF) 3**

The Chair invited Cllr Dorothy Maxwell to address the Executive. Cllr Maxwell spoke to welcome the support for the most vulnerable in society as part of the grant funding process and queried how the grant funding message would be circulated to ensure all those eligible could access payments. Cllr Maxwell also queried what would be done to combat potential fraudulent claims.

The Chair thanked Cllr Maxwell for her contribution before inviting Cllr Lyn Buckingham to address the meeting. Cllr Buckingham also welcomed the report but noted that support services in the community were overstretched and funding for this sector could be of great benefit for residents.

The Chair thanked Cllr Buckingham for her comments before introducing a report that sought approval for the management and distribution of a third tranche of the Household Support Fund grant funding from central government totalling £2.465m to support households in the most need with food and energy bills because of the recent cost of living increases. It was noted that the fund could also be used to support households with essential costs related to those items and other essential household costs.

The Chair noted that the funding would allow for the continuation of the provision of food vouchers during the October half-term for those children eligible for free school meals, an offer the Council would not be in a position to make without this vital grant funding.

Cllr Helen Harrison spoke in support of the fund, noting the success in distributing the first two tranches of grant funding to the most vulnerable families in North Northamptonshire. Cllr Harrison noted that new government guidance would allow the Council to target funding at demographic groups who had yet to receive assistance to date.

Cllr Scott Edwards also spoke in support of the report and recommendations and noted that the continuation of food vouchers for those eligible for free school meals was a positive step that could only be undertaken as a result of this grant funding being provided to the Council.

### **RESOLVED**

#### **KEY DECISION**

That the Executive:

- a. Noted that the Household Support Fund (3) investment is to be managed locally.
- b. Approved the Recommended Scope and Diversity of Distribution as set out in section 4 of this report.
- c. Approved the control and oversight approach to be undertaken through a central operational team.
- d. Authorised any funds that have not been assigned or committed to by 31<sup>st</sup> January 2023, according to the distribution methodology set out in section 4, to be redistributed in line with the wider Department for Work and Pensions Guidelines (attached as Appendix A to the report)

Reason for Recommendations:

- It is recommended that the Household Support Fund (3) is directed to funding to a lower income sector of the working community, and families with children.
- The recommended option seeks to support eligible families, who have children receiving Free School Meals, through the School Holiday Food awards from October until the end of the scheme
- The option also provides alignment to community engagement activity, community hubs, food banks and support for winter emergencies

Alternative Options Considered – The Council could choose not to draw down the funds, but this is not recommended as many vulnerable residents would miss additional support at a time when there are increased concerns regarding the cost-of-living increases. In choosing to draw down the funds and by applying the DWP guidelines and local insights there are three options in terms of distribution of funding to the community, 1) through a highly distributed network, 2) via simplified segmentation, or 3) to the lower income sector. For the reasons set out in section 5 of the report, 'Issues and Choices', option 3 is recommended.

### **308 Parking and Bus Lane Enforcement Service Options**

The Chair invited Cllr Graham Lawman, Executive Member for Highways, Travel and Assets to introduce a report that sought approval of an operational model for a North Northamptonshire Council Civil Parking and Bus Lane Enforcement service following the decision by the Shared Services Joint Committee to disaggregate the Highways and Transport service.

Cllr Lawman stated that parking and other traffic enforcement was currently delivered in North Northamptonshire (with the exception of the Kettering area) by the Highways and Transport Service on contract to West Northamptonshire Council, which hosted the service. This contract was due to end in March 2024; however, an earlier end had been negotiated for the North to March 2023.

As a result the Council would be required to arrange its own enforcement, including the back-office services needed to process any penalty charges and appeals. This



would require a budget as well as a recruitment and procurement process to be undertaken.

It was recommended to run the enforcement service in-house, aligning it with the Kettering wardens, with the back-office functions requiring specialist skills and knowledge put out to external contract, at least initially, to ensure processing of penalty notices was in place on time and to provide resilience.

It was anticipated that having in-house enforcement officers would enable the Council to direct resources to where they were needed most. It was acknowledged that there would be some initial start-up costs as staff were recruited and trained, but it was expected that the service would become cost neutral at least, with any surplus directed to lawful highway improvements.

Cllr Helen Howell spoke to welcome the report, noting the positivity of taking control of enforcement in the Council area, with the ability to target specific areas and to be in full control of the service.

## **RESOLVED**

### KEY DECISION

That the Executive:

- a) Approved the Parking enforcement service model, as per Option 2: Delivery of enforcement services via an in-house enforcement team with external processing of penalty notices
- b) Approved the amendment of budgets for 2022/23 and 2023/24, per the business case, to establish a net nil budget for the Parking Enforcement service, noting that in year start-up costs will create a pressure.
- c) Delegated Authority to the Executive Member Highways, Travel & Assets, in consultation with the Assistant Director Assets & Environment, to enter into the contractual arrangements for the back-office processing of Parking Charge Notices.

Reasons for Recommendations:

The recommended course of action is considered the lowest risk and the most cost-effective, within the disaggregation deadline provided, for the following reasons:

- A detailed financial modelling exercise has been undertaken demonstrating that Option 2 (Delivery of enforcement services via an in-house enforcement team with external processing of penalty notices) is the most cost-effective option for delivery of the parking and bus lane enforcement system. It carries start-up costs that are estimated to be £42,000 lower than Option 1 because it requires the induction and training of the fewest staff.

- It is also estimated that the service can be provided under Option 2 on a cost neutral basis, with the ongoing revenue costs funded from the income generated largely by Penalty Charge Notices (PCNs), which, as detailed in the finance section of this report is income that can only be used in accordance with section 55 (as amended) of the Road Traffic Regulation Act 1984. Option 1 is estimated to cost around £14,000 a year more to operate than Option 2.
- Option 2 minimises recruitment risks: Based on the experiences of WNC, there are likely to be challenges to recruiting and training the back-office staff required for processing PCNs, who require specialist training to operate specialist systems in a complex area of law, often subject to challenge. In addition, the job market is currently challenging across all sectors, especially in specialist areas such as this.
- Option 2 enables the council to have full control over the Civil Enforcement Officers, directing them to areas of need, both with regards to enforcement, but also to other duties in the event of unforeseen emergencies.

#### Alternative Options Considered:

- Option 1 - Establishing an in-house Penalty Charge Notices (PCN) processing team was considered and rejected on the grounds that it is expected to carry both higher start-up cost and higher annual operation costs. This option also carries significant risk of failing to recruit sufficient qualified back-office staff for processing PCNs. The use of a specialist contractor for this function provides better value for money and minimises the staff recruitment, training, and retention risks.
- The option of a fully outsourced model (for both enforcement and processing) was considered but rejected on the grounds of that it could not be delivered within the required deadline and on the basis that it did not give the Council direct control over targeting enforcement.

### **309 Award of Contract for Highway Professional Services to WSP UK Limited**

The Chair invited Cllr Graham Lawman, Executive Member for Highways, Travel and Assets to present a report that sought approval to award a contract to WSP to deliver Highways service activities and projects until they reached a suitable stage to transition to the new Highways Services Contract provider (Kier), or be delivered by another specialist provider through a separate procurement process.

It was heard that on 12<sup>th</sup> September 2022, the new Highways Contract with Kier had commenced. The previous contract had been with KierWSP, with WSP being their design partner, but not being a part of the new contract.

WSP were still undertaking significant and important work for the Council at the time the new contract commenced, and additional costs, re-working and delays could occur were any new contractor required to familiarise themselves with the projects, were that work not to be progressed to a point where it could be handed over to Kier, a new designer, or completed.

Works referred to above included responding to planning applications, managing the Council's Strategic Transport Model, capital projects and Completion of the Local Cycling & Walking Improvement Plans for Corby and Kettering.

Cllr Lawman requested that Executive approve the award of a contract to deliver such activities outlined above, noting that an award was within the current budget envelope, that no new work would be commissioned through the award and that officers would seek to achieve handover at the earliest practical time.

Cllrs Harrison, Pentland, Howes and Brackenbury welcomed the recommendation and the continuity that an award of contract to WSP would bring to a number of important programmes and designs.

## **RESOLVED**

### **KEY DECISION**

The Executive approved a direct award to WSP under the Crown Commercial Services (CCS) Construction Professional Services framework Lot 1: Built Environment.

#### Reasons for Recommendation

- The proposed direct award to WSP is for the continuation of technical support on projects which WSP have already commenced work on and built up a working knowledge and experience. Changing service provider at this stage would result in delays as a new service provider becomes acquainted with the work as well as additional costs for reviewing WSP's prior work and possible re-working.
- Council officers have reviewed the intended scope of any direct award to ensure that WSP are only retained on those service activities and projects where to not retain WSP is considered likely to result in reputational and financial risk to the Authority. It is not intended to use this award to commission new work with WSP and officers will be working to hand work over to the new highways service provider as soon as practicable.
- The CCS Construction Professional Services framework was assessed as being available for use by the Council and offering the most advantageous route to a direct award based on WSP's rates and fee percentage; offering better value for money than the alternative available frameworks.

Alternative Options Considered: The Council has a number of options regarding how to manage these projects namely:

- Passing them onto the new Highways Services Contract provider, Kier, to pick up the remaining work and continue it until it is completed.
- Procuring a new supplier to pick up the remaining work and continue it until it is

completed.

- Procuring a contract with WSP to continue with the work until it is completed or at a suitable stage to hand over to another supplier.

Either of the first two options would result in additional risks and cost to the Council. This is because a new supplier who had not previously worked on the projects would need to satisfy themselves as to the adequacy of any previous work undertaken by others prior to taking on liability, if indeed they were willing to do so. They would also result in delays to projects while this process took place and whilst the new supplier became acquainted with all relevant aspects of the project.

The third option in awarding a contract to WSP to continue delivering these service activities and projects would not result in either of these risks.

Whilst other suppliers could pick up the work currently being undertaken by WSP under the now expired KierWSP Highways Services Contract, there are significant financial and reputational risks to the Council due to delays, if we are not to retain the existing WSP resources to complete their current commissions. On this basis, the alternative options considered primarily relate to procurement routes available to enable a direct award to WSP, as follows:-

ESPO – ESPO is a public sector owned framework which the Council has access to. WSP are approved suppliers on the ESPO framework. The ESPO terms and conditions vary between direct award and award following mini competition. WSP confirmed that they would not be able to agree to the terms and conditions for a direct award under ESPO and this option was therefore discounted.

PAGABO – PAGABO is a commercially owned and managed framework, as opposed to being publicly managed. It is open for use by any employing organisation, including the private sector. WSP are approved suppliers to the PAGABO framework and, whilst their rates are comparable to the CCS framework, WSP's fee percentage or margin was approximately three times higher under PAGABO than under the CCS framework. This route has therefore been discounted on the basis of not providing value for money.

### **310 Safer Streets Fund Round 4 - 2022-23**

The Chair invited Cllr Matthew Binley, Executive Member for Housing, Communities and Levelling-up to introduce a report that sought approval for the implementation of the Safer Streets Round 4 projects for William Knibb and All Saints, Kettering; and Queensway, Wellingborough following a funding award from central government.

Cllr Binley noted that the proposed projects were designed to support the local community to tackle crime and Anti-Social Behaviour (ASB) in neighbourhoods disproportionately affected by both based on information provided from police and crime prevention officers.

It was heard that the layout and structure of certain estates could cause issues relating to crime and ASB, with proposed alley-gating and CCTV installation potentially eliminating this aspect. In addition, vulnerable residents would be provided with home security packs and target hardening; and there would be provision and improvement of facilities and amenities to divert young people away from crime.

It was heard that the Council was a key delivery partner in Northamptonshire Police, Fire and Crime Commissioner's (OPFCC) funding bid, with the Council managing the CCTV elements, outdoor gym equipment provision and enhancements to a local bike track in Wellingborough, totalling £285,000. Delivery of the projects would be ongoing to September 2023. Cllr Binley offered his thanks to the OPFCC for their support with the funding bid.

The Chair, Cllr Jason Smithers, welcomed the report noting the importance of residents being able to feel safe in their community and the input of the OFPCC and the power of partnership working.

Cllrs Pentland, Lawman and Harrison all spoke in support of the report and the projects detailed within it, with Cllr Harrison noting that the funding had wider potential than just preventing crime and ASB, with the opportunity to improve the health and wellbeing for residents as another outcome of the projects.

## **RESOLVED**

### **KEY DECISION**

That the Executive:

- a) Approved the implementation of the Safer Streets Round 4 projects, using the funding award as detailed in this report and appendices.
- b) Delegated authority to the Executive Member Housing Communities and Levelling Up, in conjunction with the Executive Director Adults, Communities and Wellbeing, to take any necessary action to ensure these projects are implemented.

Reason for Recommendations: To ensure the funding available from the 2022/23 Safer Streets Funding programme is invested as set out in the Funding Agreements and the projects delivered as set out in this report.

Alternative Options Considered:

- a) The Council was not duty-bound to apply to the Safer Streets Fund or confirm support for the OPF&CC bids. However, it would have presented a significant missed opportunity to secure Government funding for making improvements to localities suffering significant crime.
- b) The Council could also have rejected the Home Office's offer of grant funding for the William Knibb/All Saints project, and or withdraw our support for the Queensway one. Both bids had a high level of work from officers in terms of preparations and such rejections and withdrawal could impact negatively on the Council's reputation both as a responsible partner organisation in the community safety partnership, and as the unitary authority responsible for the project areas.

## 311 Kettering Station Quarter Masterplan

The Chair invited Cllr David Brackenbury, Executive Member for Growth and Regeneration to present a report that informed Members of the content of the Kettering Station Quarter Masterplan and sought approval of the Masterplan document and method for the Council to promote the delivery of improvements to the station and investment in the surrounding area.

Cllr Brackenbury noted that in 2019 Kettering Borough Council had made a successful application for funding to prepare a Masterplan for the reimagining of the Kettering Station Quarter. Details of the area and current site constraints were outlined to the meeting, including flooding issues caused in the vicinity of Slade Brook adjacent to the station.

It was noted that current access to the station did not provide an attractive or easily accessible gateway into the town and a lengthy piece of work had been undertaken factoring in other improvement works ongoing elsewhere in Kettering. The Masterplan outlined five proposed phases that would involve sequential moving of car-parking facilities and the redevelopment of these sites to result in more attractive, accessible gateway to the town. Significant engagement with stakeholders and landowners had been undertaken in the production of the Masterplan.

The ambition of the scheme was noted, and although there was a current identified funding deficit of £11m, work continued to be undertaken to seek other funding streams that could improve the viability of the project moving forward.

Cllr Brackenbury concluded by welcoming the input of both the Climate Change, Environment & Growth and Planning Policy Executive Advisory Panels (EAP) in consideration of the Masterplan.

Cllr Harriet Pentland stated that the Climate Change, Environment & Growth EAP had considered the importance of biodiversity and the mitigation required to avoid significant impact on this as the development came to fruition.

Cllrs Edwards and Howell welcomed the Masterplan, noting that it would be beneficial for local residents in reducing congestion and parking issues as well as forming part of the bigger picture as the Council developed its cycling, leisure facilities and Greenway.

### **RESOLVED**

#### **KEY DECISION**

That the Executive:

- i) Approved the content of the Kettering Station Quarter Masterplan as a document to guide investment and redevelopment opportunities and form a part of the Council's evidence base in terms of planning policy;
- ii) Agreed ways for the Council to promote the delivery of improvements to the station and investment in the surrounding area.

Reason for Recommendation: To provide Member awareness; approve the Kettering Station Quarter Masterplan; and agree ways for supporting the delivery of improvement, investment and redevelopment opportunities at the station and surrounding area.

Alternative Options Considered: The Council could determine not to agree the Masterplan, or part of its content, but this would weaken its ability to secure solutions to issues (e.g. access conflict at the entrance and flooding) and encourage investment in the area. To progress most of the Masterplan projects still needs further detailed design and costings work, as well as consultation. For the Council to decline to approve the Masterplan, would reduce the impetus gained to date, and the potential for delivering a significant regeneration project, based around sustainability and public land, to Kettering and North Northamptonshire.

### **312 The Chief Principal Social Worker's Annual Report**

The Chair invited Cllr Helen Harrison, Executive Member for Adults, Health and Wellbeing to introduce an item that provided the Executive with a report of the work undertaken by the Chief Principal Social Worker (CPSW) during 2021/22, her reflections on this and the priorities for her work in 2022/23.

Cllr Harrison noted the huge amount of positive work and outcomes achieved by the CPSW in her short time in post and offered her thanks for a thorough, forward-looking report that was ambitious for both staff and the service in the future.

Cllr Harrison then invited David Watts, Executive Director of Adults, Communities and Wellbeing to provide some context behind the report of the CPSW. It was noted that it was the role of the CPSW to act as a conduit between service staff and the Executive Director as well as to improve social work practice and support social work staff in their roles within the organisation.

Details of the current workforce structure and support offered to trainee staff were provided to the meeting, as well as an outline of procedures reviewed since the CPSW came into post and priorities for 2023/24.

The Chair thanked the CPSW for her comprehensive, in-depth report and noted the checks and balances put in place to improve the current service offer to the benefit of North Northamptonshire residents.

Cllrs Brackenbury, Lawman and Harrison welcomed the honesty of the report, noting that it did not shy away from the issues faced by the social care service such as staff retention, but identified a clear path to service improvement going forward.

### **RESOLVED**

That the Executive noted the contents of the report and the priorities for 2022/23.

Reasons for Recommendation - These priorities are ones which have been identified through the Chief Principal Social Worker's work, through work with the Senior Leadership Team and with front line workers, and they align with Adult Social Care's priorities to provide an excellent service for the people of North Northamptonshire.

Further priorities may be identified during the year and work picked up. The Chief Principal Social Worker's work includes wider themes and priorities will continuously be monitored and reviewed.

Alternative Options Considered: The Chief Principal Social Worker is responsible for completing an annual report to highlight work undertaken, priorities for the forthcoming year and the Chief PSW's view of the Council's Adult Social Care Services. As such it is important the Executive is provided with the same report that has been presented to Corporate Leadership Team; not to do so would leave Executive without information that has been presented to CLT and that is provided within a report that sits within Social Care statute.

### **313 Transforming NNC Adult Social Care Provider Services - Strategy and Case for Change**

The Chair invited Cllr Dorothy Maxwell to address the meeting in relation to this item. Cllr Maxwell stated that in terms of social care, the Council should ensure staff received suitable training and pay as well as recognition for their work as this was vital in ensuring retention and allowed the Council to offer a quality of service that was to a level expected by residents.

The Chair then invited Cllr Lyn Buckingham to address the meeting. Cllr Buckingham welcomed the report and the focus on the case for change but noted that a "one size fits all" approach should not be adopted given the breadth of services that Adult Social Care encompassed.

The Chair thanked both speakers for their input before inviting Cllr Helen Harrison, Executive Member for Adults, Health and Wellbeing to introduce a report that sought Executive approval to consult on the proposed strategy for transforming in-house Adult Social Care Provider Services with the people using those services with a view to allowing the Council to deliver the highest quality assessment, re-ablement and enablement to support people to live their lives independently and be ambitious for their future.

It was heard that approval of the strategy would transform services for the user, improve training, pay and career progression for staff and allow for the provisions of up-to-date facilities to provide the enhanced care required in North Northamptonshire. Members heard that the strategy was not a cost-cutting exercise, rather a strategy to provide an improved, better value service.

An honest assessment of the current service position was outlined, with members noting that the legacy service had suffered from poor investment and was not currently fit for purpose, with care staff low paid, receiving minimal training and development and working in poorly rated facilities. It was noted that the Council was competing with a well-established care market and struggled to access this level of quality for its own users. In addition, the Council faced a struggle to recruit and retain staff based on the



issues outlined above and it was imperative that a plan was enacted to address these problems.

The Council had the opportunity to completely transform its service and it was proposed that this would be achieved through a phased approach. A number of options for service improvement had been considered, with Option 3 as outlined in the report recommended. Further recommendations to the Executive on the business case for running a Specialist Care Centre would be submitted to 10<sup>th</sup> November meeting for consideration.

The Chair welcomed the report as it would begin the process of improving outcomes for residents and valued staff members. The Chair thanked Cllr Harrison and David Watts for driving the Council's vision of an enhanced service offer.

Cllrs Lawman, Brackenbury, Edwards and Howes also spoke strongly in support of the proposed strategy in aiming to provide a service that would be fit for purpose and reward the hard work of staff.

## **RESOLVED**

### **KEY DECISIONS**

That the Executive:

- a) Considered the strategy and case for change and approve the proposal recommended option 3 (set out in section 3.3 of this report), to consult with regular users of NNC CQC regulated provider services on the future proposed strategy and implications
- b) Approved the request to engage with Unions and staff affected on the strategy, case for change and the four proposed phases of transformation
- c) Delegated final decision making, following consultation, to the Executive Member for Adults, Health and Wellbeing, in Consultation with Executive Director for Adults, Communities and Wellbeing, to conclude the statutory consultation with people that use those services
- d) Delegated the final decision, to the Executive Member for Adults, Health and Wellbeing, in Consultation with the Executive Director for Adults, Communities and Wellbeing, as to whether to implement the strategy and phased proposals and after that decision to enter into formal consultation with unions and affected staff
- e) Noted that as part of phase 1 proposals that due diligence is being undertaken to consider and make recommendations to the Executive on the business case for running a Specialist Care Centre. It is anticipated that final proposals will be brought to the Executive for consideration at its meeting on 10<sup>th</sup> November 2022

Reason for recommendations:

- a) The main physical buildings involved in delivering two of the services were transferred to the council on vesting day having had insufficient investment necessary to develop the sites for the future.
- b) Investing in newer facilities will enable us to provide the environments for our staff to deliver better quality services & the right environments to maximise assessment, re-ablement, enablement and opportunities for independent living for people that use the services
- c) The current facilities are in poor condition and require significant investment to return them to an acceptable level of quality, and even if that decision were made the buildings would need to be vacated for significant periods of time to enable the level of works required to be completed and would still struggle to achieve the desired outcomes for the services due to limitations within both sites
- d) Our own staff had experienced impacts on their pay and reward growth over the last decade, and their training and development has been minimal within previous organisations
- e) We have a finite budget within which to work with, which will require a phased approach to transforming ASC Provider Services over the coming three years and will focus initially on those Care Quality Commission (CQC) regulated services.
- f) There is a role for the local authority in delivering services that we struggle to get from the independent sector, or that with more direct control over there is the opportunity to significantly improve outcomes.
- g) It is beneficial for the local authority to retain some services to enable it to be a provider of last resort should that ever be required e.g., following provider failure.
- h) The people that use the services will get a clear understanding of the intended vision and strategy to invest in these services for the future and intended benefits to different stakeholders are explored in this report and the strategy and case for change.
- i) With a clear strategy, strong leadership, improved environments and investment in care and support staff, there should be a marked improvement in recruitment and retention. There should also be a demonstrable impact in areas of improvement required as identified in recent CQC inspection reports.

#### Alternative Options Considered:

**Option 1** – Invest in existing services to make them fit for purpose and address all building issues to maximise capacity.

- All options considered require significant, prohibitive investment
- There is an inability to pay our staff the market rates, as we have a finite budget within which to work with
- We have difficulty in competing with other sectors
- There is also retention and recruitment difficulties in ASC Provider Services
- Residents that live in Beech Close or use Pine Lodge would have to vacate

the buildings for the entire period of refurbishment

- Whilst improving the environment this would not achieve the optimum building environment for either of the building-based services due to constraints on working within the existing footprints and building designs
- For example, an options appraisal commissioned in March 2022 for the Beech Close site explored the following potential options, costs and timescales:

| Option                         | Scope of works   | Rooms/<br>units          | Estimated<br>project costs* | Duration  |
|--------------------------------|--|--------------------------|-----------------------------|-----------|
| Current provision (do nothing) | 42 Bedded residential care home (currently only 21 beds are used due to works required in other areas)   | 21 current<br>42 maximum | N/A                         | N/A       |
| 1a                             | Invest in existing property to make fit for purpose and address all existing building issues, reduce number of beds to provide en-suite facilities | 24 ensuite               | £6,070,000                  | 33 months |
| 1b                             | Invest in existing property to make fit for purpose, but with elements of new build to maximise the number of beds                                 | 33 ensuite               | £7,480,000                  | 35 months |
| 2                              | Rebuild new residential home fit for purpose with en-suite facilities, and focused delivery for acute dementia beds                                | 41 ensuite               | £8,455,000                  | 40 months |
| 3                              | Rebuild Extra Care provision with individual flats on existing site  | 20 apartments            | £7,515,000                  | 40 months |
| 4                              | Demolish the existing building to enable the sale of the site  | 0                        | £410,000                    | 12 months |

\*Estimated project costs for each of the proposed option include Professional and Design fees, Planning costs and Employer Risk Allowances

**Option 2 – Continue as currently (do nothing)**

This option is not recommended, as this will:

- Continue to compound recruitment and retention issues experienced by the service
- Continued undesirable inspection outcomes of Regulated Services and possible closure
- Poor working conditions for our staff
- Poor outcomes for our users
- Poor quality of support
- Increasing building repair costs, including critical failure of certain aspects of the building-based services including hot water and heating.

- Uncertainty for staff
- Inability to control reablement delivery and outcomes

**Option 3 – Consult on a new strategy for our in-house services and phased approach to transformation**

This is the recommended option as it will:

- Ensure that there is a clear, strategy and vision for our in-house provider services that is clear to people that use those services and to staff that work in them.
- Fulfills a gap in the market and places our own services at the heart of maximising independence for people in North Northamptonshire
- Provides a generational change and investment in the direction of travel for our provider services, creating a fit for purpose offer with clear ambitions.
- Improve working conditions for our provider services staff
- Create strong foundations on which to evolve our provider services

**314 Capital Programme Update 2022/23**

The Chair invited Cllr Lloyd Bunday, Executive Member for Finance and Transformation to introduce a report that requested approval for capital schemes that had come forward for inclusion in the Council’s Capital Programme. Approval of the funding would allow the schemes to move forward to procurement and delivery.

Two schemes were highlighted as per the report and recommendation below.

**RESOLVED**

**KEY DECISION**

That Executive approved the following changes to the capital programme:

- a. Earls Barton Library Improvements, increase of £0.051m to the capital programme for 2022/23, to be funded from Section 106 Developer Contributions
- b. Safer Streets, increase of £0.546m to the capital programme; £0.312m in 2022/23 and £0.234m in 2023/24, which is to be funded from Home Office Safer Streets Fund and in partnership with the Office of the Northamptonshire Police, Fire and Crime Commissioner.

Reasons for the recommendation are set out in greater detail within section 5 of the report, but can be summarised as:

- To improve facilities at the Earls Barton library.
- To promote safer streets in targeted areas with higher-than-average crime and anti-social behaviour.

Alternative Options Considered:

- Use of the funding is in line with the agreement, there is no alternative option proposed.

- By not approving these recommendations there would be an adverse impact on service provision and the completion of projects in North Northamptonshire.

### **315 Budget Forecast 2022/23 as at Period 5**

The Chair invited Cllr Lloyd Bunday, Executive Member for Finance and Transformation to introduce a report that set out the forecast outturn position for the Council based on the Period 5 monitoring forecasts for the General Fund and the Housing Revenue Account (HRA).

Cllr Bunday drew attention to the status of legacy authority audited accounts and thanked the Finance team for their efforts in getting to this position, noting that the closure of the 2020/21 accounts for the former County Council was being led by West Northamptonshire Council and was progressing well with only a few small number of items to conclude.

The meeting heard that the overall outturn forecast for the General Fund for 2022/23, as at Period 5 was a forecast overspend of £3.7m against the approved budget, a favourable movement of £908,000 since the last report to Executive. It was reported that both Council Tax and Business Rates collection remained in a strong position. The contingency fund would be fully used by the end of the financial year to offset increased utility costs and the forthcoming pay award. The largest budgetary pressure came from the Children's Trust at £3.082m, with additional budget variances outlined to the meeting, especially those of the Place and Economy Service that was facing several pressures relating to utility costs, waste management and fleet vehicles.

Despite departments working hard to stay within budget, the Council operated a number of demand-led services and still had much to do in terms of aggregation and disaggregation of services as well as restructuring and transformation in the face of a number of financial pressures both national and global.

The meeting heard that the Council's Housing Revenue Account was currently forecasting a £126,000k underspend. Details of forecast rental positions, void rates and maintenance costs for both the Corby and Kettering accounts were provided to the meeting.

### **RESOLVED**

That the Executive:

- a) Noted the Council's forecast outturn position for 2022/23 as summarised in Section 4, alongside the further analysis, risks and other considerations as set out in Section 5 and Section 6 of the report.
- b) Noted the assessment of the current deliverability of the 2022/23 savings proposals in Appendix A of the report.
- c) Noted the release of £500k of the contingency budget which was set aside to fund increased utility costs when the budget was set (see paragraph 5.48 of the report)

- d) Noted an increase in the gross budget of £2.466m to provide support for families and individuals in specific financial hardship to be funded from the Household Support Fund 3 grant (see paragraph 5.72 of the report).

Reason for Recommendations – to note the forecast financial position for 2022/23 as at Period 5 and consider the impact on this year and future years budgets.

Alternative Options Considered: The report focuses on the forecast revenue outturn against budget for 2022/23 and makes recommendations for the Executive to note the current budgetary position as such there are no specific choices within the report.

### **316 Urgent Items**

It was reported that there were no urgent items of business to be transacted.

### **317 Exclusion of the Press and Public**

The Chair informed members of the press and public that the remaining business for the meeting would involve the likely disclosure of exempt information and he was therefore proposing that the press and public be excluded in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

**RESOLVED:-** That the press and public be excluded from the meeting in order that consideration could be given to the following items of business which were exempt by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972:-

- Item 16 – Fletton Field, Oundle
- Item 17 – Legal Service Provision

### **318 Fletton Field - Oundle**

The Chair invited Cllr Lyn Buckingham to address the meeting. Cllr Buckingham spoke in support of Fletton Field continuing to be utilised as a community space given its value to the residents of Oundle.

The Chair thanked Cllr Buckingham for her attendance before inviting Cllr Graham Lawman, Executive Member for Highways, Travel and Assets to introduce a report that sought confirmation of Fletton Field, Oundle as surplus to Council requirements and to authorise the transfer of the site following the statutory process documented in the Asset of Community Value (England) Regulations and the Council's Asset of Community Value Policy evaluation process, noting that any transfer would be subject to a restriction of the main use as public open space.

It was heard that Fletton Field was a former school playing field located within the central area of Oundle. It was left over from the reorganisation of schools in the former East Northamptonshire area. The former County Council had planned to sell it for

development, however these plans had not materialised, and the land became used by the local community for recreation, being declared an Asset of Community Value. Oundle Town Council had submitted a Community Asset Transfer request, so a decision on its future was required.

Both the Chair and Cllr Harrison welcomed the report noting that the status of the site had been a long-running issue and was one that required concluding.

## **RESOLVED**

### **KEY DECISION**

That the Executive:-

- a) Confirmed the category of land use as public open space and so foregoes any potential development value from the site.
- b) Confirmed Fletton Field as surplus and authorised the transfer of the site, following the statutory process documented in the Asset of Community Value (England) Regulations and the Council's Asset of Community Value Policy evaluation process.
- c) Noted that any transfer will be subject to a restriction of the main use as public open space.
- d) Noted that Oundle Town Council had already expressed an interest in acquiring the site to hold it as custodians for the community and maintain its use as public open space and that they will be eligible to bid for the site as part of the Asset of Community Value marketing process.
- e) Noted that Fletton Field Association continue to support community activity on Fletton Field and that this support is encouraged by the Council.
- f) Granted delegations to the Deputy Leader of the Council in consultation with the Assistant Director of Assets & Environment, to evaluate the bids, determine the preferred bidder and agree the financial terms of the transfer.

Reasons for Recommendations:

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- The recommendations provide certainty to the Council and the community regarding a local community asset.
- The Asset Management team tasked with reviewing options for Fletton Field have identified issues that would affect development, furthermore, development was not supported through the planning process, evidenced by two failed planning applications made by NCC.
- The Council is under an obligation to review surplus land holdings and bring sites forward within a reasonable timeframe. This site has been held surplus for over four years so a resolution to determine the outcome is due.

- There is no alternative use identified for this land by the Council.

Alternative Options Considered: The only reasonable alternative for the site would be for the Council to own it as public open space, however, the Council does not currently maintain Fletton Field and considers that ongoing custodianship of the field as public open space is best supported locally (subject to ensuring the land has adequate restrictions registered on the title that protect future use as an open space).

### **319 Legal Provision**

The Chair introduced a report that set out how legal services were currently received by the Council, reviewed the options for legal provision and recommended that the Council utilised an in-house service to provide legal advice across unitary functions to support the Council in the future.

#### **RESOLVED**

#### **KEY DECISION**

That the Executive

- i) Agreed to the in-house delivery of legal services (Option 4 within the body of the report)
- ii) Noted the implications of agreeing to Option 4 as outlined in the report.
- iii) Delegated authority to the Chief Executive, Shareholder Representative (Cllr Lloyd Bunday) and Shareholder Business Partner (Monitoring Officer) to serve the written notice of termination on Pathfinder Legal Limited with immediate effect.
- iv) Noted that the loan to Pathfinder Legal Limited amounting to £237,500 will be re-payable to the Council through quarterly instalments over a 24-month period.
- v) Delegated authority to the Leader of the Council in consultation with the Director of Governance and HR to effect the transfer of the Council's shares in Pathfinder Legal Limited to Northamptonshire Children's Trust.
- vi) Delegated authority to the Leader of the Council in consultation with the Director of Governance and HR to negotiate and take all necessary steps to effect the Council's termination of its shareholding and receipt of services from Pathfinder Legal Ltd including as necessary the execution of relevant agreements with Pathfinder, West Northamptonshire Council and Northamptonshire Children's Trust in relation to the transfer of shares.



Alternative Options Considered – Alternative options of remaining with a mixed legal provision or transferring all legal services to Pathfinder Legal Ltd have been considered and discounted. The reasons for this are set out within the report.

Reason for Recommendations – An in-house provision is the model of service provision adopted by many local authorities across the country. The model allows the Council to retain control of its legal advice and expertise with the flexibility to deliver the service as needs arise. It also allows a clear line of responsibility, accountability, and governance.

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Chair

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Date

The meeting closed at 11.46 am

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# Agenda Item 5



## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Performance Indicator Report 2022/23 (Period 6 – September 2022)</b>   |
| <b>Report Author</b> | Guy Holloway, Assistant Chief Executive<br><a href="mailto:Guy.Holloway@northnorthants.gov.uk">Guy.Holloway@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Cllr Lloyd Bunday, Executive Member for Finance and Transformation  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

**Appendix A** – Detailed Performance Indicator Report Period 6 2022/23 (September 2022)

**Appendix B** – Human Resources Workforce Data Period 6 2022/23 (September 2022)

#### 1. Purpose of Report

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- 1.1. To provide an update on the Council's performance across a range of services as measured by the Council's suite of corporate performance indicators as at period 6 (September).
- 1.2. Set out the progress that is being made in the development of the Council's approach to performance management.

#### 2. Executive Summary

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- 2.1. This report provides an assessment of the Council's performance in relation to the newly approved Corporate Plan Indicators for 2022/23 as at period 6.

- 2.2. A detailed assessment of the performance of services as measured by corporate performance indicators for period 6 has been included as **Appendix A**.
- 2.3. Additional Human Resources workforce data for period 6 is provided within **Appendix B**. A definition key is also included to facilitate understanding of the data and guide accurate and efficient decision making in respect of the Council's workforce moving forward.

### **3. Recommendations**

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- 3.1. It is recommended that the Executive:
  - a) Note the performance of the Council as measured by the available indicators at Period 6 2022/23 as set out in the appendices to this report.
  - b) Note the progress being made in the development of the Council's approach to performance management.
- 3.2. Reason for Recommendations – to better understand the Council's performance as measured by performance indicators as at Period 6, 2022/23.
- 3.3. Alternative Options Considered – reporting performance data on a less frequent basis is an option but monthly reporting is considered useful at this stage of the Council's existence, reporting alongside budget information.

### **4. Report Background**

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#### **Performance Report**

- 4.1. A detailed assessment of the performance of services as measured by corporate performance indicators for period 6 has been included as **Appendix A**. This includes comments / exception reports on each of the performance indicators reported.
- 4.2. In keeping with previous reports, the enhanced Human Resources Workforce Data for the same period has been provided as **Appendix B**. The format and presentation of this data continues to develop to ensure it is meaningful for members so it can accurately inform strategic decision making moving forward.
- 4.3. A definition key for HR workforce data is provided within **Appendix B**. This is to facilitate better understanding of the data and help guide accurate and efficient decision making in respect of the Council's workforce moving forward.
- 4.4. 120 Corporate Performance Indicators are reported for this period. 97 are measured on a monthly basis and the remaining 23 are metrics that are measured on a termly, half-yearly or annual basis. As a result, there are more

indicators featured in this report than subsequent reports. The table below lists the additional indicators included within this report:

| Directorate      | Quarterly Measured Performance Indicator |   |
|------------------|--|---|
| Governance & HR  | MPS16                                    | Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).               |
| Governance & HR  | MPS17                                    | Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review). |
| Governance & HR  | MPS18                                    | Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).                               |
| Governance & HR  | MPS19                                    | Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)                         |
| Governance & HR  | MPS20                                    | Number of direct disclosure requests (ADR - Access to a Deceased Person's) received   |
| Governance & HR  | MPS21                                    | % Transparency publications completed on time.  |
| Governance & HR  | MPS22                                    | Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches  |
| Finance Services | MPS02                                    | % of actual spend with local suppliers where economically justifiable.  |
| Finance Services | MPS03                                    | % count of local suppliers where economically justifiable.  |
| Place & Economy  | MPS25                                    | Total rental income from commercial estate (£)  |
| Place & Economy  | STP23                                    | Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale  |
| Place & Economy  | GSE06                                    | Fly tipping: number of fly tips reported  |
| Place & Economy  | GSE07                                    | Percentage of waste diverted from landfill  |

|                                   |   |   |
|-----------------------------------|---|---|
| Children's Services               | BBF10   | % of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted |
| Adults, Communities and Wellbeing | BBF04   | % mothers known to be smokers at the time of delivery   |
| Adults, Communities and Wellbeing | ALF23   | % substance misuse clients waiting more than 3 weeks for their first intervention                                     |
| Adults, Communities and Wellbeing | STP01   | Number of new business started with support from the BIPC Northamptonshire  |
| Adults, Communities and Wellbeing | STP02   | Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council                            |
| Adults, Communities and Wellbeing | STP03   | Number of repeat incidents of reported domestic abuse incidents   |
| <b>Directorate</b>                | <b>Termly Measured Performance Indicator</b>      |   |
| Children's Services               | BBF19   | Percentage of school age Child/Children in Care (CiC) who had a PEP in the previous academic term.                    |
| <b>Directorate</b>                | <b>Half-Yearly Measured Performance Indicator</b> |   |
| Adults, Communities and Wellbeing | CNC02   | Total amount of funding released via small discretionary grants into organisations                                    |
| Place & Economy                   | STP34   | % of New encampments visited within 1 working day of notification; unless operational difficulties prevent this       |
| <b>Directorate</b>                | <b>Annually Measured Performance Indicator</b>    |   |
| Adults, Communities and Wellbeing | AFL10   | Number of participants in the Summer Reading Challenge  |

4.5 We continue to identify and develop indicators where appropriate. This is specifically important where there are gaps in measuring how effectively we are delivering against the Council's key commitments or strategic aspirations identified within key partnership arrangements.

## **5. Issues and Choices**

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- 5.1. It is important that the format and presentation of performance data meets the needs of its audience. Therefore, the Council will always welcome any feedback and/or suggestions on how the performance report could be further developed to help facilitate understanding and performance improvement.
- 5.2. It is envisaged that additional indicators will be added to the Corporate Indicator Set throughout the year. Any changes to the indicators will be reported to the Executive and scrutiny committees.

## **6. Next Steps**

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- 6.1 To continue to develop and embed a strong performance management framework and culture at North Northamptonshire Council.
- 6.2 To continue to embed and review the suite of Corporate Plan Indicators so that the Council can more effectively measure how it is performing against its vision and key commitments outlined within its Corporate Plan.

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

- 7.1.1. Performance monitoring allows the Council to drive continuous improvement for North Northamptonshire and identify areas of concern early. The services that submit data returns have many projects that are subject to the Council's Transformation Plan
- 7.1.2. This report should be considered alongside the Budget Forecast 2022-23 as at Period 6. By looking at both reports together, a broader view of the Council's performance can be understood.

### **7.2. Legal and Governance**

- 7.2.1. The Council is required to provide statutory monitoring returns to central government. The Council is on course to comply with these requirements. It should be noted however that the workload and deadlines for achieving this are challenging at the best of times.
- 7.2.2. Monitoring performance is a key element of the Council's Governance Framework. The Council has made performance measurement and management a priority and views it as central components in both the transparency of the performance of the Council and its improvement agenda

### **7.3. Relevant Policies and Plans**

7.3.1. Effective performance management directly contributes to the delivery of the key commitments set out within the Council's Corporate Plan.

### **7.4. Risk**

7.4.1. There are a number of risks relating to performance information:

- (a) Poor data quality – Inaccurate data will inevitably lead to less accurate decision making.
- (b) Lack of data – Failing to measure key service activities can leave the Council sightless of its performance. Given the importance of many of the services it provides, this would be an undesirable position.
- (c) Incorrect interpretations – Caution should be applied to the interpretation of performance data, particularly given the adjustments that have been made by services to adapt when there was a COVID pandemic. Misunderstanding the performance picture can lead to ineffective decision-making and potential reputational damage.

### **7.5. Consultation**

7.5.1. Formal consultation was carried out in the development of the Corporate Plan.

7.5.2. Informal consultation with relevant stakeholders, including Executive Members and Scrutiny Members (through the scrutiny committees) has been carried out in the development of the new suite of Corporate Plan Indicators for 2022/23.

7.5.3. Informal consultation with relevant stakeholders will continue to take place when developing the Council's performance management framework.

### **7.6. Consideration by Executive Advisory Panel**

7.6.1. This report serves as information in respect of the Council's performance for period 6 2022/23, therefore consideration by the Executive Advisory Panels was not necessary.

### **7.7. Consideration by Scrutiny**

7.7.1. Performance reports will be considered by future meetings of the Scrutiny Committees, following reports to the Executive.



## 7.8. Equality Implications

7.8.1. Equality related performance indicators have been developed for 2022/23.

## 7.9. Climate and Environment Impact

7.9.1. The Council continues to develop a set of indicators that provide information about how it is meeting its key commitment to helping deliver a green and sustainable environment.

7.9.2. The Council currently measures and reports on the following Greener, Sustainable Environment performance indicators:

| Indicator Reference Number | Indicator Name  |
|----------------------------|---|
| GSE01                      | Number of E-Scooter trips                                     |
| GSE02                      | Number of E-Scooter users                                     |
| GSE03                      | Co2 savings from E-Scooters                                   |
| GSE04                      | Number of electric vehicle charging points publicly available |
| GSE05                      | Number of electric vehicles per charge point                  |
| GSE06                      | Fly tipping: number of fly tips reported                      |
| GSE07                      | Percentage of waste diverted from landfill                    |

7.9.3. The Assets & Environment service area are currently developing a Carbon Management Plan for consideration by Executive later in 2022. The Tree Management and Care Policy and Pollinator Strategy has been considered and approved by the Executive at its meeting on 25<sup>th</sup> August 2022. These policies will consider the Council's commitment to achieving Net Zero by 2030 and provide appropriate performance indicators to measure progress to achieving this target. This will include indicators that measure the Council's carbon emissions along with other environmental projects currently being developed.

## 7.10. Community Impact

7.10.1. Effective policy and decision-making, and scrutiny, guided by good quality, timely and relevant performance data can make a significant difference to the delivery of public services. It can have an equally significant impact on the local communities.

## 7.11. Crime and Disorder Impact

7.11.1. No crime and disorder impacts have been identified.

## **8. Background Papers**

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- 8.1. [Performance Indicator Report Period 5 August 2022-23](#) reported to the meeting of the Executive on 13<sup>th</sup> October 2022.
- 8.2. The Corporate Plan, reported to the meeting of the Executive on 18<sup>th</sup> November 2021. [Executive on Thursday 18th November 2021](#), adopted by Council on 1<sup>st</sup> December 2021.



## North Northamptonshire Council Performance Report - September 2022

### Key to Performance Status Colours

| Progress Status Key:   |
|--|
| Green - On target or over-performing against target  |
| Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified) |
| Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)                     |
| Dark Grey - Data missing   |
| Grey - Target under review   |
| Turquoise - Tracking Indicator only  |
| Children's Trust Progress Status Key:  |
| Green - At target or better  |
| Amber - Below target - within tolerance  |
| Red - Below target - outside tolerance   |
| Grey - No RAG  |

| Direction of Travel Key  |  |
|--|--|
| An acceptable range = within 5% of the last period's performance |  |
| ↑G   | Performance has improved from the last period – Higher is better   |
| ↓G   | Performance has improved from the last period – Lower is better  |
| ↑  | Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better  |
| →  | Performance has stayed the same since the last period  |
| ↓  | Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better |
| ↑R   | Performance has deteriorated from the last period – Lower is better  |
| ↓R   | Performance has deteriorated from the last period – Higher is better   |
| ⇄  | Actual increased - neither higher or lower is better   |
| ⇄  | Actual has stayed the same since the last period - neither higher or lower is better   |
| ⇄  | Actual decreased - neither higher or lower is better   |
| Children's Trust Direction of Travel Key                         |  |
| ↑G   | Performance improved since last month  |
| →  | Performance the same as last month   |
| ↓A   | Performance declined since last month  |

### Performance Terminology key

|                               |  |
|-------------------------------|--|
| TBC                           | To be confirmed  |
| TBD                           | To be determined   |
| n/a                           | Not applicable   |
| Actual                        | The actual data (number/percentage) achieved during the reporting period   |
| Benchmark                     | A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated. |
| Numerator                     | Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.                                  |
| Denominator                   | The total number which the numerator is divided by in a percentage. See example below.   |
| EXAMPLE Performance Indicator | % Calls answered   |
| Numerator                     | Number of calls answered   |
| Denominator                   | Total number of calls received   |

Governance & HR

| Key Commitment                | Ref No. | Description of Performance Indicator   | Infographic / Chart | Benchmark  | Governance & HR |                      |                  |                |                                    | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                              | Tolerance           | Comments   |
|-------------------------------|---------|--|---------------------|--|-----------------|----------------------|------------------|----------------|------------------------------------|---|------------------|-------------------------------------|---------------------|--|
|                               |         |  |                     |  | Quarter 1 22-23 | Quarter 2 22-23      | Year to Date     | August 2022/23 | September 2022/23                  |   |                  |                                     |                     |  |
| <b>Information Governance</b> |         |  |                     |  |                 |                      |                  |                |                                    |   |                  |                                     |                     |  |
| Modern Public Services        | MPS12   | % of Freedom of Information Requests completed in 20 working days  |                     | 80.08% (Average of 40 Unitary Councils 2021/22 - benchmarking exercise conducted by Brighton and Hove Council) | 91.73%          | n/a until Oct Report | 91.44% (Apr-Aug) | 93.67%         | N/A (Reporting a month in arrears) | ↑G (Jul - Aug)                            | Higher is better | 90%                                 | 85% - 90%           | The performance for August is pleasing in view of an increased number of requests during the peak holiday/annual leave period. The reporting structure for this area has now changed to better reflect actual performance figures a month in arrears rather than a snapshot for the current month.   |
| Modern Public Services        | MPS13   | % Environmental Information Regulation Requests completed in 20 working days   |                     | TBD  | 97.44%          | n/a until Oct Report | 97.9% (Apr-Aug)  | 98.00%         | N/A (Reporting a month in arrears) | ↓ (Jul - Aug)                             | Higher is better | 90%                                 | Tolerance 85% - 90% | The trajectory is positive particularly against a backdrop of increased requests. The new procedures in relation to Con29/EIR (Environmental Information Regulations) enquiries, which have caused a dramatic increase in workloads and pressures to the IG (Information Governance) Team are bedding in and whilst performance levels remain acceptable at present, we may see a decline in future reports in this area.  |
| Modern Public Services        | MPS14   | % Individual Rights requests completed within statutory timescale (Data Protection (DP) Right to Access requests)  |                     | TBD  | 90.2%           | n/a until Oct Report | 91.58% (Apr-Aug) | 94.12%         | N/A (Reporting a month in arrears) | → (Jul - Aug)                             | Higher is better | 90%                                 | 85% - 90%           | Performance has remained consistent for this period with only one late response. This is pleasing considering the numbers of requests received during the peak holiday season remaining high.  |
| Modern Public Services        | MPS15   | <p>Total number of data breaches</p> <p>A personal data breach is a security incident that has affected the confidentiality, integrity or availability of personal data.</p> <p>There are two types of breaches:</p> <ul style="list-style-type: none"> <li>A 'Non-reportable breach' has a low, or no impact on the rights and freedoms of individuals.</li> <li>A 'Reportable breach' has a significant impact on the rights and freedoms of individuals. These are required to be reported to the (Information Commissioner's Office (ICO)).</li> </ul> <p>a) Reportable breaches (ICO) (This was MPS23 reported quarterly, now included monthly as part of this performance indicator)</p> <p>b) Non-reportable breaches</p> |                     | n/a  | 16              | 28                   | 44               | 12             | 11                                 | ↓G  | Lower is better  | No target - tracking indicator only | N/A                 | <p>The Data Protection team monitors levels of data breaches and the causes of them. Appropriate training and/or discussions with the relevant services is undertaken, particularly for those services that are considered to be higher risk.</p> <p>Whilst there remains a high number of breaches/incidents reported to the Information Governance Team, a high proportion of the total figures are non-reportable breaches (ie. are not sufficiently serious enough to report to the ICO (Information Commissioners Office)). The high numbers may be owed, in some part, to the fact that the organisation is now becoming more aware of the Information Governance Team's role in relation to Data Breaches and the steps they must take when an incident occurs.</p> <p>However, this is still a trend that we wish to reverse and in order to address this the IG (Information Governance) Team is looking to carry out a "Breach Awareness Month" - providing advice and guidance on how to avoid a data breach. It is also anticipated that data breaches could be reported on a team by team basis and shared regularly with CMT (Corporate Management Team). This would highlight any trends or issues being experienced by any particular team or directorate. Many of the breaches are classed as "unauthorised shares" and can be attributed to emails sent to incorrect recipients owing to the autofill application or sending an email to multiple recipients using the "To" address line instead of the "BCC" address line. We will monitor this and if it continues to be an issue across the organisation, consideration could be given to switching off the autofill facility, and/or removing the "to" and "cc" address lines from emails and only allowing a "bcc" address line to be utilised.</p> <p>The figures have been verified and updated for July and May to reflect changes to the outcome of investigations, upon closure.</p> |

| Key Commitment                | Ref No. | Description of Performance Indicator  | Infographic / Chart | Benchmark | Quarter 1 | Quarter 2 | Year to Date | August                   | September | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target         | Tolerance    | Comments   |
|-------------------------------|---------|---|---------------------|-----------|-----------|-----------|--------------|--------------------------|-----------|---|------------------|----------------|--------------|--|
|                               |         |   |                     |           | 22-23     | 22-23     | Date         | 2022/23                  | 2022/23   |   |                  |                |              |  |
| <b>Information Governance</b> |         |   |                     |           |           |           |              |                          |           |   |                  |                |              |  |
| Modern Public Services        | MPS16   | Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Freedom of Information (FOI) requests following internal review).               |                     | n/a       | 0         | 3         | 3            | n/a (reported quarterly) | 3         | ↑R  | Lower is better  | 1 per month    | No tolerance | The Interim Information Requests Manager currently deals with any complaints escalated to the ICO (Information Commissioners Office). The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.  |
| Modern Public Services        | MPS17   | Number of complaints to Information Commissioners Office (ICO) upheld by ICO (with respect to handling of Freedom of Information (FOI) requests following internal review). |                     | n/a       | 0         | 0         | 0            | n/a (reported quarterly) | 0         | →   | Lower is better  | 0 per month    | No variation | Of the x3 complaints received during the quarter, only one has been decided by the ICO (Information Commissioners Office) which was in the council's favour and was not upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken.                                    |
| Modern Public Services        | MPS18   | Number of complaints to Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests).                               |                     | n/a       | 0         | 2         | 2            | n/a (reported quarterly) | 2         | ↑R  | Lower is better  | 1 per month    | No variation | Of the x2 complaints made to the ICO (Information Commissioners Office) in relation to data requested/provided under the SAR (Subject Access Request) process, 1 has been challenged and the other will be upheld. The outcome of the complaint, if upheld will be carefully considered and appropriate actions taken. |
| Modern Public Services        | MPS19   | Number of complaints upheld by Information Commissioners Office (ICO) (with respect to handling of Data Protection (DP) Individual Rights requests)                         |                     | n/a       | 0         | 1         | 1            | n/a (reported quarterly) | 1         | ↑R  | Lower is better  | 0 per month    | No variation | The upheld complaint relates to a Subject Access Request in relation to a high profile court case with the Council. The IG (Information Governance) Team are waiting for guidance from the Legal Team before proceeding further.   |
| Modern Public Services        | MPS20   | Number of direct disclosure requests (ADR - Access to a Deceased Person's) received   |                     | n/a       | 3         | 4         | 7            | n/a (reported quarterly) | 4         | n/a                                       | N/A              | N/A - Tracking | No variation | These requests fall outside the remit of GDPR (General Data Protection Regulations) / Data Protection but are handled in the same manner as SARs (Subject Access Requests).  |
| Modern Public Services        | MPS21   | % Transparency publications completed on time.  |                     | n/a       | 50.0%     | 81.25%    | 75.00%       | n/a (reported quarterly) | 81.25%    | ↑G  | Higher is better | 100%           | No variation | Of the 16 required publications under the Local Government Transparency Code, both quarterly and annual publications, we now have 13 published. The remaining x3 items will be duly followed up with a view to being published before the next quarterly reporting.  |
| Modern Public Services        | MPS22   | Number of external Information Commissioners Office (ICO) complaints relating data management of data/breaches  |                     | n/a       | 2         | 0         | 2            | n/a (reported quarterly) | 0         | ↓G  | Lower is better  | N/A - Tracking | No variation | The Data Protection Team liaises with the ICO Information Commissioners Office) to resolve any outstanding issues and resolve the complaint to the ICO's satisfaction  |

| Key Commitment                              | Ref No. | Description of Performance Indicator         | Infographic / Chart   | Benchmark  | Quarter 1      | Quarter 2      | Year to Date     | August         | September      | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target | Tolerance   | Comments  |
|---|---------|--|---|--|----------------|----------------|------------------|----------------|----------------|---|------------------|--------|-------------|---|
|   |         |  |   |  | 22-23          | 22-23          | Date             | 2022/23        | 2022/23        |   |                  |        |             |   |
| <b>Information Governance Registrations</b> |         |  |   |  |                |                |                  |                |                |   |                  |        |             |   |
| Connected communities                       | CNC03   | % of Deaths registered within 5 working days | <p>Apr May Jun Jul Aug Sep</p> <p>— Actual — Target — Trend</p> | (Benchmarking available if needed as all authority performance data can be downloaded) | 62.1%          | 65.9%          | 63.0%            | 59.1%          | 72.0%          | ↑G  | Higher is better | 80%    | 70% - 80%   | NNC remains 2nd in the region year to date. The number of deaths recorded is higher than pre-pandemic levels, this has been widely reported across other districts. However, office capacity remains high and the service isn't experiencing any delays in the MCCDs (Medical Certificate of Cause of Death) being received from the issuing ME/GP (Medical Examiner/General Practitioner). Additional death registration capacity has already been created for the christmas week and January 2023 to cope with the increase in death rate during the winter months. A snap shot was looked at on the 28th September of deaths recorded this financial year to the same date last year. Deaths for NNC had an increase of 106 registrations. The svc tracks covid deaths with 6 people recorded dying of this in September, but the impact of Covid is wider due to delays that occurred for operations or potentially diagnosis of conditions |
|   |         |  |   |  | 420 out of 676 | 395 out of 599 | 815 out of 1276  | 140 out of 237 | 131 out of 181 |   |                  |        |             |   |
| Connected communities                       | CNC04   | % of Births registered within 42 days        | <p>Apr May Jun Jul Aug Sep</p> <p>— Actual — Target — Trend</p> | (Benchmarking available if needed as all authority performance data can be downloaded) | 92.2%          | 84.0%          | 87.6%            | 88.6%          | 84.0%          | ↓R  | Higher is better | 90%    | 86.5% - 90% | NNC now 2nd in the region year to date. The additional Bank Holiday for The Queens funeral was a delaying factor as 20+ appointments had to be rescheduled that had been booked for that day. September figures also indicate a significant increase in the birth rate, this occurs every year, but 2022 recorded an additional 55 birth registrations compared to 2021   |
|   |         |  |   |  | 683 out of 741 | 795 out of 946 | 1478 out of 1687 | 209 out of 236 | 346 out of 412 |   |                  |        |             |   |

**Finance Services**

| Key Commitment                 | Ref No. | Description of Performance Indicator                                   | Infographic / Chart | Benchmark  | Quarter 1                        | Quarter 2  | Year to Date   | August   | September  | Direction of Travel (Aug - Sep or Latest)                    | Polarity   | Target                    | Tolerance   | Comments  |              |   |
|--------------------------------|---------|--|---------------------|--|----------------------------------|--|--|--|--|--|--|---------------------------|---|---|--------------|---|
|                                |         |  |                     |  | 22-23                            | 22-23  | 2022/23  | 2022/23  | 2022/23  |  |  |                           |   |   |              |   |
| <b>Finance</b>                 |         |  |                     |  |                                  |  |  |  |  |  |  |                           |   |   |              |   |
| Modern Public Services         | MPS01   | % of invoices paid within 30 days                                      |                     | n/a  | 97.87%                           | 97.1%  | 97.5%  | 97.7%  | 96.9%  | ↓  | Higher is better                                 | 95%                       | 95% subject to change from SLA review (Tolerance TBC) | Accounts Payable performance remains strong and any issues are discussed in Service Review meetings.  |              |   |
|                                |         |  |                     |  | 9,342 out of 9,545               | 9477 out of 9761   | 18819 out of 19306   | 3361 out of 3439   | 2906 out of 3000   |  |  |                           |   |   |              |   |
| Modern Public Services         | MPS02   | % of actual spend with local suppliers where economically justifiable. | To be confirmed     | n/a  | 69%                              | TBD  | TBD  | N/A (reported quarterly)                                     | TBD  | TBD  | N/A  | No Target - Tracking Only | No tolerance  | Following a review of the spend data from Quarter 1 in 22-23, it was identified by the Finance Assistant Director that further consideration of the way information is presented for these two indicators was required. This is due to the way that the Finance system classifies and subsequently displays the spend which has been committed in each financial period. Investigations are ongoing and options are to be presented to the Finance Assistant Director. Once a decision has been made on the method which is to be used to ensure accurate reporting, data for any completed financial quarters will be retrospectively published. |              |   |
|                                |         |  |                     |  | £112,528,400 out of £162,196,170 |  |  |  |  |  |  |                           |   |   |              |   |
| Modern Public Services         | MPS03   | % count of local suppliers where economically justifiable.             | To be confirmed     | n/a  | 51%                              | TBD  | TBD  | N/A (reported quarterly)                                     | TBD  | TBD  | N/A  | No Target - Tracking Only | No tolerance  |   |              |   |
|                                |         |  |                     |  | 1413 out of 2770                 |  |  |  |  |  |  |                           |   |   |              |   |
| Key Commitment                 | Ref No. | Description of Performance Indicator                                   | Infographic / Chart | Benchmark  | September 2021/22                | Quarter 1 22-23  | Quarter 2 22-23  | Year to Date 2022/23   | August 2022/23   | September 2022/23  | Direction of Travel year - (Sep 2021 - Sep 2022) | Polarity                  | Target  | Tolerance   | Comments     |   |
| <b>Revenues &amp; Benefits</b> |         |  |                     |  |                                  |  |  |  |  |  |  |                           |   |   |              |   |
| Modern Public Services         | MPS05   | % of council tax collected in the year debit raised                    |                     | 95.92% (All English Authorities 2020/21 - LG Inform) | 56.79%                           | 29.31% (YTD) 104.68% achieved of the monthly target (28.00%) | 57.69% (YTD) 103.02% achieved of the monthly target (56.00%) | 57.69% (YTD) 103.02% achieved of the monthly target (56.00%) | 48.55% (YTD) 103.30% achieved of the monthly target (47.00%) | 57.69% (YTD) 103.02% achieved of the monthly target (56.00%) | →  | Higher is better          | 56%   | 98.5% (Annual target)   | No tolerance | Collection rates remain above target and do not appear to have been impacted by the cost of living crisis yet. Close monitoring will continue to take place to ensure that any change in payment behaviour is picked up early.<br><br>YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative. |
|                                |         |  |                     |  | £20,299,668.54                   | £66,714,621.73 (collected in Q1)                             | £64,845,502.55 (collected in Q2)                             | £131,560,024.28  | £22,518,235.17 (collected in Aug)                            | £20,877,879.80 (collected in Sep)                            |  |                           |   |   |              |   |
| Modern Public Services         | MPS04   | % of business rates collected in the year debit raised                 |                     | 93.74% (All English Authorities 2020/21 - LG Inform) | 48.72%                           | 28.87% (YTD) 103.11% achieved of the monthly target (28.00%) | 56.80% (YTD) 101.43% achieved of the monthly target (56.00%) | 56.80% (YTD) 101.43% achieved of the monthly target (56.00%) | 46.36% (YTD) 98.64% achieved of the monthly target (47.00%)  | 56.80% (YTD) 101.43% achieved of the monthly target (56.00%) | ↑G   | Higher is better          | 56%   | 98.5% (Annual target)   | No tolerance | Collection is above target, however we will continue to monitor this closely due to energy costs increasing and the associated impacts this may have on businesses ability to pay their business rates.<br><br>YTD - The % is the same as the current month reported, as the collection rate is based on the 'estimated net collectable debit' for the whole year. The amount collected is cumulative.                        |
|                                |         |  |                     |  | £12,790,905.95                   | £42,054,046.57 (collected in Q1)                             | £40,434,431.64 (collected in Q2)                             | £82,488,478.21   | £12,774,678.67 (collected in Aug)                            | £15,121,077.36 (collected in Sep)                            |  |                           |   |   |              |   |

| Transformation           |         |   |                     |           |                     |                     |                      |                    |                    |   |                  |                                     |                                     |  |
|--------------------------|---------|---|---------------------|-----------|---------------------|---------------------|----------------------|--------------------|--------------------|---|------------------|-------------------------------------|-------------------------------------|--|
| Key Commitment           | Ref No. | Description of Performance Indicator  | Infographic / Chart | Benchmark | Quarter 1 22-23     | Quarter 2 22-23     | Year to Date         | August 2022/23     | September 2022/23  | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                              | Tolerance                           | Comments   |
| <b>Customer Services</b> |         |   |                     |           |                     |                     |                      |                    |                    |   |                  |                                     |                                     |  |
| Modern public services   | MPS39   | % of calls answered out of total calls received in customer services                              |                     | n/a       | 84.50%              | 82.82%              | 83.66%               | 81.28%             | 84.76%             | ↑G  | Higher is better | 90%                                 | 81% - 90%                           | Performance improved for September with call volumes still high. Some new staff joined in September and training is currently taking place.                |
|                          |         |   |                     |           | 90829 out of 107485 | 98611 out of 119069 | 189440 out of 226554 | 35391 out of 43541 | 31891 out of 37627 |   |                  |                                     |                                     |  |
| Modern public services.  | MPS30   | Total number of Stage 1 complaints received by NNC (excluding children's services complaints)     |                     | n/a       | 413                 | 436                 | 849                  | 153                | 142                | ↓   | Lower is better  | No target - tracking indicator only | No target - tracking indicator only | There was a small reduction in complaints received in September, however no single theme for these.  |
| Modern public services.  | MPS32   | Total number of complaints escalated to stage 2   |                     | n/a       | 22                  | 36                  | 58                   | 11                 | 14                 | ↑   | Lower is better  | No target - tracking indicator only | No target - tracking indicator only | There was a slight increase in new cases from last month, however, escalated case numbers remain low.  |
| Modern public services.  | MPS31   | Total number of complaints received by NNC  |                     | n/a       | 435                 | 472                 | 907                  | 164                | 156                | ↓   | Lower is better  | No target - tracking indicator only | No target - tracking indicator only | Fewer complaints received overall in September, however no single theme for these.   |
| Modern public services.  | MPS34   | % of complaints answered within the Service Level Agreement (20 Working days or agreed extension) |                     | TBD       | 57%                 | 65%                 | 61%                  | 64%                | 61%                | ↓   | Higher is better | 90%                                 | 81% - 90%                           | Performance declined in September. A number of complaints are continuing to be resolved as investigations are often complex and take longer than expected. |
|                          |         |   |                     |           | 217 out of 380      | 255 out of 394      | 472 out of 774       | 85 out of 133      | 60 out of 99       |   |                  |                                     |                                     |  |
| Modern public services.  | MPS35   | % of complaints upheld  |                     | TBD       | 26%                 | 26%                 | 26%                  | 30%                | 15%                | ↓G  | Lower is better  | 20%                                 | 20% - 22%                           | A further drop in the number of upheld complaints. No concerning trends have been identified and services are working hard to prevent recurrences.         |
|                          |         |   |                     |           | 100 out of 380      | 102 out of 394      | 202 out of 774       | 40 out of 133      | 15 out of 99       |   |                  |                                     |                                     |  |
| Modern public services.  | MPS37   | Total number of notices received of complaints under investigation by Ombudsman                   |                     | n/a       | 10                  | 10                  | 20                   | 2                  | 4                  | ↑R  | Lower is better  | No target - tracking indicator only | N/A                                 | The volume of customers contacting the Ombudsman after exhausting the Council's complaints process remain low.   |



| Transformation          |           |   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
|-------------------------|-----------|---|---|-----------|------------------|------------------|--------------------|------------------|-------------------|---|----------|--------|-----------|----------|-------|-------|--------|------|-----|-------|--------|------|------|-----|--------|--------|--------|--------|--------|--------|-------|------------------|--------|-----------|---|--------|--------|------|------------------|---|---|---|--|---|---|-----|-------------------------------------|-----|--|
| Key Commitment          | Ref No.   | Description of Performance Indicator  | Infographic / Chart   | Benchmark | Quarter 1 22-23  | Quarter 2 22-23  | Year to Date       | August 2022/23   | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity | Target | Tolerance | Comments |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Modern public services. | MPS40     | % Calls answered within 60 seconds in customer services   | <table border="1"> <caption>% Calls answered within 60 seconds</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th></tr> </thead> <tbody> <tr><td>Apr</td><td>78%</td><td>80%</td></tr> <tr><td>May</td><td>78%</td><td>80%</td></tr> <tr><td>Jun</td><td>75%</td><td>80%</td></tr> <tr><td>Jul</td><td>75%</td><td>80%</td></tr> <tr><td>Aug</td><td>75%</td><td>80%</td></tr> <tr><td>Sep</td><td>78%</td><td>80%</td></tr> </tbody> </table>   | Month     | Actual           | Target           | Apr                | 78%              | 80%               | May                                       | 78%      | 80%    | Jun       | 75%      | 80%   | Jul   | 75%    | 80%  | Aug | 75%   | 80%    | Sep  | 78%  | 80% | TBD    | 77.09% | 75.20% | 76.19% | 71.80% | 73.76% | ↑G    | Higher is better | 80%    | 72% - 80% | Performance improved for September with call volumes still high. Some new staff joined in September and training is currently taking place. |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Month                   | Actual    | Target  |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Apr                     | 78%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| May                     | 78%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jun                     | 75%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jul                     | 75%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Aug                     | 75%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Sep                     | 78%       | 80%   |   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Modern public services. | MPS41     | Number of customers helped by customer services   | <table border="1"> <caption>Number of customers helped by customer services</caption> <thead> <tr><th>Month</th><th>Telephone</th><th>Face to face</th><th>E-forms</th><th>Emails</th></tr> </thead> <tbody> <tr><td>Apr</td><td>30000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>May</td><td>32000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Jun</td><td>33000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Jul</td><td>32000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Aug</td><td>35000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Sep</td><td>33000</td><td>10000</td><td>5000</td><td>5000</td></tr> </tbody> </table>      | Month     | Telephone        | Face to face     | E-forms            | Emails           | Apr               | 30000                                     | 10000    | 5000   | 5000      | May      | 32000 | 10000 | 5000   | 5000 | Jun | 33000 | 10000  | 5000 | 5000 | Jul | 32000  | 10000  | 5000   | 5000   | Aug    | 35000  | 10000 | 5000             | 5000   | Sep       | 33000   | 10000  | 5000   | 5000 | n/a              | 138303  | 146172  | 284399  | 51941  | 47455   | ↓ | N/A | No target - tracking indicator only | N/A | Includes phone calls, emails, e-forms, Face to Face and Webchat. |
| Month                   | Telephone | Face to face  | E-forms   | Emails    |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Apr                     | 30000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| May                     | 32000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jun                     | 33000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jul                     | 32000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Aug                     | 35000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Sep                     | 33000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Modern public services. | MPS42     | Number of customer interactions to customer services - split by telephone/face-to-face, email and online form | <table border="1"> <caption>Number of customer interactions to customer services</caption> <thead> <tr><th>Month</th><th>Telephone</th><th>Face to face</th><th>E-forms</th><th>Emails</th></tr> </thead> <tbody> <tr><td>Apr</td><td>30000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>May</td><td>32000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Jun</td><td>33000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Jul</td><td>32000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Aug</td><td>35000</td><td>10000</td><td>5000</td><td>5000</td></tr> <tr><td>Sep</td><td>33000</td><td>10000</td><td>5000</td><td>5000</td></tr> </tbody> </table> | Month     | Telephone        | Face to face     | E-forms            | Emails           | Apr               | 30000                                     | 10000    | 5000   | 5000      | May      | 32000 | 10000 | 5000   | 5000 | Jun | 33000 | 10000  | 5000 | 5000 | Jul | 32000  | 10000  | 5000   | 5000   | Aug    | 35000  | 10000 | 5000             | 5000   | Sep       | 33000   | 10000  | 5000   | 5000 | n/a              | Telephone 90829<br>Face to Face 7120<br>E-Forms 9098<br>Emails 29528<br>Web Chat 1728 | Telephone 98611<br>Face to Face 7739<br>E-Forms 8838<br>Emails 29695<br>Web Chat 1289 | Telephone 189440<br>Face to Face 14859<br>E-Forms 17936<br>Emails 59223<br>Web Chat 2941      | Telephone 35391<br>Face to Face 2522<br>E-Forms 3272<br>Emails 10194<br>Web Chat 562 | Telephone 31891<br>Face to Face 3028<br>E-Forms 2839<br>Emails 9402<br>Web Chat 295 | ↓ | N/A | No target - tracking indicator only | N/A |  |
| Month                   | Telephone | Face to face  | E-forms   | Emails    |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Apr                     | 30000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| May                     | 32000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jun                     | 33000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jul                     | 32000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Aug                     | 35000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Sep                     | 33000     | 10000   | 5000  | 5000      |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Modern public services. | MPS43     | % of Face-to-Face Customers with an appointment seen within 5 minutes (within customer services team)         | <table border="1"> <caption>% of Face-to-Face Customers with an appointment seen within 5 minutes</caption> <thead> <tr><th>Month</th><th>Actual</th><th>Target</th><th>Trend</th></tr> </thead> <tbody> <tr><td>Apr</td><td>99.80%</td><td>99%</td><td>99%</td></tr> <tr><td>May</td><td>99.80%</td><td>99%</td><td>99%</td></tr> <tr><td>Jun</td><td>99.80%</td><td>99%</td><td>99%</td></tr> <tr><td>Jul</td><td>99.80%</td><td>99%</td><td>99%</td></tr> <tr><td>Aug</td><td>99.80%</td><td>99%</td><td>99%</td></tr> <tr><td>Sep</td><td>99.80%</td><td>99%</td><td>99%</td></tr> </tbody> </table>  | Month     | Actual           | Target           | Trend              | Apr              | 99.80%            | 99%                                       | 99%      | May    | 99.80%    | 99%      | 99%   | Jun   | 99.80% | 99%  | 99% | Jul   | 99.80% | 99%  | 99%  | Aug | 99.80% | 99%    | 99%    | Sep    | 99.80% | 99%    | 99%   | TBD              | 99.80% | 99.87%    | 99.80%  | 99.80% | 99.80% | →    | Higher is better | 95%   | 85.5% - 95%   | The target has been achieved for face to face appointments across all customer service sites. |  |   |   |     |                                     |     |  |
| Month                   | Actual    | Target  | Trend   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Apr                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| May                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jun                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Jul                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Aug                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
| Sep                     | 99.80%    | 99%   | 99%   |           |                  |                  |                    |                  |                   |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |
|                         |           |   |   |           | 6407 out of 6421 | 5545 out of 5552 | 14830 out of 14859 | 2517 out of 2522 | 3022 out of 3028  |   |          |        |           |          |       |       |        |      |     |       |        |      |      |     |        |        |        |        |        |        |       |                  |        |           |   |        |        |      |                  |   |   |   |  |   |   |     |                                     |     |  |

Place & Economy

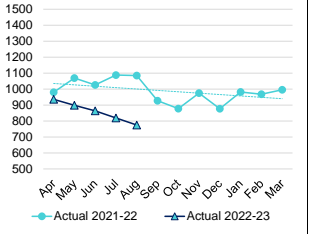
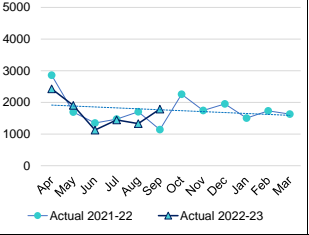
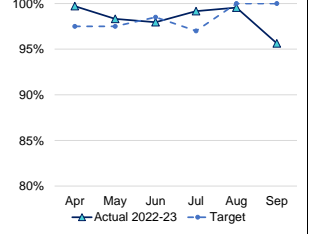
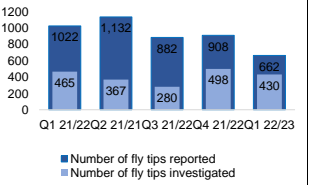

| Key Commitment                  | Ref No. | Description of Performance Indicator                   | Infographic / Chart | Benchmark                       | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23           | September 2022/23                 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target           | Tolerance                       | Comments  |  |
|---------------------------------|---------|--|---------------------|---------------------------------|-----------------|-----------------|--------------|--------------------------|-----------------------------------|---|------------------|------------------|---------------------------------|---|--|
| <b>Assets &amp; Environment</b> |         |  |                     |                                 |                 |                 |              |                          |                                   |   |                  |                  |                                 |   |  |
| Modern Public Services          | MPS26   | % occupancy of Corby Enterprise Centre                 |                     | Benchmark/compare to each other | 96.23%          | 96.23%          | 96.23%       | 96.23%                   | 96.23%                            | ➔   | Higher is better | 95%              | 90% - 95%                       | Performance is expected to fall over the coming months as a number of units have been vacated in the last month.  |  |
|                                 |         |  |                     |                                 | 51 of 53 let    | 51 of 53 let    | 51 of 53 let | 51 of 53 let             | 51 of 53 let                      |   |                  |                  |                                 |   |  |
| Modern Public Services          | MPS27   | % occupancy of Corby Innovation Hub                    |                     |                                 |                 | 92.45%          | 88.68%       | 88.68%                   | 86.79%                            | 88.68%                                    | ⬆️               | Higher is better | 95%                             | 90% - 95%   | A number of transactions are in progress that will improve occupancy once completed. |
|                                 |         |  |                     |                                 | 49 of 53 let    | 47 of 53 let    | 47 of 53 let | 46 of 53 let             | 47 of 53 let                      |   |                  |                  |                                 |   |  |
| Modern Public Services          | MPS28   | % occupancy of East Northamptonshire Enterprise Centre |                     |                                 | 58.54%          | 60.98%          | 60.98%       | 57.32%                   | 60.98%                            | ⬆️  | Higher is better | 90%              | 85%-90%                         | Remedial work to the roof has resulted in the top floor being left vacant. Work to make the roof water tight is underway. Interest continues to be received for other vacant units. |  |
|                                 |         |  |                     |                                 | 48 out of 82    | 50 out of 82    | 50 out of 82 | 47 out of 82             | 50 out of 82                      |   |                  |                  |                                 |   |  |
| Modern Public Services          | MPS24   | Rate of return on commercial stock (%)                 |                     | n/a                             | 5.45%           | 5.45%           | 5.45%        | 5.46%                    | 5.45%                             | ⬇️  | Higher is better | 5.41%            | 4.91% - 5.57%                   | Slight reduction in income, predominantly due to rebaselining the commercial property income expectation for the year   |  |
| Modern Public Services          | MPS25   | Total rental income from commercial estate (£)         |                     | n/a                             | £13,304,319.00  | £13,311,811     | £13,311,811  | n/a (reported quarterly) | £13,311,811 Per Annum (Quarter 2) | ⬆️G                                       | Higher is better | £12,695,000      | £12,060,250 - £12,695,000 (-5%) | Rent reviews during July and August have resulted in a small increase from June.  |  |

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| Key Commitment                   | Ref No. | Description of Performance Indicator  | Infographic / Chart | Benchmark   | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date   | August 2022/23 | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target    | Tolerance | Comments   |
|----------------------------------|---------|---|---------------------|---|-----------------|-----------------|----------------|----------------|-------------------|---|------------------|-----------|-----------|--|
| <b>Growth &amp; Regeneration</b> |         |   |                     |   |                 |                 |                |                |                   |   |                  |           |           |  |
| Modern Public Services           | MPS29   | % occupancy of Chesham House Kettering  |                     | Not relevant to benchmark as it's so unique.            | 61.54%          | 61.54%          | 61.54%         | 61.54%         | 61.54%            | ➔   | Higher is better | 70%       | 65% - 70% | Further essential works are required to Chesham House to enable all the units to be available for rent. Road closures are planned from September onwards and with an 8-10 week period should be complete by end of December.   |
|                                  |         |   |                     |   | 8 out of 13     | 8 out of 13     | 8 out of 13    | 8 out of 13    | 8 out of 13       |   |                  |           |           |  |
| Safe and thriving places         | STP15   | Percentage of major planning applications determined within 13 weeks (or within agreed extension of time)                                     |                     | 88%<br>(Q3 021/22 All English Authorities - LG Inform)  | 85%             | 100%            | 93.02%         | 100%           | 100%              | ➔   | Higher is better | 90%       | 88% - 90% | Performance in the determination of 'Major' applications continues to be significantly above target levels. The year to date performance is above the national benchmark. Staff resourcing remains a significant issue both locally and in the wider national context.   |
|                                  |         |   |                     |   | 17 out of 20    | 23 out of 23    | 40 out of 43   | 4 out of 4     | 12 out of 12      |   |                  |           |           |  |
| Safe and thriving places         | STP16   | Percentage of minor planning applications determined within 8 weeks (or within agreed extension of time)                                      |                     | 83%<br>(Q3 2021/22 All English Authorities - LG Inform) | 89.90%          | 88.07%          | 88.94%         | 93.75%         | 82.50%            | ⬇️R                                       | Higher is better | 85%       | 83% - 85% | Demand on the service has been high in September with more decisions issued than any other month this year. This has impacted upon performance in the determination of 'Minor' applications which has fallen this month. Year to date performance remains above the national benchmark and the NNC (North Northamptonshire Council) target. Staff resourcing remains an issue in Planning both locally and nationally. |
|                                  |         |   |                     |   | 89 out of 99    | 96 out of 109   | 185 out of 208 | 30 out of 32   | 33 out of 40      |   |                  |           |           |  |
| Safe and thriving places         | STP17   | Percentage of other (including householder applications) planning applications determined within 8 weeks (or within agreed extension of time) |                     | 85%<br>(Q3 2021/22 All English Authorities - LG Inform) | 87.97%          | 88.64%          | 88.31%         | 91.87%         | 82.52%            | ⬇️R                                       | Higher is better | 88%       | 86% - 88% | Performance in the determination of 'Other' applications has fallen this month, which is likely the result of high output in determining 'major' and 'minor' applications. Year to date performance remains above the national benchmark and the NNC (North Northamptonshire Council) target. Staff resourcing remains a significant issue on Planning, both locally and nationally.                                   |
|                                  |         |   |                     |   | 307 out of 349  | 320 out of 361  | 627 out of 710 | 113 out of 123 | 85 out of 103     |   |                  |           |           |  |
| Safe and thriving places         | STP19   | Total number of planning applications received - ALL TYPES of applications  |                     | Not relevant to benchmark.                              | 633             | 576             | 1209           | 176            | 197               | ⬆️  | N/A              | No target | N/A       |  |

| Place & Economy                  |         |  |                     |  |                 |                 |              |                          |                   |   |                  |   |   |  |
|----------------------------------|---------|--|---------------------|--|-----------------|-----------------|--------------|--------------------------|-------------------|---|------------------|---|---|--|
| Key Commitment                   | Ref No. | Description of Performance Indicator   | Infographic / Chart | Benchmark  | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23           | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target  | Tolerance                                 | Comments   |
| Safe and thriving places         | STP21   | % of Full fibre coverage   |                     | 40.3% (England) - Think Broadband                | 49.2%           | 55.2%           | 55.2%        | 53.0%                    | 55.2%             | ↑G  | Higher is better | 40% of Premises countywide (Dec 2023)   | Dec 2023: <5% Green 5%-10% Amber >10% Red | Strong performance across Northamptonshire when compared to the average full fibre coverage for the same period in England. The latter was 40.3% at end September 2022. The 40% full fibre countywide coverage target by December 2023 was achieved early (March 2022). More than half of all premises in Northamptonshire can now access full fibre broadband. Further target to achieve at least 80% full fibre coverage countywide by the end of 2028. Year to date is latest position.   |
| Safe and thriving places         | STP22   | % of gigabit coverage  |                     | 71.9% (England) - Think Broadband                | 79.9%           | 81.2%           | 81.2%        | 80.7%                    | 81.2%             | ↑G  | Higher is better | 75% of premises gigabit capable (Dec 2023)  | Dec 2023: <5% Green 5%-10% Amber >10% Red | Strong performance across Northamptonshire when compared to the average gigabit coverage for the same period in England. The latter was 71.9% at end September 2022. The 75% countywide gigabit coverage target by December 2023 was achieved two years early (Dec 2021). 4 out of 5 premises in the county should now have access to broadband networks capable of supporting gigabit speeds. We would expect the upward trajectory for gigabit coverage to continue but at a much slower rate now going forward. Further target to achieve at least 90% gigabit coverage countywide by end of 2028. Year to date is latest position. |
| Greener, sustainable environment | GSE01   | Number of E-Scooter trips  |                     | n/a  | 47,178          | 54,873          | 54,873       | 55,680                   | 54,873            | ↓   | Higher is better | Dependent on outcome of end of trial period in November 2022. Track for first year. | N/A                                       | Monthly figures decreased slightly from August to September, however year-on-year trend shows increased popularity with 2022 figures higher than for September 2021.   |
| Greener, sustainable environment | GSE02   | Number of E-Scooter users  |                     | n/a  | 5,155           | 5,494           | 5,494        | 5,730                    | 5,494             | ↓   | Higher is better | Dependent on outcome of end of trial period in November 2022. Track for first year. | N/A                                       | Monthly figures decreased slightly from August to September and compared to September 2021.  |
| Greener, sustainable environment | GSE03   | Co2 saving from E-Scooters   |                     | n/a  | 7.8             | 9.7             | 9.7          | 10.7                     | 9.7               | ↓   | Higher is better | Dependent on outcome of end of trial period in November 2022. Track for first year. | N/A                                       | CO2 savings have decreased slightly from August to September. Year-on-year trend shows an increase in CO2 savings with 2022 figures higher than for September 2021.  |
| Safe and thriving places         | STP23   | Percentage of NNC County Matter (minerals and waste) planning decisions made within the required timescale |                     | Mean for All English Authorities: 33% (Q1 17/18) | 100.00%         | 100.00%         | 100.00%      | N/A reported quarterly   | 100.00%           | →   | Higher is better | 95%   | 5%  | Performance at the end of Quarter 2 is at 100%   |
|                                  |         |  |                     |  | 4 out of 4      | 1 out of 1      | 5 out of 5   | n/a (reported quarterly) | 1 out of 1        |   |                  |   |   |  |

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| Key Commitment                   | Ref No. | Description of Performance Indicator   | Infographic / Chart  | Benchmark   | Quarter 1 22-23            | Quarter 2 22-23           | Year to Date                | August 2022/23             | September 2022/23          | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                              | Tolerance   | Comments  |
|----------------------------------|---------|--|--|---|----------------------------|---------------------------|-----------------------------|----------------------------|----------------------------|---|------------------|-------------------------------------|---|---|
| <b>Highways &amp; Waste</b>      |         |  |  |   |                            |                           |                             |                            |                            |   |                  |                                     |   |   |
| Safe and thriving places         | STP29   | <b>Number of Defects Outstanding on the network (at end of period), split by category</b>    |   | n/a   | 829                        | TBD                       | TBD                         | 775                        | TBD                        | N/A                                       | Lower is better  | No target - tracking indicator only | N/A   | Unlike indicators STP30 and STP31 below it has not been possible to provide the September data for this indicator owing to the change of highway contracts and a review of the monitoring system for outstanding defects on the network.  |
|                                  |         | P1 (Target response time within 2 hours)   | No P1 defects  | TBD   | TBD                        | No P1 defects             | TBD                         | N/A                        |                            |   |                  |                                     |   |   |
|                                  |         | P2 (Target response time within 7 days)  | 13   | TBD   | TBD                        | 19                        | TBD                         | N/A                        |                            |   |                  |                                     |   |   |
|                                  |         | P3 (Target response time within 28 days)   | 252  | TBD   | TBD                        | 277                       | TBD                         | N/A                        |                            |   |                  |                                     |   |   |
|                                  |         | P4 (Target response time within 26 weeks)  | 564  | TBD   | TBD                        | 479                       | TBD                         | N/A                        |                            |   |                  |                                     |   |   |
| Safe and thriving places         | STP30   | <b>Number of Defects Repaired in the network in period, split by category</b>                |   | n/a   | 5462                       | 4563                      | 10025                       | 1330                       | 1788                       | ↑G  | Higher is better | No target - tracking indicator only | N/A   | The number of defects repaired in the period has increased overall and these increases relate specifically to the P3 and P4 categories. It should be noted that the September P1 monitoring period bridges the change in highway contracts with the new contract coming into operation on the 12th September 2022.  |
|                                  |         | P1 (Target response time within 2 hours)   | No P1 defects  | No P1 defects   | No P1 defects              | No P1 defects             | No P1 defects               | N/A                        |                            |   |                  |                                     |   |   |
|                                  |         | P2 (Target response time within 7 days)  | 423  | 177   | 600                        | 41                        | 41                          | →                          |                            |   |                  |                                     |   |   |
|                                  |         | P3 (Target response time within 28 days)   | 3492   | 2380  | 5872                       | 734                       | 821                         | ↑G                         |                            |   |                  |                                     |   |   |
|                                  |         | P4 (Target response time within 26 weeks)  | 1547   | 2006  | 3553                       | 555                       | 926                         | ↑G                         |                            |   |                  |                                     |   |   |
| Safe and thriving places         | STP31   | <b>Percentage of defects responded to within the timeframes specified, split by category</b> |    | n/a   | 98.86%<br>5400 out of 5462 | 97.9%<br>4467 out of 4563 | 98.42%<br>9867 out of 10025 | 99.55%<br>1324 out of 1330 | 95.64%<br>1710 out of 1788 | ↓   | Higher is better | P1 and P2 97.5%<br>P3 and P4 90%    | No Tolerance  | Whilst the number of defects repaired in the period (STP30) has increased significantly overall the actual performance against the timescales for categories P2, P3 and P4 has reduced. However, all three categories still remain within the required performance targets.   |
|                                  |         | P1 (Target response time within 2 hours)   | No P1 defects  | No P1 defects   | No P1 defects              | No P1 defects             | No P1 defects               | N/A                        |                            |   |                  |                                     |   |   |
|                                  |         | P2 (Target response time within 7 days)  | 100%<br>423 out of 423   | 99.44%<br>176 out of 177  | 99.83%<br>599 out of 600   | 100%<br>41 out of 41      | 97.56%<br>40 out of 41      | ↓                          |                            |   |                  |                                     |   |   |
|                                  |         | P3 (Target response time within 28 days)   | 98.71%<br>3447 out of 3492   | 96.85%<br>2305 out of 2380  | 97.96%<br>5752 out of 5872 | 99.46%<br>730 out of 734  | 92.08%<br>756 out of 821    | ↓R                         |                            |   |                  |                                     |   |   |
|                                  |         | P4 (Target response time within 26 weeks)  | 98.9%<br>1530 out of 1547  | 99%<br>1986 out of 2006   | 98.96%<br>3516 out of 3553 | 99.64%<br>553 out of 555  | 98.70%<br>914 out of 926    | ↓                          |                            |   |                  |                                     |   |   |
| Greener, sustainable environment | GSE06   | <b>Fly tipping: number of fly tips reported</b>  |   | n/a   | 662                        | TBD                       | TBD                         | n/a (reported quarterly)   | Q2 available December time | N/A                                       | Lower is better  | No target - tracking indicator only | N/A   | Latest commentary (Quarter 1): Several incidents contain no obvious evidence when reported, such as single items or white goods and these cases generally are sent for clearance without the requirement for an investigation for evidence. The Council is now working towards clearance of all reported tips on land for which the Council is responsible within three working days. Where fly tipping occurs on private land, officers from the waste team will offer advice and support to landowners in facilitate clearances and promote environmental quality in as many cases as possible. |
| Greener, sustainable environment | GSE07   | <b>Percentage of waste diverted from landfill</b>  |  90.73% of waste diverted from landfill | TBC - Nearest neighbours / East Midlands data available on waste data flow. | 90.73% (Q1 22-23)          | TBD                       | TBD                         | n/a (reported quarterly)   | Q2 available December time | N/A                                       | Higher is better | 87%                                 | Latest commentary (Quarter 1): This is provisional for Q1 22-23. This relates to all waste either composted, recycled, sent for Mechanical Biological Treatment (MBT), some other treatment technology or incinerated instead of going to landfill. |   |

Place & Economy

| Key Commitment             | Ref No. | Description of Performance Indicator  | Infographic / Chart                             | Benchmark  | Quarter 1 22-23           | Quarter 2 22-23           | Year to Date     | August 2022/23            | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target | Tolerance    | Comments  |
|----------------------------|---------|---|---|--|---------------------------|---------------------------|------------------|---------------------------|-------------------|---|------------------|--------|--------------|---|
| <b>Regulatory Services</b> |         |   |   |  |                           |                           |                  |                           |                   |   |                  |        |              |   |
| Safe and thriving places   | STP32   | % of food establishments in the area broadly compliant with food hygiene law                                    |   | n/a  | 93.15%                    | 93.93%                    | 93.93%           | 93.66%                    | 93.93%            | ↑G  | Higher is better | 95%    | 90%-95%      | The rate continues to be below the target, partly due to a previous increase in the number of food business registrations received which are not deemed to be 'broadly compliant' until inspected. Resources continue to focus on poor performing businesses which pose the highest risk to food safety rather than new lower risk businesses and this is starting to show some improvements in the number of compliant premises. Increased resources are in place to cover vacancies and this has increased the number of inspections undertaken   |
|                            |         |   |   |  | 2910 out of 3124          | 2939 out of 3129          | 2939 out of 3129 | 2924 out of 3122          | 2939 out of 3129  |   |                  |        |              |   |
| Safe and thriving places   | STP33   | % of Local Land Charges searches processed within 10 working days   |   | n/a  | 82.08%                    | 85.31%                    | 83.64%           | 85.80%                    | 87.73%            | ↑G  | Higher is better | 95%    | 85.5% - 95%  | One of our offices underperformed in September (Kettering 64%), one office was within tolerance (Thrapston 88%) and two offices overperformed (Corby & Wellingborough 100%). The underperformance in the Kettering office is due to the knock-on effect from annual leave taken in August however we have sought to maximise capacity within the team to reduce turnaround time. There is an upward direction of travel from August figures and we anticipate that all offices will achieve the target turnaround time in Octobers return.  |
|                            |         |   |   |  | 435 out of 530            | 424 out of 497            | 859 out of 1027  | 145 out of 169            | 143 out of 163    |   |                  |        |              |   |
| Safe and thriving places   | STP34   | % of New encampments visited within 1 working day of notification; unless operational difficulties prevent this | All 51 new encampments visited in 1 working day | N/A  | N/A Half-Yearly frequency | N/A Half-Yearly frequency | 100%             | N/A Half-Yearly frequency | 100%              | N/A                                       | Higher is better | 95%    | 85% to 94.9% | Northants Travellers Unit is team of 2 Full Time Equivalents (FTEs) & 1 Part Time Equivalent. Operational difficulties may affect target during times of annual leave by FTEs.  |
| Safe and thriving places   | STP35   | % of Rogue trading activities tackled (rogue traders subject to a Trading Standards intervention)               |   | Trading standards institute is the national body - look for benchmarks there | 100%                      | 100%                      | 100%             | 100%                      | 100%              | →   | Higher is better | 100%   | N/A          | This indicator tracks the number of referrals received in respect of rogue trading and our response via a written intervention with the trader concerned. To date all referrals have been responded to, so performance remains at 100%.<br>3 x premises regarding repeated failure to comply with allergens requirements. 11 x vehicles stopped during a national Op RT roadside check with the police and other partners, 1 x premise re tobacco sales, linked to other premises with similar issues. 1 x non-compliant vapes and food for sale without English labelling 2 x businesses identified under a regional construction product update 1 x concerning poor workmanship, damage to property and potential aggressive practices. |
|                            |         |   |   |  | 36 out of 36              | 38 out of 38              | 74 out of 74     | 14 out of 14              | 19 out of 19      |   |                  |        |              |   |

Children's Services

| Key Commitment  | Ref No.        | Description of Performance Indicator  | Infographic / Chart | Benchmark  | Quarter 1    | Quarter 2     | Year to       | August                   | September     | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target | Tolerance | Comments   |
|---|----------------|---|---------------------|--|--------------|---------------|---------------|--------------------------|---------------|---|------------------|--------|-----------|--|
|   |                |   |                     |  | 22-23        | 22-23         | Date          | 2022/23                  | 2022/23       |   |                  |        |           |  |
| Children's Trust (This data is for the whole of Northamptonshire) |                |   |                     |  |              |               |               |                          |               |   |                  |        |           |  |
| Better, brighter futures  | BBF05 (KPI 2)  | % of referrals with a previous referral within 12 months  |                     | 22.7% (All English Authorities 2021 - LAIT)  | 32% (2,228)  | 30% (2,187)   | 31% (4,415)   | 26% (622)                | 32% (814)     | ↓ A                                       | Lower is better  | 29%    | 25% - 40% | <p>This is 3% above target this month whilst remaining an area of ongoing focus with audit and review for learning. It is anticipated that the strengthened model in MASH and developments in CFSS/Early Help will continue to support appropriate reduction going forward.</p> <p>Steps have been taken to strengthen the Early Help partnerships with Partnership Support Team (Early Help MASH) being placed in the MASH pods and a leaner step down process. The high number of cases stepping down is presenting challenges in regards to capacity in Family Support/Early help partnership.</p> <p>Recommendations from the PIP peer reviews are being implemented.</p> <p>COVID: has an impact on volume and quality of re-referrals</p>  |
| Better, brighter futures  | BBF06 (KPI 3)  | % of single assessments authorised within 45 working days   |                     | 88% We are in the process of identifying more up to date benchmark data for this PI. | 96% (2,329)  | 95% (2,419)   | 96% (4,748)   | 95% (798)                | 96% (821)     | ↑ G                                       | Higher is better | 85%    | 85% - 95% | <p>Assessment timescales remain consistently above target. All managers monitor this very closely via daily reports. A narrative is provided for cases that go beyond 45 days and this remains a very small minority. In addition to timeliness, we work on increasing the quality of assessments and more effective use of SoS in our interventions. PIP peer review has identified improvements in the quality of assessments.</p> <p>COVID: We undertake face to face visits and only if face to face visits are not possible due to coronavirus, visits take place over the telephone, a video-link or via other electronic communication methods.</p>   |
| Better, brighter futures  | BBF07 (KPI 8)  | % Children in care with three or more placements in the previous 12 months  |                     | 9% (All English Authorities 2020/21 - LG Inform)                                     | 13.6% (1188) | 12.1% (1,226) | 12.1% (1,226) | 13.1% (1,218)            | 12.1% (1,226) | ↑ G                                       | Lower is better  | 10%    | 5% - 15%  | <p>Performance has improved by 1% this month, largely due to the rise in care numbers. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in house resources, as well as improved engagement with the market. Planning permission granted for two new emergency homes. Through improved edge of care arrangements, the close oversight on admissions to care, and the developments within placement sufficiency, we are confident we can reduce the need for child to move home as frequently.</p> <p>COVID: Placement sufficiency remains a challenge, sustained performance in this work should also have a positive impact on KPI 7.</p>  |
| Better, brighter futures  | BBF08 (KPI 9)  | % of young people now aged 17 - 21 and in employment, education or training who were looked after when aged 16        |                     | 53% (All English Authorities 2020/21 - LG Inform)                                    | 60%          | 65% (672)     | 65% (672)     | 61% (667)                | 65% (672)     | ↑ G                                       | Higher is better | 55%    | 50% - 60% | <p>This month has seen an increase in performance to 65%, comparing favourably with 56% across England. Focus in this area continues to be driven through arrangements with local colleges, the virtual school and the senior personal advisor (Education and Employment) with further review of contracted arrangements (Prospects) to be undertaken to ensure we have the best approach/ support for young people. Work with councils to ensure EET opportunities and support is in place for our care leavers.</p> <p>COVID: has had a significant impact on the mental health and wellbeing of care leavers, targeted work support care leavers to access EET.</p>   |
| Better, brighter futures  | BBF09 (KPI 10) | % of young people now aged 17 - 21 and living in suitable accommodation who were looked after when aged 16            |                     | 89% (All English Authorities 2020/21 - LG Inform)                                    | 93%          | 95% (672)     | 95% (672)     | 93% (667)                | 95% (672)     | ↑ G                                       | Higher is better | 90%    | 85% - 95% | <p>Performance for this month increased to 95%, still above the target of 90%. We know that we have some young people in unsuitable accommodation, including a number of young people sentenced to custody, and some who have no accommodation at all. We work hard to address this, tenaciously seeking to engage with young people who may see our attempts at support as interference.</p> <p>The care leavers housing protocol is in place and work is being progressed under the governance of a strategic group; this includes a review of the housing panels and engagement with the housing associations. Helpful discussions with colleagues in the Councils is placing the housing sufficiency needs of care leavers as central to their housing strategies. The Accommodation Transitions Panel is now in operation and ensures all young people have a comprehensive, accommodation-focused, shared, and timely transition plan.</p> |
| Better, brighter futures  | BBF10 (KPI 19) | % of children in care who were placed for adoption within 12 months of an agency decision that they should be adopted |                     | n/a  | 100% (5)     | 89% (9)       | 93% (14)      | n/a (reported quarterly) | 89% (9) Q2    | ↓ A                                       | Higher is better | 72%    | 57% - 77% | <p>Strengthened family finding and matching processes have been implemented which alongside improved permanency tracking arrangements have supported timely decision making process and ability to progress adoption placements. The use of foster to adopt placements have also positively influenced this performance indicator.</p> <p>COVID: it has taken longer for courts to hold final hearings which could have a longer term impact on this target.</p>   |

Children's Services

| Key Commitment           | Ref No.         | Description of Performance Indicator   | Infographic / Chart | Benchmark                                      | Quarter 1              | Quarter 2              | Year to                | August                                     | September                                  | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target              | Tolerance           | Comments  |
|--------------------------|-----------------|--|---------------------|--|------------------------|------------------------|------------------------|--|--|---|------------------|---------------------|---------------------|---|
|                          |                 |  |                     |  | 22-23                  | 22-23                  | Date                   | 2022/23                                    | 2022/23                                    |   |                  |                     |                     |   |
| Better, brighter futures | BBF15 (LS6a)    | Rate of suspensions in primary aged pupils   |                     | 1% (All English Authorities 2019/20 - LAIT)    | 0.39%                  | 0.30%                  | 0.20%                  | n/a  | 0.20%                                      | ↑R  | Lower is better  | Target under review | 5 percentage points | <p>It can be seen that the rate of suspensions fluctuate throughout the school year. During the summer term, suspensions tend to tail off in primary. This is particularly during a time of end of year exams are taking place. This reflects the national picture.</p> <p>The EIP (Educational Inclusion &amp; Partnership) Team are engaging with primary schools-particularly where there are higher suspensions or potential suspensions being flagged up to provide support and offer services that may help the school and / or parent.</p> <p>The collaborative work and drive from the EIP (Educational Inclusion &amp; Partnership) Team with schools is having a positive effect.</p> |
|                          |                 |  |                     |  | 125 out of 32217       | 97 out of 32217        | 63 out of 32217        | n/a  | 63 out of 32217                            |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
| Better, brighter futures | BBF16 (LS7a)    | Rate of suspensions in secondary aged pupils   |                     | 7.43% (All English Authorities 2019/20 - LAIT) | 3.27%                  | 1.56%                  | 0.84%                  | n/a  | 0.84%                                      | ↑R  | Lower is better  | Target under review | 5 percentage points | <p>The number of suspensions in secondary schools has risen slightly. There were a couple of suspensions right at the end of the summer term.</p> <p>The EIP (Educational Inclusion &amp; Partnership) Team are working hard with the schools to look at positive ways to lower the figures. This means engaging with schools and getting involved with other agencies to support the schools.</p> <p>Training/ support for schools is now being developed and discussed in the EIP (Educational Inclusion &amp; Partnership) Team as to how they too can increase their own PD Toolbox to support and give advice to schools.</p>  |
|                          |                 |  |                     |  | 783 out of 23911       | 373 out of 23911       | 200 out of 23911       | n/a  | 200 out of 23911                           |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
| Better, brighter futures | BBF17 (NI 114a) | Rate of Permanent exclusions from school - Total   |                     | 0.06% (All English Authorities 2019/20 - LAIT) | 0.027%                 | 0.03%                  | 0.01%                  | n/a  | 0.014%                                     | →   | Lower is better  | Target under review | 5 percentage points | <p>EIPT (Educational Inclusion &amp; Partnership Team) are making schools more accountable for their actions but there is still work to be done with schools where we are supporting and yet challenging them.</p>  |
|                          |                 |  |                     |  | 15 out of 56128        | 16 out of 56128        | 8 out of 56128         | n/a  | 8 out of 56128                             |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
| Better, brighter futures | BBF18 (SEN1)    | % of EHC (education health care) plans issued within 20 weeks (excluding exceptions)               |                     | 59.9% All English Authorities 2021 - LAIT)     | 63.24%                 | 41.28%                 | 54.17%                 | 32.73%                                     | 54.17%                                     | ↑G  | Higher is better | Target under review | 5 percentage points | <p>Greater focus this month has taken place on in-time assessments with some further clearing of out of time assessments. This meant an increase in timeliness.</p> <p>The majority of out of time assessment have now been cleared.</p> <p>Whilst the action plan in place to target improved performance for assessments undertaken on time is having an overall sustained impact on performance, weekly reporting has now been established to oversee timescales and allocation of workload to ensure equity and address gaps in performance.</p>  |
|                          |                 |  |                     |  | 86 out of 136          | 97 out of 235          | 26 out of 48           | 36 out of 110                              | 26 out of 48                               |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |
| Better, brighter futures | BBF19           | Percentage of school age Child/Children in Care (CIC) who had a PEP in the previous academic term. |                     | N/A  | N/A (termly frequency) | N/A (termly frequency) | N/A (termly frequency) | 96.22% (Spring term 2021-22 Academic Year) | 97.46% (Summer term 2021-22 Academic Year) | ↑G  | Higher is better | 95%                 | 5 percentage points | <p>PEP (Personal Education Plan) compliance remains above the 95% target</p> <p>The Virtual School provide an effective system and process that ensures that PEPs (Personal Education Plans) are completed consistently. This includes: commissioning and maintaining an online PEP (Personal Education Plan) system, ensuring those who require it have access to the system, providing training and guides on using the system, providing regular communication and prompts to partners to book and hold the meeting, and providing regular reporting to NCT (Northamptonshire Children's Trust) on the progress of meetings held.</p>  |
|                          |                 |  |                     |  |                        |                        |                        |  |  |   |                  |                     |                     |   |



Adults, Communities & Wellbeing

| Key Commitment          | Ref No. | Description of Performance Indicator   | Infographic / Chart | Benchmark      | Quarter 1 22-23 | Quarter 2 22-23  | Year to Date     | August 2022/23  | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity        | Target                              | Tolerance  | Comments   |
|-------------------------|---------|--|---------------------|----------------|-----------------|------------------|------------------|-----------------|-------------------|---|-----------------|-------------------------------------|--|--|
| Adult Social Care       |         |  |                     |                |                 |                  |                  |                 |                   |   |                 |                                     |  |  |
| Active, fulfilled lives | AFL01   | Total number of people allocated to each team  |                     | n/a            | 5007 (June)     | 5227 (September) | 5227 (September) | 5151 (August)   | 5227 (September)  | ↑   | Lower is better | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There was a slight increase to the overall caseload compared to previous month snapshot. The most significant increases were seen for Community Corby team (+50 cases, 10%) and East Northants team (+42 cases, 9%).  |
| Active, fulfilled lives | AFL02   | Number of unscheduled review requests  |                     | n/a            | 319             | 329              | 648              | 117             | 93                | ↓G  | Lower is better | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: The number of people requesting an unscheduled review has decreased by 26% from previous month with the most significant reductions seen for LD (Learning Disability) Corby/Kettering (-18) and Inclusion Corby/Kettering teams (-12)   |
| Active, fulfilled lives | AFL03   | Percentage of New Requests for Services (all ages) where Route of Access was Discharge from Hospital, that had a sequel of short term services to maximise independence (ST-MAX i.e. reablement) |                     | n/a            | 32%             | 33%              | 33%              | 33%             | 33%               | →   | Lower is better | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There were 13 new requests for people aged 18-64 (+2 from previous month) and 339 for people aged 65 and over (+67 from previous month).<br><br>The proportion has increased very slightly from previous month, with no significant change seen across other sequels to request for support.    |
|                         |         |  |                     | 162 out of 513 | 352 out of 1065 | 352 out of 1065  | 283 out of 865   | 352 out of 1065 |                   |   |                 |                                     |  |  |
| Active, fulfilled lives | AFL04   | Number of new safeguarding concerns received per month   |                     | n/a            | 937             | 986              | 1923             | 375             | 294               | ↓G  | Lower is better | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There was a significant decrease this month on the number of new concerns received but this still remains above the 2021-22 monthly average of 245. The year-on-year upwards trend is also seen nationally in the number of concerns received as reported in the NHS Safeguarding return (SAC). |

Adults, Communities & Wellbeing

| Key Commitment          | Ref No. | Description of Performance Indicator  | Infographic / Chart | Benchmark  | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23 | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                              | Tolerance  | Comments   |
|-------------------------|---------|---|---------------------|--|-----------------|-----------------|--------------|----------------|-------------------|---|------------------|-------------------------------------|--|--|
| Active, fulfilled lives | AFL05   | New safeguarding concerns determined to be enquiries (both s42 and other)<br><br>*(A S42 enquiry must take place if there is reason to believe that abuse or neglect is taking place)   |                     | n/a  | 215             | 234             | 449          | 89             | 69                | ↓   | No polarity      | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There was a slight decrease in the number of concerns determined to be enquiries, but this remains within the range seen this financial year. This month was slightly lower than the YTD average (76), but above the previous financial year's average (66). The year-on-year upwards trend is also seen within the national averages in the NHS Safeguarding return (SAC). |
| Active, fulfilled lives | AFL06   | Total number of open Deprivation of liberty Safeguard cases   |                     | n/a  | 1910            | 1744            | 1744         | 1795           | 1744              | ↓G  | Lower is better  | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | Data is latest snapshot (year to date)<br>BI comments: The number of open cases continues to decrease since the peak in June and is at the lowest level this financial year. This is -5.5% lower than the YTD average (1864) and -10% lower than the previous financial year's average.  |
| Active, fulfilled lives | AFL07   | Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people 65 years +)  |                     | 488.3<br>(All English Authorities 2020/21 - LG Inform)   | 148.09          | 306.87          | 306.87       | 259.54         | 306.87            | ↑   | No polarity      | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There have been 201 admissions (+31 from previous month)<br>7 additional people were admitted as a result of change in setting following a review; 22 new admissions following an assessment and 2 new admissions following a period of Short Term Support to Maximise Independence.<br>Average monthly growth remains slightly lower than previous year at 49 per 100,000. |
| Active, fulfilled lives | AFL08   | Number of people who were prevented from requiring statutory care, or whose need was reduced<br><br>Delaying and reducing the need for care and support having received short term services to maximise independence (ST-MAX) services' |                     | 84.6%<br>East Midlands Average, we are in the process of identifying more up to date benchmark data for this PI. | 76.88%          | 75.49%          | 75.49%       | 77.03%         | 75.49%            | ↑G  | Higher is better | No target - tracking indicator only | TBC<br>The 2021-22 financial year will be used as a baseline to set benchmarks for the 2022-23 financial year. | BI comments: There was a further decrease this month following successive increases seen April - July. The proportion is the lowest rate this financial year however the range of change over the year is minor (within 2% points) and rates are significantly higher than those seen in 2021/22.  |

Adults, Communities & Wellbeing

| Key Commitment   | Ref No. | Description of Performance Indicator   | Infographic / Chart | Benchmark  | Quarter 1 22-23                             | Quarter 2 22-23 | Year to Date                                 | August 2022/23                         | September 2022/23                      | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                    | Tolerance                          | Comments   |
|--|---------|--|---------------------|--|---|-----------------|--|--|--|---|------------------|---------------------------|------------------------------------|--|
| Public Health  |         |  |                     |  |   |                 |  |  |  |   |                  |                           |                                    |  |
| Active, fulfilled lives  | AFL22   | Smoking quit rate at 4 weeks   |                     | n/a  | 59.5%<br>(Apr-Jun 2022)<br>226 out of 380   | TBD             | TBD  | TBD                                    | TBD                                    | ↑G<br>(May-June)                          | Higher is better | 60%                       | TBC by consultant and service lead | Lag in data for the preceding 2 months. Latest data received is for June 2022. We are pleased to have met our target for June and look forward to building on this in the coming months.   |
| Better, Brighter Futures   | BBF02   | % of infants due a new birth visit that received a new birth visit within 14 days of birth |                     | 88.2%<br>(All English Authorities 2020/21 - LG Inform) | 98.2%<br>(Jun 2022) 652 out of 664          | TBD             | 95.7%<br>(Aug 2022) 668 out of 698           | 96.1%<br>(Jul 2022) 641 out of 667     | 95.7%<br>(Aug 2022) 668 out of 698     | ↓   | Higher is better | 90%                       | TBC                                | This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks however staff recruitment challenges are a constraint with skill-mix solutions being sought. |
| Active, fulfilled lives  | AFL20   | % of in-year eligible population offered an NHS Health Check                               |                     | 3.5%<br>(All England Q1 2022/23 )                      | 8.3%<br>(Apr-Jun 2022)<br>1865 out of 22515 | TBD             | 15.2%<br>(Apr-Aug 2022)<br>3425 out of 22515 | 3.7%<br>(Jul 2022)<br>823 out of 22522 | 3.3%<br>(Aug 2022)<br>737 out of 22515 | ↓R  | Higher is better | 8.4% (100% annual target) | TBC                                | Benchmark is England Q1 2022/23.   |
| Active, fulfilled lives  | AFL21   | % of in-year eligible population who received an NHS Health Check                          |                     | 1.3%<br>(All England Q1 2022/23)                       | 3.3%<br>(Apr-Jun 2022)<br>752 out of 22515  | TBD             | 6.7%<br>(Apr-Aug 2022)<br>1511 out of 22515  | 1.5%<br>(Jul 2022)<br>334 out of 22522 | 1.9%<br>(Aug 2022)<br>425 out of 22515 | ↑G  | Higher is better | 5% (60% annual target)    | TBC                                |  |
| <p>Further detail on ALF20 and ALF21:-<br/>                     The NHS Health Check programme has suffered through Covid-19. The programme was paused multiple times on a national and local level. The issues visible in the performance data are reflected nationally, and North Northants is not an outlier. Before Covid-19, the England average for the percentage of the population offered an NHS Health Check per quarter was 4.3% (Q3, 19/20). This England average dropped to a low of 0.1% during Covid-19 and has only recovered since to 2% in recent quarters. The England average for percentage of the eligible population that received an NHS Health Check was 1.9% (Q3, 19/20) before Covid-19. The England average dropped to a low of 0.1% during Covid-19 and is still recovering.<br/>                     To offer some local context as to why North Northants still sits below the national average, the NHS Health Check programme in North Northants is delivered entirely by primary care, meaning we rely solely on GP providers for NHS Health Check delivery. As we are aware, primary care has been under a lot of pressure through Covid-19, and has been under pressure since to both catch-up, but also to meet new pressures (e.g., vaccine rollout). For this reason, NHS Health Checks cannot always be a priority. Local authorities all have different models for delivering NHS Health Checks, so naturally Local Authorities with non-primary care providers (e.g., in-house teams, specialist commissioned services, leisure providers, etc.) may not have faced the same challenges that North Northants has in their attempts to restart the NHS Health Check programme since national guidance allowed.<br/>                     To support primary care, we are in the process of setting up a pilot programme, in which we will be delivering NHS Health Checks through the in-house Supporting Independence team, with a view to having the team support delivery of NHS Health Checks across North Northants and targeting areas of health inequality in the process.<br/>                     We continue to work with existing GP providers to ensure service improvement and explore ways in which practice staff can be supported. Lakeside Healthcare (a large GP practice in Corby, whose patients eligible for an NHS Health Check make up over 10% of that of North Northants) have recently re-started delivering NHS Health Checks and we should see improvements because of this in the coming months. We are also looking to expand our NHS Health Checks programme to include community providers in North Northants that can support primary care by delivering NHS Health Checks away from GP practices. All PCN managers in North Northants have recently been engaged with and briefed on their respective PCNs performance and will be working closely with the practices to rectify this. Work is ongoing with the Workplace Wellbeing team to restart NHS Health Checks (and other health and wellbeing programmes) with external workplaces (offices, retail, factories, warehouses, etc.) allowing us to take NHS Health Checks to patients' places of work.</p> |         |  |                     |  |   |                 |  |  |  |   |                  |                           |                                    |  |

Adults, Communities & Wellbeing

| Key Commitment           | Ref No. | Description of Performance Indicator  | Infographic / Chart   | Benchmark                                     | Quarter 1                       | Quarter 2 | Year to Date                    | August                          | September                       | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                              | Tolerance                                       | Comments   |
|--------------------------|---------|---|---|---|---------------------------------|-----------|---------------------------------|---------------------------------|---------------------------------|---|------------------|-------------------------------------|---|--|
|                          |         |   |   |   | 22-23                           | 22-23     |                                 | 2022/23                         | 2022/23                         |   |                  |                                     |   |  |
| Better, Brighter Futures | BBF01   | Breastfeeding rate at 6-8 weeks   |    | 47.6% (All English Authorities - 2021 - LAIT) | 51.8% (Jun 2022) 347 out of 670 | TBD       | 54.2% (Aug 2022) 356 out of 657 | 53.1% (Jul 2022) 363 out of 684 | 54.2% (Aug 2022) 356 out of 657 | ↑G  | Higher is better | 55%                                 | 52.25% - 55%                                    | This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks. The breastfeeding peer support service continues to support this work.  |
| Better, Brighter Futures | BBF03   | % of children who received a 6-8 week view by the time they were 8 weeks          |    | 81.2% (All English Authorities - Q2 2021/22)  | 97.9% (Jun 2022) 656 out of 670 | TBD       | 97.6% (Aug 2022) 641 out of 657 | 98.2% (Jul 2022) 672 out of 684 | 97.6% (Aug 2022) 641 out of 657 | ↓   | Higher is better | 90%                                 | TBC   | This indicator represents the whole of Northamptonshire. September 2022 data will be available in November's report. Benchmark updated: England 2020/21. The Health Visiting Service has reset post-Covid and is doing the mandatory checks and, as above, staff recruitment challenges are a constraint with skill-mix solutions being sought.  |
| TBC                      | BBF04   | % mothers known to be smokers at the time of delivery                             |    |   | 11.2%                           | 10.9%     | 11.1%                           | n/a (reported quarterly)        | 10.9% (Quarter 2)               | ↓   | Lower is better  | 11%                                 | 11% - 12%                                       | This indicator represents the whole of Northamptonshire, and the work to recruit Tobacco dependency maternity advisors (to work NGH/KGH) is still underway with LMNS and Stop Smoking Service support.   |
| TBC                      | AFL23   | % substance misuse clients waiting more than 3 weeks for their first intervention |    |   | 0% (Q1 2022/23)                 | TBD       | n/a                             | n/a (reported quarterly)        | TBD                             | N/A                                       | Lower is better  | No target - tracking indicator only | National target will be available in April 2024 | The latest data is available for Q1 2022/23. Data for 2nd quarter is expected at the end of November so will be available in the December's corporate performance report.  |
| Housing Services         |         |   |   |   |                                 |           |                                 |                                 |                                 |   |                  |                                     |   |  |
| Active, fulfilled lives  | AFL13   | Number of households whose homelessness was prevented                             |    | n/a   | 70                              | 53        | 123                             | 20                              | 13                              | ↓R  | Higher is better | 240 (20 per month)                  | TBD   | Performance continues to fluctuate between months due to a variety of factors. This reflects the difficulties the Housing Options Team are having trying to secure accommodation solutions, particularly in the private sector in order to prevent or relieve households homelessness locally. There is a recognised need for the team to move its focus further upstream to maximise homelessness prevention opportunities and action plan is being developed in this regard. |
| Active, fulfilled lives  | AFL14   | Number of households whose homelessness was relieved                              |   | n/a   | 62                              | 80        | 142                             | 31                              | 28                              | ↓   | Higher is better | 300 (25 per month)                  | 276 (23 per month)                              |  |
| Active, fulfilled lives  | AFL12   | Number of rough sleepers (single night snapshot figure)                           |  | 12 (All English Authorities 2021 - LG Inform) | n/a                             | n/a       | n/a                             | 20                              | 18                              | ↓G  | Lower is better  | 9                                   | TBD   |  |

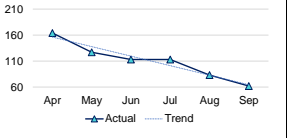
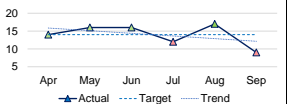
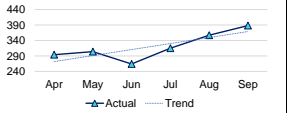
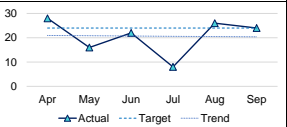
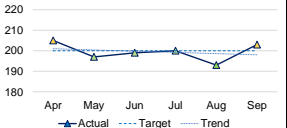
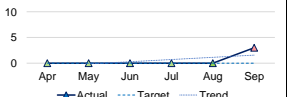
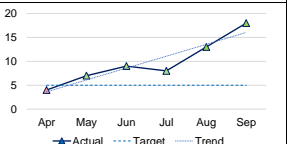
Adults, Communities & Wellbeing

| Key Commitment           | Ref No. | Description of Performance Indicator                 | Infographic / Chart | Benchmark | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23 | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity        | Target                              | Tolerance                         | Comments  |
|--------------------------|---------|--|---------------------|-----------|-----------------|-----------------|--------------|----------------|-------------------|---|-----------------|-------------------------------------|-----------------------------------|---|
| Safe and thriving places | STP11   | Number of council housing lets completed             |                     | n/a       | 80              | 111             | 191          | 42             | 39                | ↓   | No polarity     | No target - tracking indicator only | N/A                               | This is a combined figure for Corby and Kettering teams to help monitor the number of council properties being let on a monthly basis. There is a slight decrease in the number of lets in September with 15 in the Kettering area and 24 in the Corby area. We are now coordinating the process across NNC (North Northamptonshire Council) to ensure that senior officers are able to prioritise workloads to avoid bottlenecks in the process. This will ensure the properties that are closest to having the physical works completed will have appropriate nominations. The number of lets can be impacted by several factors including tenancies ending and number of void properties ready to let so is currently a measure to help monitor flow.  |
| Safe and thriving places | STP12   | Number of council houses vacant and available to let |                     | n/a       | n/a             | n/a             | n/a          | 16             | 11                | ↓G  | Lower is better | 29                                  | TBD (currently using standard 5%) | This is a combined snapshot figure for Corby and Kettering teams of the number of properties ready for tenants at the end of each month but which have not yet been allocated to customers. This figure tends to fluctuate month on month but the aim is to keep this number as low as possible. To help monitor numbers and ensure a consistent approach between Kettering and Corby, combined weekly meetings are already taking place to help monitor where each property is within the voids and lettings process and to determine what actions are needed. September continues to see a significant fall in the number of properties vacant and ready to let.  |
| Safe and thriving places | STP36   | Number of voids - Kettering Area                     |                     | n/a       | n/a             | n/a             | n/a          | 50             | 52                | ↑   | Lower is better | No target - tracking indicator only | N/A                               | This data provides a snapshot of the number of void properties the team are processing at the end of the month. There has been an increase of 2 in the total number in Kettering and the number of voids in the process in Corby has reduced by 7. Joint meetings between teams are helping to ensure there is robust monitoring and regular review of all properties that are currently void to help agree next steps and prioritise properties as appropriate.  |
|                          |         | Number of voids - Corby Area                         |                     | n/a       | n/a             | n/a             | n/a          | 80             | 73                | ↓G  |                 |                                     |                                   |   |
| Safe and thriving places | STP37   | Void turnaround time - Kettering Area (Mean Average) |                     | TBD       | n/a             | n/a             | n/a          | 109 days       | 103 days          | ↓G  | Lower is better | No target - tracking indicator only | N/A                               | This performance measure monitors the time taken to turnaround a void property for both Corby and Kettering areas from keys in to keys out so covers several teams areas of work including landlord services, housing allocations and the repairs team. As mentioned above a new NNC (North Northamptonshire Council) wide strategic approach is now in place to help identify delays and areas where improvements can be made. This involves determining where each property is within the process; reasons for delay; specific actions agreed in order to move on properties or review processes and prioritising workloads within each team along with deciding when properties need to be advertised. Also the meeting involves forward planning by identifying properties that will become void in the next 4 weeks. We are currently working on aligning the major voids definition for both areas, we will then be in a position to separate out void turnaround time for standard and major voids to give a more accurate picture of the time taken to turn around void properties. |
|                          |         | Void turnaround time - Corby Area (Mean Average)     |                     | TBD       | n/a             | n/a             | n/a          | 84 days        | 86 days           | ↑   |                 |                                     |                                   |   |

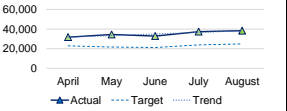

Adults, Communities & Wellbeing

| Key Commitment           | Ref No. | Description of Performance Indicator                    | Infographic / Chart | Benchmark | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23 | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                            | Tolerance       | Comments  |
|--------------------------|---------|---|---------------------|-----------|-----------------|-----------------|--------------|----------------|-------------------|---|------------------|-----------------------------------|-----------------|---|
| Safe and thriving places | STP08   | % of properties with a valid gas safety certificate     |                     | TBD       | n/a             | n/a             | n/a          | 99.6%          | 99.6%             | →   | Higher is better | 100%                              | 99.5% and above | As at the end of September 2022, 32 properties were without a valid gas safety certificate. In the Corby area of the 26 properties, there are: 7 warrants executed (completed on 04/10/22), 3 properties are now void and services have been scheduled, 8 have a court date booked for 11/10/22 and 8 are at the legal stage. Please note, we are limited to the number of properties we can take to court each fortnight to obtain right of entry warrants, so this is impacting compliance. In the Kettering area, of the 6 properties outstanding, only one remains outstanding for which a warrant for access is being sought.  |
| Safe and thriving places | STP09   | Total number of emergency repairs completed             |                     | n/a       | n/a             | n/a             | n/a          | 985            | 1029              | ↑   | N/A - Tracking   | N/A - monitoring levels of demand | N/A             | All emergency repairs are to be completed within 24 hours and this measure helps to monitor the level of demand for the service. During September there was an increase in the number of emergency repairs.   |
| Safe and thriving places | STP10   | Total number of non-emergency repairs completed         |                     | n/a       | n/a             | n/a             | n/a          | 1442           | 1255              | ↓   | N/A - Tracking   | N/A - monitoring levels of demand | N/A             | This monitors all other repairs that are not classed as an emergency and at present Kettering and Corby have different targets for these repairs. Kettering has 7 day, 28 day and 90 day timescales and Corby has 30 day target for all non emergency appointments. Work is being undertaken to review these targets and introduce standardised processes and procedures across both localities. September saw a reduction in the number of non-emergency repairs completed.  |
| Safe and thriving places | STP04   | Total Active applicants on the Keyways Housing Register |                     | n/a       | n/a             | n/a             | n/a          | 3349           | 3735              | ↑   | N/A - Tracking   | N/A - monitoring levels of demand | N/A             | This provides a snapshot of the number of applicants active on the Council's housing Register (Keyways). We continue to significantly increase active applications whilst we address the backlog of new applications pending assessment. There were two blitz days in September and a further blitz day is planned for October. The percentage of applications not assessed in the target time has decreased from 84% in August to 68% in September.<br><br>Please note that as applications are made active, previously active applications have the status changed to pending, suspended, closed, and housed. This increase therefore is not how many applications are being assessed in total. |
| Safe and thriving places | STP05   | New Housing Applications Received                       |                     | n/a       | n/a             | n/a             | n/a          | 561            | 530               | ↓   | N/A - Tracking   | N/A - monitoring levels of demand | N/A             | Decrease in new applications which is more in line with the average over the first four months of the year with August being an anomaly   |

Adults, Communities & Wellbeing

| Key Commitment           | Ref No. | Description of Performance Indicator   | Infographic / Chart   | Benchmark | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23 | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target                                 | Tolerance                         | Comments   |
|--------------------------|---------|--|---|-----------|-----------------|-----------------|--------------|----------------|-------------------|---|------------------|--|-----------------------------------|--|
| Safe and thriving places | STP13   | Number of Private Sector Disabled Facilities Grants (DFG) cases on waiting list        |    | n/a       | n/a             | n/a             | n/a          | 83             | 62                | ↓   | N/A - Tracking   | TBC                                    | N/A                               | The numbers on the DFG waiting list are continuing to reduce since the return of a Full Time Senior Surveyor who has been able to pick up new cases and allocate others more efficiently from the NNC waiting list. A candidate has been interviewed for the Junior Surveyor position so we are currently in discussions with Opus re employment, and we have recently offered somebody the Surveyor role. Once they have started with us, we hope to see a significant reduction on existing waiting list numbers, although we have agreed for the Occupational Therapy department to send through an increased number of referrals per month, which will of course increase new numbers. |
| Safe and thriving places | STP14   | Number of Private Sector Disabled Facilities Grants completions                        |    | n/a       | 46              | 38              | 84           | 17             | 9                 | ↓R  | Higher is better | 168 (14 per month)                     | TBD                               | The number of DFG completions remains relatively static due to lack of resources within the team, and difficulties with the number of contractors that have very long lead times due to their increased demand for work since Covid so it is taking much longer for jobs to start and finish. The 30 day invoice procedure is also causing delays, meaning that a job may be complete but is not recorded as complete until the payment has been made which could be the following month.  |
| Active, fulfilled lives  | AFL15   | Total number of homeless approaches  |    | n/a       | 862             | 1060            | 1922         | 357            | 388               | ↑   | N/A              | N/A - monitoring levels of demand only | N/A                               | 3,863 households approached the Council as homeless during 2021/22, which is an average of 320 approaches per month. Currently the Housing Options Team have a live caseload of approx. 1050 cases and during July there was an increase in the no of approaches from 357 - 388 so there remains a high incoming demand and concerns that this trend of increasing demand is set to continue further.  |
| Active, fulfilled lives  | AFL16   | Number of households accepted as owed the main housing duty                            |    | n/a       | 66              | 58              | 124          | 26             | 24                | ↓   | N/A              | 288 (24 per month)                     | TBD (currently using standard 5%) | This measure indicates the number of households that have been accepted by the Council as homeless due to being unintentionally homeless, eligible for assistance and have a priority need and for which the Council has been unable to achieve a positive housing solution during the prevention and relief stages of the process (AFL13 and AFL14). During 2021/22 there were 284 households accepted as being owed the main housing duty. There was a decrease in decisions made in July, likely impacted by annual leave but increased substantially in August and numbers similar in September.   |
| Active, fulfilled lives  | AFL17   | Total number of households living in temporary accommodation                           |    | n/a       | n/a             | n/a             | n/a          | 193            | 203               | ↑   | Lower is better  | 200                                    | TBD                               | As expected, and because of the increased number of households being approved for placement into temporary accommodation, the total number of households living in temporary accommodation has risen. It is important to note that the number of households placed outside of North Northamptonshire remains low.<br><br>*This figure is for statutory duty placements only and does not include the additional cohort of rough sleepers accommodated under discretionary powers*  |
| Active, fulfilled lives  | AFL18   | Number of households with family commitments living in bed and breakfast accommodation |   | n/a       | n/a             | n/a             | n/a          | 0              | 3                 | ↑R  | Lower is better  | 0                                      | TBD                               | As a result of the increased number of households being approved for placement into temporary accommodation, and lack of available self contained accommodation in North Northamptonshire, some families have been placed in hotel accommodation instead of being placed out of area. The team monitors these cases on a daily basis to ensure their stay in hotel accommodation is kept to an absolute minimum.   |
| Active, fulfilled lives  | AFL19   | Number of rough sleepers rehoused into accommodation                                   |  | n/a       | 20              | 39              | 59           | 13             | 18                | ↑G  | Higher is better | 60 per year (5 per month)              | TBD                               | During the month of September we have supported and helped 12 people direct from the streets into Supported Accommodation or private rent. In addition to those 12, 3 have been placed into council discretionary temporary accommodation while we continue to support them to secure a permanent tenancy, whilst addressing any support needs. We have supported 6 individuals successfully to move on from discretionary temporary accommodation into long term housing solutions, and supported accommodation schemes.  |

Adults, Communities & Wellbeing

| Key Commitment                   | Ref No. | Description of Performance Indicator   | Infographic / Chart   | Benchmark | Quarter 1 22-23 | Quarter 2 22-23 | Year to Date | August 2022/23                         | September 2022/23 | Direction of Travel (Aug - Sep or Latest) | Polarity         | Target  | Tolerance | Comments   |
|----------------------------------|---------|--|---|-----------|-----------------|-----------------|--------------|--|-------------------|---|------------------|---|-----------|--|
| <b>Communities and Libraries</b> |         |  |   |           |                 |                 |              |  |                   |   |                  |   |           |  |
| Active, fulfilled lives          | AFL09   | Number of physical visits to libraries   |  | n/a       | 99,058          | 110,604         | 209,662      | 38,513                                 | 34,733            | ↓   | Higher is better | September target: 20,680<br>Annual target: 246,187                                      | 0         | September is the third highest month for visits this year, just falling behind August and July which see increases due to the Summer Reading Challenge. This demonstrates continued return of customer confidence since Covid.   |
| Safe and thriving places         | STP01   | Number of new business started with support from the BIPC Northamptonshire                 |  | n/a       | 7               | 11              | 18           | n/a (reported quarterly)               | 11                | ↑G  | Higher is better | 6.25 Quarterly<br>25 Annual   | 0         | On track to exceed target. Expecting similar returns for Qs 3 and 4.   |
| Active, fulfilled lives          | AFL10   | Number of participants in the Summer Reading Challenge                                     | 3361 participants in summer reading challenge 2022                                | n/a       | n/a             | n/a             | 3,361        | n/a (reported annually around October) | 3,361             | N/A                                       | Higher is better | 3,150   | 0         |  |
| Safe and thriving places         | STP02   | Number of satisfactory Anti-Social Behaviour resolutions by North Northamptonshire Council |  | n/a       | 80.60%          | 78.50%          | 79.66%       | n/a (reported quarterly)               | 78.50%            | ↓   | Higher is better | No target - tracking indicator only   | N/A       | The Corby locality continues to trial the monitoring of ASB case resolution, which is conducted by contacting each complainant to ascertain whether they are satisfied with the outcome of their case. % for q2 is 22 from 28 who responded. The arrangement for Corby is being extended to Kettering as part of the ASB review and this will form part of the outturn data for the further 2 quarters for this reporting year.  |
| Safe and thriving places         | STP03   | Number of repeat incidents of reported domestic abuse incidents                            |  | n/a       | 184             | 172             | 356          | n/a (reported quarterly)               | 172               | ↓G  | Lower is better  | 22-<br>2+V61:X61target<br>ets.  | 0         | July: 63, August: 57, September: 52.<br>Corby: 37, East Northants: 42, Kettering: 43, Wellingborough: 50<br>The data is taken from Northants Police 'Boxi' data reports, which provide outturn data on a wide range of crime areas and incidents reported. We will utilise the data collected over this performance year and set targets for future years based on that profile. The data will also inform our responses to domestic violence and our partnership strategies through the Community Safety Partnership. |
| Connected communities            | CNC02   | Total amount of funding released via small discretionary grants into organisations         | 24% of funding released via small discretionary grants into organisations         | n/a       | n/a             | n/a             | 24%          | n/a Half Yearly frequency              | 24%               | ↔   | Higher is better | Track for the first 6 months 100% target to be reached at the end of the financial year | 2%        | On track - total released to date is £38,249 which is 24.2% of the total amount of funding.<br>There is a further £17,495 which has been committed to for round 1 and so the total committed to is £55,744 (which is 35.28% of the total amount of funding). Discretionary grants are currently under review as to when the second round will be open.   |





## North Northamptonshire Council Performance Report - September 2022

### Key to Performance Status Colours

| Progress Status Key:   |
|--|
| Green - On target or over-performing against target  |
| Amber - Under-performing against target but within 5% corporate tolerance (or other agreed tolerance as specified) |
| Red - Under-performing against target by more than 5% (or other agreed tolerance as specified)                     |
| Dark Grey - Data missing   |
| Grey - Target under review   |
| Turquoise - Tracking Indicator only  |
| Children's Trust Progress Status Key:  |
| Green - At target or better  |
| Amber - Below target - within tolerance  |
| Red - Below target - outside tolerance   |
| Grey - No RAG  |

| Direction of Travel Key  |  |
|--|--|
| An acceptable range = within 5% of the last period's performance |  |
| ↑G   | Performance has improved from the last period – Higher is better   |
| ↓G   | Performance has improved from the last period – Lower is better  |
| ↑  | Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Lower is better  |
| →  | Performance has stayed the same since the last period  |
| ↓  | Performance has deteriorated but is still on or above target or within an acceptable range of 5% of the last period – Higher is better |
| ↑R   | Performance has deteriorated from the last period – Lower is better  |
| ↓R   | Performance has deteriorated from the last period – Higher is better   |
| ↑  | Actual increased - neither higher or lower is better   |
| ⇔  | Actual has stayed the same since the last period - neither higher or lower is better   |
| ↓  | Actual decreased - neither higher or lower is better   |
| Children's Trust Direction of Travel Key                         |  |
| ↑G   | Performance improved since last month  |
| →  | Performance the same as last month   |
| ↓A   | Performance declined since last month  |

### Performance Terminology key

|                               |  |
|-------------------------------|--|
| TBC                           | To be confirmed  |
| TBD                           | To be determined   |
| n/a                           | Not applicable   |
| Actual                        | The actual data (number/percentage) achieved during the reporting period   |
| Benchmark                     | A comparator used to compare the Council's performance against. The 2020/21 average for Unitary Councils in England has been used where available unless otherwise stated. |
| Numerator                     | Number as part of the percentage calculation which shows how many of the parts indicated by the denominator are taken. See example below.                                  |
| Denominator                   | The total number which the numerator is divided by in a percentage. See example below.   |
| EXAMPLE Performance Indicator | % Calls answered   |
| Numerator                     | Number of calls answered   |
| Denominator                   | Total number of calls received   |

Governance & HR

Human Resources

| Key Commitment         | Ref No. | Description of Performance Indicator   | Infographic / Chart | Benchmark   | Human Resources                |                                |                                 |                                     |                                     | Direction of Travel (Aug - Sep or Latest) | Polarity        | Target   | Tolerance                                      | Comments   |
|------------------------|---------|--|---------------------|---|--------------------------------|--------------------------------|---------------------------------|-------------------------------------|-------------------------------------|---|-----------------|--|--|--|
|                        |         |  |                     |   | Quarter 1 22-23                | Quarter 2 22-23                | Year to Date                    | August 2022/23                      | September 2022/23                   |   |                 |  |  |  |
| Modern Public Services | MPS06   | Average number of working days lost per Full time Equivalent (FTE) employee (short term) |                     | Local Government 'single tier' national average - 9.2 days lost per employee over 12 months (0.77 days lost per month). ST average for 12 months is 3.8 days lost and LT is 5.4 days lost | 0.8 days lost per Fte employee | 0.9 days lost per Fte employee | 1.76 days lost per FTE employee | 0.23 Fte days lost per Fte employee | 0.28 Fte days lost per Fte employee | ↑   | Lower is better | Target for the full year is <b>9.2 days</b> combined as per the Benchmark (3.8 ST and 5.4 LT). This equates to <b>0.77 days lost per FTE per month</b> . | 0.32 days (Tolerance = 15% - 0.32 - 0.37 days) | There has been a slight increase in both ST and LT sickness from the previous month, however this is to be expected as we enter the autumn/winter months - in line with previous years. This months overall absence (0.83) is comparable to September 2021 (0.81). |
|                        | MPS07   | Average number of working days lost per Full time Equivalent (FTE) employee (long term)  |                     | Local Government 'single tier' national average - 9.2 days lost per employee over 12 months (0.77 days lost per month). ST average for 12 months is 3.8 days lost and LT is 5.4 days lost | 1.7 days lost per Fte employee | 2.1 days lost per Fte employee | 3.82 days lost per FTE employee | 0.54 Fte days lost per Fte employee | 0.55 Fte days lost per Fte employee | ↑   | Lower is better | Target for the full year is <b>9.2 days</b> combined as per the Benchmark (3.8 ST and 5.4 LT). This equates to <b>0.77 days lost per FTE per month</b> . | 0.45 days (Tolerance = 15% - 0.45 - 0.52 days) |  |
| Modern Public Services | MPS11   | Amount of Spend on Agency Staff within each Directorate                                  |                     | n/a   | £1,864,458                     | £2,356,131                     | £4,220,589                      | £881,429                            | £796,917                            | ↓G  | Lower is better | No target - tracking indicator only  | N/A  | Opus spend only - agency spend decreased - based on 4 week month as opposed to 5 week month in August.   |

**September 2022 HR Workforce Data Report**

**Sickness Absence Data by Assistant Directorate - April 2022 - September 2022**

YTD: Year to Date  
FTE: Full Time Equivalent

| Assistant Directorate*   | Sickness Absence                   |             |             |             |             |             |  |  |
|--|------------------------------------|-------------|-------------|-------------|-------------|-------------|--|--|
|  | YTD Fte days lost per Fte employee |             |             |             |             |             | Sep-22 % of workforce to have sickness | Sep-22 No' of employees to hit trigger |
|  | Apr-22                             | May-22      | Jun-22      | Jul-22      | Aug-22      | Sep-22      |  |  |
| Adult Services   | 1.20                               | 2.51        | 3.82        | 5.33        | 7.25        | 8.96        | 19%                                    | 16.00                                  |
| Commissioning & Performance  | 0.46                               | 0.98        | 1.07        | 1.67        | 3.10        | 3.47        | 4%                                     | 1.00                                   |
| Housing and Communities  | 0.98                               | 1.91        | 2.53        | 3.21        | 3.77        | 5.07        | 13%                                    | 16.00                                  |
| HRA  | 1.05                               | 2.45        | 4.07        | 6.05        | 7.91        | 10.04       | 18%                                    | 21.00                                  |
| Public Health  | 0.35                               | 0.78        | 0.99        | 1.29        | 1.47        | 1.60        | 4%                                     |  |
| Safeguarding, Wellbeing and Provider Services                                | 1.01                               | 1.94        | 2.84        | 4.08        | 5.08        | 6.09        | 14%                                    | 13.00                                  |
| <b>Adults, Communities and Wellbeing Services Total</b>                      | <b>0.95</b>                        | <b>1.98</b> | <b>2.94</b> | <b>4.13</b> | <b>5.34</b> | <b>6.62</b> | <b>14%</b>                             | <b>67.00</b>                           |
| Assistant Chief Executive  | 0.41                               | 0.63        | 0.43        | 0.67        | 0.77        | 0.78        | 0%                                     |  |
| Chief Executive's Office   | 0.00                               | 0.00        | 0.00        | 1.17        | 1.18        | 1.17        | 0%                                     |  |
| <b>Chief Executive Office Total</b>  | <b>0.29</b>                        | <b>0.47</b> | <b>0.30</b> | <b>0.83</b> | <b>0.90</b> | <b>0.91</b> | <b>0%</b>                              | <b>0.00</b>                            |
| Assistant Director Education   | 0.63                               | 1.13        | 1.49        | 2.48        | 2.92        | 3.04        | 5%                                     |  |
| Commissioning & Partnerships (includes client role for Children's T Schools) | 0.00                               | 0.21        | 0.20        | 0.20        | 0.38        | 0.38        | 0%                                     |  |
|  | 0.42                               | 0.84        | 1.25        | 3.08        | 3.88        | 4.82        | 13%                                    | 3.00                                   |
| <b>Childrens Services Total</b>  | <b>0.50</b>                        | <b>0.95</b> | <b>1.31</b> | <b>2.55</b> | <b>3.12</b> | <b>3.54</b> | <b>8%</b>                              | <b>3.00</b>                            |
| Audit and Risk   | 0.00                               | 0.00        | 0.00        | 0.00        | 0.00        | 0.00        | 0%                                     |  |
| Finance Accountancy  | 0.00                               | 0.00        | 0.00        | 0.00        | 0.00        | 0.00        | 0%                                     |  |
| Finance and Strategy   | 0.64                               | 1.32        | 2.57        | 3.92        | 3.97        | 4.87        | 5%                                     | 1.00                                   |
| Procurement  | 0.46                               | 0.46        | 0.47        | 0.47        | 0.47        | 0.46        | 0%                                     |  |
| Revenues and Benefits  | 1.01                               | 2.00        | 3.26        | 4.06        | 4.70        | 5.21        | 15%                                    | 2.00                                   |
| <b>Finance Services Total</b>  | <b>0.80</b>                        | <b>1.57</b> | <b>2.63</b> | <b>3.57</b> | <b>3.97</b> | <b>4.51</b> | <b>10%</b>                             | <b>3.00</b>                            |
| Human Resources  | 0.10                               | 0.29        | 0.67        | 0.96        | 1.16        | 1.67        | 6%                                     | 1.00                                   |
| Legal and Democratic Services  | 0.45                               | 0.81        | 1.43        | 2.06        | 2.64        | 3.83        | 10%                                    | 3.00                                   |
| <b>Governance &amp; HR Total</b>   | <b>0.24</b>                        | <b>0.51</b> | <b>0.99</b> | <b>1.42</b> | <b>1.78</b> | <b>2.58</b> | <b>7%</b>                              | <b>4.00</b>                            |
| Assets and Environment   | 0.64                               | 1.35        | 2.73        | 4.09        | 5.25        | 6.63        | 17%                                    | 11.00                                  |
| Directorate Management   | 0.00                               | 0.00        | 0.00        | 0.00        | 0.00        | 0.00        | 0%                                     |  |
| Growth and Regeneration  | 0.45                               | 0.80        | 1.25        | 1.66        | 1.95        | 2.29        | 6%                                     | 1.00                                   |
| Highways and Waste   | 0.98                               | 2.85        | 4.45        | 5.94        | 7.02        | 7.58        | 16%                                    | 5.00                                   |
| Regulatory Services  | 0.46                               | 0.84        | 1.11        | 1.49        | 1.97        | 2.86        | 9%                                     | 3.00                                   |
| <b>Place and Economy Services Total</b>                                      | <b>0.67</b>                        | <b>1.60</b> | <b>2.69</b> | <b>3.75</b> | <b>4.60</b> | <b>5.50</b> | <b>13%</b>                             | <b>20.00</b>                           |
| Customer Services  | 1.18                               | 2.03        | 3.33        | 5.15        | 6.11        | 7.11        | 14%                                    | 6.00                                   |
| IT   | 0.00                               | 0.14        | 0.35        | 1.01        | 1.12        | 2.38        | 9%                                     | 1.00                                   |
| Transformation   | 0.40                               | 1.22        | 2.22        | 3.41        | 3.55        | 3.55        | 0%                                     |  |
| <b>Transformation Total</b>  | <b>0.73</b>                        | <b>1.41</b> | <b>2.40</b> | <b>3.80</b> | <b>4.37</b> | <b>5.16</b> | <b>10%</b>                             | <b>7.00</b>                            |
| <b>NNC Total</b>   | <b>0.78</b>                        | <b>1.64</b> | <b>2.55</b> | <b>3.66</b> | <b>4.58</b> | <b>5.59</b> | <b>12%</b>                             | <b>104.00</b>                          |

|                                       | Sep-22                                    |   |                                       |                                       |
|---------------------------------------|---|---|---------------------------------------|---------------------------------------|
|                                       | Monthly Fte days lost per Fte employee ST | Monthly Fte days lost per Fte employee LT | YTD Fte days lost per Fte employee ST | YTD Fte days lost per Fte employee LT |
| <b>Adults, Communities, Wellbeing</b> | 0.32                                      | 0.71                                      | 2.11                                  | 4.52                                  |
| <b>Chief Executive Office</b>         | 0.00                                      | 0.00                                      | 0.91                                  | 0.00                                  |
| <b>Childrens Services</b>             | 0.12                                      | 0.27                                      | 1.07                                  | 2.47                                  |
| <b>Finance Services</b>               | 0.18                                      | 0.24                                      | 1.08                                  | 3.44                                  |
| <b>Governance &amp; HR</b>            | 0.13                                      | 0.46                                      | 0.86                                  | 1.73                                  |
| <b>Place and Economy Services</b>     | 0.34                                      | 0.49                                      | 1.75                                  | 3.75                                  |
| <b>Transformation</b>                 | 0.26                                      | 0.36                                      | 1.74                                  | 3.42                                  |
| <b>NNC Total</b>                      | <b>0.28</b>                               | <b>0.55</b>                               | <b>1.76</b>                           | <b>3.82</b>                           |

**Sickness Absence Definition - August** Fte days lost per Fte employee is a nationally used calculation where the total number of days of absence are divided by the total number of FTE (full time equivalent) employees available to work. April - September 2022/23 sickness data shows that on average each Fte employee has had 5.59 days of sickness so far this year with a projected figure for the year 2022/23 of 11.17 days.

Establishment Data by Assistant Directorate - September 2022

| Assistant Directorate                                   | Employees   |                | Posts       |                | Vacancies   |               | Agency             |                |                             | Voluntary Turnover** |             |                | Starters        |                |
|---|-------------|----------------|-------------|----------------|-------------|---------------|--------------------|----------------|-----------------------------|----------------------|-------------|----------------|-----------------|----------------|
|   | Headcount   | Fte            | Number      | Fte            | Number      | Fte           | Covering Vacancies | Super-numerate | Opus Agency Spend* (£000's) | Rolling              | Monthly     | No' of Leavers | No' of Starters | % of workforce |
| Adult Services  | 261         | 233.01         | 354         | 338.75         | 106         | 102.10        | 10                 |                | £38                         | 17.9%                | 1.1%        | 3              | 1               | 0.4%           |
| Commissioning & Performance                             | 94          | 88.91          | 125         | 121.08         | 25          | 22.72         | 9                  |                | £28                         | 14.0%                | 1.1%        | 1              | 4               | 4.3%           |
| Housing and Communities                                 | 300         | 215.76         | 650         | 467.56         | 180         | 103.04        | 4                  |                | £47                         | 15.6%                | 1.3%        | 4              | 7               | 2.3%           |
| HRA   | 253         | 225.49         | 382         | 359.32         | 78          | 68.40         | 69                 |                | £66                         | 19.5%                | 1.2%        | 3              | 1               | 0.4%           |
| Public Health   | 139         | 129.45         | 240         | 231.10         | 74          | 68.97         | 29                 |                | £14                         | 16.6%                | 0.0%        | 0              | 3               | 2.2%           |
| Safeguarding, Wellbeing and Provider Services           | 302         | 253.70         | 399         | 388.24         | 108         | 108.00        | 48                 |                | £96                         | 23.8%                | 1.0%        | 3              | 6               | 2.0%           |
| <b>Adults, Communities and Wellbeing Services Total</b> | <b>1349</b> | <b>1146.32</b> | <b>2150</b> | <b>1906.05</b> | <b>571</b>  | <b>473.23</b> | <b>169</b>         | <b>0</b>       | <b>£289</b>                 | <b>18.6%</b>         | <b>1.0%</b> | <b>14</b>      | <b>22</b>       | <b>1.6%</b>    |
| Assistant Chief Executive                               | 21          | 19.59          | 41          | 39.18          | 18          | 17.48         |                    |                | £5                          | 19.4%                | 0.0%        | 0              | 0               | 0.0%           |
| Chief Executive's Office                                | 12          | 11.16          | 16          | 15.54          | 4           | 4.00          |                    |                | £9                          | 0.0%                 | 0.0%        | 0              | 0               | 0.0%           |
| <b>Chief Executive Office Total</b>                     | <b>33</b>   | <b>30.76</b>   | <b>57</b>   | <b>54.72</b>   | <b>22</b>   | <b>21.48</b>  | <b>0</b>           | <b>0</b>       | <b>£14</b>                  | <b>13.8%</b>         | <b>0.0%</b> | <b>0</b>       | <b>0</b>        | <b>0.0%</b>    |
| Assistant Director Education                            | 99          | 94.36          | 150         | 147.54         | 48          | 46.61         | 8                  | 12             | £176                        | 33.4%                | 2.0%        | 2              | 1               | 1.0%           |
| Commissioning & Partnerships                            | 15          | 13.23          | 28          | 20.00          | 9           | 4.00          | 1                  | 3              |                             | 14.4%                | 0.0%        | 0              | 0               | 0.0%           |
| Schools   | 80          | 69.21          | 124         | 116.55         | 44          | 43.49         |                    |                | £8                          | 8.3%                 | 2.5%        | 2              | 2               | 2.5%           |
| <b>Childrens Services Total</b>                         | <b>194</b>  | <b>176.79</b>  | <b>302</b>  | <b>284.09</b>  | <b>101</b>  | <b>94.10</b>  | <b>9</b>           | <b>15</b>      | <b>£184</b>                 | <b>21.1%</b>         | <b>2.1%</b> | <b>4</b>       | <b>3</b>        | <b>1.5%</b>    |
| Audit and Risk  | 7           | 6.62           | 15          | 15.00          | 8           | 8.00          |                    |                |                             | 60.0%                | 0.0%        | 0              | 0               | 0.0%           |
| Finance Accountancy                                     | 4           | 2.72           | 23          | 21.45          | 13          | 11.59         | 6                  | 1              |                             | 19.7%                | 0.0%        | 0              | 0               | 0.0%           |
| Finance and Strategy                                    | 42          | 39.94          | 37          | 35.76          | 11          | 12.00         | 2                  |                |                             | 15.4%                | 0.0%        | 0              | 0               | 0.0%           |
| Procurement   | 10          | 9.43           | 14          | 14.00          | 3           | 4.00          |                    |                |                             | 0.0%                 | 0.0%        | 0              | 0               | 0.0%           |
| Revenues and Benefits                                   | 96          | 83.36          | 120         | 106.92         | 21          | 18.45         | 11                 |                | £20                         | 13.8%                | 2.1%        | 2              | 0               | 0.0%           |
| <b>Finance Services Total</b>                           | <b>159</b>  | <b>142.07</b>  | <b>209</b>  | <b>193.13</b>  | <b>56</b>   | <b>54.04</b>  | <b>19</b>          | <b>1</b>       | <b>£20</b>                  | <b>14.7%</b>         | <b>1.3%</b> | <b>2</b>       | <b>0</b>        | <b>0.0%</b>    |
| Human Resources   | 82          | 72.65          | 113         | 107.57         | 24          | 24.00         | 5                  | 2              | £16                         | 16.7%                | 1.2%        | 1              | 1               | 1.2%           |
| Legal and Democratic Services                           | 52          | 45.85          | 106         | 79.96          | 28          | 16.31         | 12                 |                | £111                        | 15.3%                | 1.9%        | 1              | 0               | 0.0%           |
| <b>Governance &amp; HR Total</b>                        | <b>134</b>  | <b>118.50</b>  | <b>219</b>  | <b>187.53</b>  | <b>52</b>   | <b>40.31</b>  | <b>17</b>          | <b>2</b>       | <b>£127</b>                 | <b>16.2%</b>         | <b>1.5%</b> | <b>2</b>       | <b>1</b>        | <b>0.7%</b>    |
| Assets and Environment                                  | 224         | 198.48         | 359         | 315.07         | 76          | 69.48         | 13                 |                | £35                         | 19.9%                | 1.8%        | 4              | 3               | 1.3%           |
| Directorate Management                                  | 5           | 5.00           | 5           | 5.00           |             |               |                    |                |                             | 0.0%                 | 0.0%        | 0              | 0               | 0.0%           |
| Growth and Regeneration                                 | 95          | 86.53          | 142         | 134.29         | 43          | 41.75         | 22                 | 3              | £41                         | 11.6%                | 2.1%        | 2              | 0               | 0.0%           |
| Highways and Waste                                      | 185         | 181.62         | 242         | 232.29         | 49          | 45.22         |                    |                | £13                         | 13.1%                | 1.6%        | 3              | 32              | 17.3%          |
| Regulatory Services                                     | 105         | 96.76          | 141         | 132.00         | 27          | 25.40         | 9                  | 1              | £26                         | 18.6%                | 0.0%        | 0              | 1               | 1.0%           |
| <b>Place and Economy Services Total</b>                 | <b>614</b>  | <b>568.38</b>  | <b>889</b>  | <b>818.65</b>  | <b>195</b>  | <b>181.85</b> | <b>44</b>          | <b>4</b>       | <b>£115</b>                 | <b>16.4%</b>         | <b>1.5%</b> | <b>9</b>       | <b>36</b>       | <b>5.9%</b>    |
| Customer Services                                       | 96          | 76.47          | 118         | 104.37         | 8           | 8.45          | 3                  |                | £8                          | 14.0%                | 0.0%        | 0              | 5               | 5.2%           |
| IT  | 33          | 30.27          | 39          | 36.38          | 6           | 5.00          |                    | 4              | £36                         | 21.3%                | 3.0%        | 1              | 1               | 3.0%           |
| Transformation  | 36          | 35.86          | 38          | 38.00          | 2           | 2.00          |                    |                | £4                          | 10.2%                | 0.0%        | 0              | 0               | 0.0%           |
| <b>Transformation Total</b>                             | <b>165</b>  | <b>142.61</b>  | <b>195</b>  | <b>178.75</b>  | <b>16</b>   | <b>15.45</b>  | <b>3</b>           | <b>4</b>       | <b>£48</b>                  | <b>14.6%</b>         | <b>0.6%</b> | <b>1</b>       | <b>6</b>        | <b>3.6%</b>    |
| <b>NNC Total</b>  | <b>2648</b> | <b>2325.42</b> | <b>4021</b> | <b>3622.92</b> | <b>1013</b> | <b>880.46</b> | <b>261</b>         | <b>26</b>      | <b>£797</b>                 | <b>17.7%</b>         | <b>1.2%</b> | <b>32</b>      | <b>68</b>       | <b>2.6%</b>    |

\* The agency spend only includes Opus, it doesn't include any off-contract spend

\*\* LG average turnover benchmark (12.9%)

(Please note the data above is not included within the summary data in Appendix A.)

**Establishment Data by Assistant Directorate - Further Detail and Definitions**

| <b>Establishment Data Heading</b> | <b>Definition</b>  |
|-----------------------------------|--|
| <b>Employees</b>                  | The headcount and Fte (full time equivalent) shows by Directorate the total number and Fte of Employees (excluding casual/zero hours) who have a contract of employment with contracted hours.   |
| <b>Posts</b>                      | The number and Fte (full time equivalent) of posts in each Directorate.<br>The number of posts can differ from the Fte due to the post type, this predominantly relates to bucket posts where the post number is unique but more than one person can occupy the post, typically a bucket post will have budgeted hours of more than 37 (1 Fte) to allow for multiple occupants.            |
| <b>Vacancies</b>                  | The number and Fte (full time equivalent) of vacant posts in each Directorate.<br>The number of vacancies can differ from the Fte due to the post type, this predominantly relates to bucket posts where the post number is unique but more than one person can occupy the post, typically a bucket post will have budgeted hours of more than 37 (1 Fte) to allow for multiple occupants. |
| <b>Agency</b>                     | Opus People Solutions are the councils preferred supplier for temporary workers and provide a breakdown of spend each month, for more specialist roles temporary workers can also be procured through off contract agencies. Only spend through Opus is currently reported.  |
| <b>Absence</b>                    | Fte days lost per Fte employee is a nationally used calculation where the total number of days of absence are divided by the total number of FTE (full time equivalent) employees available to work. April - August sickness data shows that on average each Fte employee has had 4.6 days of sickness so far this year with a projected figure for the year of 11.0.                      |
| <b>Voluntary Turnover</b>         | Those employees (excluding casual/zero hours) who voluntarily left the organisation (including retirement) shown as a % of the average headcount over a rolling year.  |
| <b>Starters</b>                   | New employees to the organisation (excluding casual/zero hours)  |

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Hackney Carriage Fares Tariff</b>  |
| <b>Report Author</b> | George Candler – Executive Director for Place & Economy<br><a href="mailto:George.Candler@northnorthants.gov.uk">George.Candler@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Cllr David Brackenbury – Executive Member for Growth and Regeneration   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

**Appendix A:** Public Consultation Adverts

**Appendix B:** Previous Tariff of Fares

**Appendix C:** Consultation Responses Received

### **1 Purpose of Report**

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- 1.1 The purpose of this report is to provide information regarding objections received to the proposed increase to the Hackney Carriage Fares Tariff/Table of Fares in the Corby zone.
- 1.2 Executive is asked to consider the objections received and determine whether the increases agreed at the meeting on 27<sup>th</sup> September 2022 should stand or whether they should be amended noting that any revised Fares Tariff/Table of Fares recommended are the maximum amount that can be charged, and Hackney Carriage Proprietors are at liberty to charge a lower fare.

### **2. Executive Summary**

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- 2.1 The Licensing Authority has a discretionary power to fix the rate of Hackney Carriage fares within its area and publish a “Table of Fares” which must be displayed in every Hackney Carriage vehicle. Once set, the tariff is the maximum

amount that can be charged by Hackney Carriage Proprietors for all journeys starting and ending in the prescribed geographical area. Hackney Carriage Proprietors can charge a lower fare if they wish but it is an offence to charge more.

- 2.2 Members should be mindful of the need to balance the interests of Hackney Carriage Proprietors with that of the travelling public who use Hackney Carriages. All parties will be impacted by the cost of living pressures.
- 2.3 The Licensing and Appeals Committee considered the matter at their meeting on 9<sup>th</sup> August 2022 and the Executive determined the new Table of Fares at its meeting on 27<sup>th</sup> September 2022.
- 2.4 The four Table of Fares for the four zones approved by the Executive on 27<sup>th</sup> September, were published and shared with the public between 13<sup>th</sup> and 27<sup>th</sup> October 2022. A copy of the public notices advertised are included in **Appendix A**.
- 2.5 The Council received 515 objections relating to the Corby Zone. Where the Council receives objections, there is an obligation to further consider the matter before making its final decision and implementing any increase.
- 2.6 No objections were received relating to the East, Kettering or Wellingborough zones, therefore the advertised Table of Fares approved on 27<sup>th</sup> September, can now be implemented in these zones.

### **3. Recommendations**

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- 3.1 It is recommended that the Executive;
  - a) Approve an increase in fares in the Corby zone based upon the aligned fare tariff detailed in the public notice within **Appendix A**
- 3.2 Reason for Recommendation: The trade previously made representation that an increase in fares is required to ensure that the increased costs of running the service are covered. Since there were no objections received for the East, Kettering or Wellingborough zone, three aligned Table of Fares have been introduced in these areas. Full alignment of fares across all four zones is considered to be important, so that all residents within North Northamptonshire will be subject to the same maximum fare, regardless of where they reside or work.
- 3.3 Alternative Options Considered: The below options were considered for the Corby zone on 27<sup>th</sup> September 2022 and can be reconsidered;
  - i) To recommend the approval of the Corby Hackney Owners Association (CHOA) proposed increase in fare tariff
  - ii) To recommend a different increase in fares
  - iii) Refuse any increase



## 4. Report Background

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4.1 There are currently four separate Hackney Carriage zones aligned to the previous four sovereign council districts and the fares must be separately considered and set for each zone. This will continue until a resolution is passed to remove the zones and designate one new Hackney Carriage licensing area for the whole of North Northamptonshire.

4.2 The previous tariff of fares for each zone are detailed within **Appendix B**. On 27<sup>th</sup> September 2022, the Executive agreed to replace these Table of Fares with a new aligned tariff which equates to the below fares in each of the four zones for a one, two and five mile reference journey;

| Zone           | 1 mile | 2 miles | 5 miles |
|----------------|--------|---------|---------|
| Corby          | 4.40   | 6.80    | 14.00   |
| East           | 4.40   | 6.80    | 14.00   |
| Kettering      | 4.40   | 6.80    | 14.00   |
| Wellingborough | 4.40   | 6.80    | 14.00   |

4.3 The Council is obliged to publish any proposed updated Table of Fares for a 14-day period, and this took place between 13<sup>th</sup> and 27<sup>th</sup> October 2022. No objections were received relating to the East, Kettering or Wellingborough zone, therefore the Table of Fares approved on 27<sup>th</sup> September can now be implemented in these zones as detailed in the public notice within **Appendix A**.

4.4 515 objections were received relating to the Corby zone. Of that total, 451 mirror each other exactly by referring to one or more of the following paragraphs:

- I would like to object to the proposed increase in Taxi Fares as I believe this is not in the interests of the public to increase fares by this amount. I also believe that due to the recent campaigns by Taxi Drivers, they do not believe this fare is appropriate during the cost-of-living crisis. I do believe there should be an appropriate increase.
- As a Taxi Customer, I believe this fare increase is unfair, and during a 'cost of living crisis' this will impact me.
- I believe that this is not in the public interest, and due to the recent campaign driven by the Taxi Drivers of Corby, it is clear that they do not support this proposal of fare increases.
- I urge North Northamptonshire Council to reconsider this proposal, and consult with the Taxi Drivers of Corby, and the Public through a forum to decide on an appropriate fare increase.
- This objection is not to a fare increase at all, but to the proposed fare increase by North Northamptonshire Council.

4.5 In addition to these objections which mirror each other, there were 64 additional responses, whose text is provided at **Appendix C**, which identify the following issues;

- Strong view that taxis in Corby are an inherent part of the public transport system, being used to go to work, the shops, medical appointments, for children to get to school and for socialising.
- Views that this decision will impact those on lower incomes, the elderly and those with mobility issues for the above reasons.
- That the additional cost will force individuals to walk instead of taking a taxi which could result in an increase in the number of assaults, anti-social behaviour and general fear, which could all impact upon mental health. There is also a perception that increased costs could result in people resorting to driving their own vehicles under the influence of alcohol.
- Impact on businesses if people cannot access shops or travel to work.
- Bus services are being reduced and some areas do not have access to a bus service so rely on the use of taxis.
- Elderly people who live outside of Corby rely on taxi services to access medical health services, to shop, to access the town centre or just to visit and meet friends, which is considered to be essential for their mental health.
- Parents who don't drive, or have access to a free school bus, will be impacted since they use shared taxis to get children to school.
- Many people in Corby work in low paid jobs and often work irregular hours and need to use taxis as the buses route/times available do not fit in with their work schedules. The increases proposed are considered to be unaffordable and will have a direct impact on their ability to attend work. This will also impact employers and businesses alike.
- Impact on local businesses, with reduced footfall in shopping areas and patronage in pubs and clubs.
- Reduced business and therefore income for Hackney Carriage drivers.

4.6 A number of the scenarios mentioned in the responses received, refer to journeys which would be pre-booked rather than starting from the taxi rank or after hailing a vehicle. It should be noted that where journeys are booked in advance, the fare can be agreed between the driver and the customer before the start of the journey and there is no requirement for the fare to be calculated by the meter, as long as the fare paid does not exceed the maximum stipulated in the Table of Fares.

## **5. Issues and Choices**

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5.1 It is important to note that the tariff of fares stipulates the maximum fare that can be charged, and drivers can charge less if they wish and can choose not to apply any permitted uplifts.

- 5.2 If it is considered appropriate to amend the previously agreed tariff of fares based upon the consultation responses received, the options to be considered are detailed in paragraph 3.3.

## **6. Next Steps**

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- 6.1 If agreed, the proposed tariff for the Corby zone will come into effect on 24<sup>th</sup> November 2022, unless it is called in for consideration by the Scrutiny Commission, in which case the Council will be required to implement the new tariff before 11<sup>th</sup> January to meet statutory requirements as detailed in paragraph 7.2.6.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

- 7.1.1 There are no resource or financial implications arising from the proposals to the Council, however there will be potential financial implications for Hackney Carriage proprietors and for the travelling public whatever decision is made.

### **7.2 Legal and Governance**

- 7.2.1 A Local Authority has the power to set fares for Hackney Carriages under the provisions of section 65 of the Local Government (Miscellaneous Provisions) Act 1976 which stipulates the Council can fix the rates or fares (which can include time and distance and all other charges in connection with the hire of a vehicle) by way of a table of fares (s.65(1))
- 7.2.2 There is a prescribed process that should be followed by a Local Authority when considering a tariff increase:
- 7.2.3 Where a council makes or varies a table of fares, they shall publish in at least one local newspaper a notice setting out the table of fares and/or variation specifying the period (not less than 14 days from the date of first publication) and the manner in which objections to the table of fares or variation can be made (s.65(2)(a)).
- 7.2.4 The notice should also be available at the council offices for a period of 14 days from the date of first publication and be open to the public for inspection without payment during reasonable hours (s.65(2)(b)).
- 7.2.5 If no objection is made within the period specified in the notice or if objections are withdrawn, the fares shall come into operation on the date of the expiration of the period specified in the notice or the date of withdrawal of the objection (whichever date is later) (s.65(3)).
- 7.2.6 If the objection(s) is not withdrawn the Council shall set a further date (not later than two months after the first specified date) on which the table of fares shall come into force with or without modification as decided by them after consideration of the objections (s.65(4)).

7.2.7 Any fares previously made under s.65 fixing the rates and fares or any table of fares previously shall cease to have effect (s.65(6)).

### **7.3 Relevant Policies and Plans**

7.3.1 Raising Hackney Carriage fares will ensure that the Hackney Carriage trade remains financially viable and will assist the Council in achieving its Corporate Plan priority of enabling people to travel across North Northamptonshire, and beyond.

### **7.4 Risk**

7.4.1 Members should be mindful that the rise in the cost of living has increased costs for taxi drivers which they will need to recover and allowing them to increase their fares will assist. Failure to allow taxi drivers to cover their costs could result in a number of them leaving the profession, reducing the number of taxis available.

7.4.2 The financial impact of rising taxi fares on the travelling public who also face increased costs should also be considered and increased fares could result in customers using taxis less, which could also have an impact on the trade.

### **7.5 Consultation**

7.5.1 The Hackney Carriage trade were consulted on options available for an aligned tariff of fares and the results of this consultation were considered by the Executive on 27<sup>th</sup> September 2022.

7.5.2 The proposed updated Table of Fares approved on 27<sup>th</sup> September was open for public comment between 13<sup>th</sup> and 27<sup>th</sup> October. Separate consultations were undertaken for each of the four zones and a copy of the advertisements placed in the local press are enclosed within **Appendix A**. This information was also made available at each of the principal council offices.

7.5.3 Hackney Carriage licence holders and organisations which represent groups of people who may have a reliance on the use of taxi's, were also made aware of the consultation and invited to provide a response.

7.5.4 Objections received against implementing the suggested changes are detailed within the report or enclosed within **Appendix C** to the report, to allow them to be formally considered, before any altered fare structure is implemented.

### **7.6 Consideration by Executive Advisory Panel**

7.6.1 This report has not been considered through the Executive Advisory Panel process.

## **7.7 Consideration by Scrutiny**

7.7.1 This report has not been considered by the Scrutiny Commission but could form part of the future work programme.

## **7.8 Equality Implications**

7.8.1 Although an increase in fares applies equally to everyone, people who are more reliant on the use of taxi's, such as those with mobility issues or those who live in more rural communities and are more elderly, may be disproportionately negatively impacted by an increase in fares. There is however insufficient data for us to identify the proportion of these groups of people that regularly use public transport, or whether they would be able to afford any increase in taxi fares.

7.8.2 An initial equalities screening assessment identified a potential negative impact from a change in the tariff of fares on differing age groups and people with a disability, therefore a full equalities impact assessment has been carried out.

7.8.3 Organisations representing these groups of people who may have an increased reliance on the use of taxi's, were consulted as part of the public consultation exercise, so that these considerations could be fully assessed.

## **7.9 Climate and Environment Impact**

7.9.1 There are no significant climate impacts arising from the proposed recommendations in this report.

## **7.10 Community Impact**

7.10.1 The Council's discretionary power to determine fares is utilised so as to enable the taxi trade to operate effectively whilst ensuring that the general public can continue to afford to use them. Hackney Carriages provide a valuable door to door service for the community.

## **7.11 Crime and Disorder Impact**

7.11.1 There are no significant crime and disorder impacts arising from the proposed recommendations in this report.

## **8. Background Papers**

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8.1 Local Government Miscellaneous Provisions Act 1976: [Local Government \(Miscellaneous Provisions\) Act 1976 \(legislation.gov.uk\)](#)

8.2 Licensing and Appeals Committee papers 9<sup>th</sup> August 2022: [Agenda for Licensing and Appeals Committee on Tuesday 9th August, 2022, 6.00 pm - North Northamptonshire Council \(moderngov.co.uk\)](#)

8.3 Equalities Impact Assessment:

8.4 Executive Report papers 27<sup>th</sup> September 2022: [Agenda for Executive on Tuesday 27th September, 2022, 10.00 am - North Northamptonshire Council \(moderngov.co.uk\)](https://www.moderngov.co.uk/2022/09/27/agenda-for-executive-on-tuesday-27th-september-2022-10-00-am-north-northamptonshire-council)



## Corby Zone

| <b>Hackney Carriage Table of Fares</b>  | <b>Price</b>                             |
|---|--|
| <b>Tariff 1</b><br>If the distance does not exceed 6/12ths of one mile:-<br>for the whole distance  | £3.20                                    |
| If the distance exceeds 6/12ths of one mile:-<br><br>for the first 6/12ths of one mile of the distance  | £3.20                                    |
| for each subsequent twelfth of a mile or uncompleted part thereof   | £0.20                                    |
| <b><u>Waiting Time:-</u></b><br><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds   | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b><br><b>Tariff 2</b><br><br>For hirings begun after 5am on a Sunday<br><br>For hiring's begun between 11pm and 5am except on Christmas Day, Boxing Day and New Year's Day<br><br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day | + 50% of the above rates                 |
| <b>Tariff 3</b><br><br>For hirings begun 6pm on Christmas Eve to 5am the day following<br><br>Boxing Day and 6pm on New year's Eve to 5am the day following New Year's Day<br><br>If these days fall on a Saturday or Sunday then this rate to extend to 5am following the appointed extra bank holiday days                                    | + 100% over the above rate               |
| <b>ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME</b>   |  |
| Soiling charge (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

Journeys ending outside of the Corby zone will be metered, unless an alternative fare or rate of fare is agreed prior to the commencement of the journey.

No charge in excess of fifty pounds (£50) shall be made in the event of any hirer causing any damage to or soiling the vehicle hired in any way, whether by vomiting, urinating, spitting or otherwise.



### East Northamptonshire Zone

| <b>Hackney Carriage Table of Fares</b>  | Price                                    |
|---|--|
| <b>Tariff 1</b><br>If the distance does not exceed 6/12ths of one mile:-<br>for the whole distance  | £3.20                                    |
| If the distance exceeds 6/12ths of one mile:-<br><br>for the first 6/12ths of one mile of the distance  | £3.20                                    |
| for each subsequent twelfth of a mile or uncompleted part thereof   | £0.20                                    |
| <b><u>Waiting Time:-</u></b><br><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds   | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b><br><b>Tariff 2</b><br><br>For hirings begun after 5am on a Sunday<br><br>For hiring's begun between 11pm and 5am except on Christmas Day, Boxing Day and New Year's Day<br><br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day | + 50% of the above rates                 |
| <b>Tariff 3</b><br><br>For hirings begun 6pm on Christmas Eve to 5am the day following<br><br>Boxing Day and 6pm on New year's Eve to 5am the day following New Year's Day<br><br>If these days fall on a Saturday or Sunday then this rate to extend to 5am following the appointed extra bank holiday days                                    | + 100% over the above rate               |
| <b>ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME</b>   |  |
| Soiling charge (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

Journeys ending outside of the East Northamptonshire zone will be metered, unless an alternative fare or rate of fare is agreed prior to the commencement of the journey.

No charge in excess of fifty pounds (£50) shall be made in the event of any hirer causing any damage to or soiling the vehicle hired in any way, whether by vomiting, urinating, spitting or otherwise.





### Kettering Zone

| <b>Hackney Carriage Table of Fares</b>  | <b>Price</b>                             |
|---|--|
| <b>Tariff 1</b><br>If the distance does not exceed 6/12ths of one mile:-<br>for the whole distance  | £3.20                                    |
| If the distance exceeds 6/12ths of one mile:-<br><br>for the first 6/12ths of one mile of the distance  | £3.20                                    |
| for each subsequent twelfth of a mile or uncompleted part thereof   | £0.20                                    |
| <b><u>Waiting Time:-</u></b><br><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds   | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b><br><b>Tariff 2</b><br><br>For hirings begun after 5am on a Sunday<br><br>For hiring's begun between 11pm and 5am except on Christmas Day, Boxing Day and New Year's Day<br><br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day | + 50% of the above rates                 |
| <b>Tariff 3</b><br><br>For hirings begun 6pm on Christmas Eve to 5am the day following<br><br>Boxing Day and 6pm on New year's Eve to 5am the day following New Year's Day<br><br>If these days fall on a Saturday or Sunday then this rate to extend to 5am following the appointed extra bank holiday days                                    | + 100% over the above rate               |
| <b>ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME</b>   |  |
| Soiling charge (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

Journeys ending outside of the Kettering zone will be metered, unless an alternative fare or rate of fare is agreed prior to the commencement of the journey.

No charge in excess of fifty pounds (£50) shall be made in the event of any hirer causing any damage to or soiling the vehicle hired in any way, whether by vomiting, urinating, spitting or otherwise.



### Wellingborough Zone

| <b>Hackney Carriage Table of Fares</b>  | <b>Price</b>                             |
|---|--|
| <b>Tariff 1</b><br>If the distance does not exceed 6/12ths of one mile:-<br>for the whole distance  | £3.20                                    |
| If the distance exceeds 6/12ths of one mile:-<br><br>for the first 6/12ths of one mile of the distance  | £3.20                                    |
| for each subsequent twelfth of a mile or uncompleted part thereof   | £0.20                                    |
| <b><u>Waiting Time:-</u></b><br><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds   | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b><br><b>Tariff 2</b><br><br>For hirings begun after 5am on a Sunday<br><br>For hiring's begun between 11pm and 5am except on Christmas Day, Boxing Day and New Year's Day<br><br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day | + 50% of the above rates                 |
| <b>Tariff 3</b><br><br>For hirings begun 6pm on Christmas Eve to 5am the day following<br><br>Boxing Day and 6pm on New year's Eve to 5am the day following New Year's Day<br><br>If these days fall on a Saturday or Sunday then this rate to extend to 5am following the appointed extra bank holiday days                                    | + 100% over the above rate               |
| <b>ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME</b>   |  |
| Soiling charge (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

Journeys ending outside of the Wellingborough zone will be metered, unless an alternative fare or rate of fare is agreed prior to the commencement of the journey.

No charge in excess of fifty pounds (£50) shall be made in the event of any hirer causing any damage to or soiling the vehicle hired in any way, whether by vomiting, urinating, spitting or otherwise.

## CORBY – AUTHORISED HACKNEY CARRIAGE FARES

|  |   |
|--|---|
| <p><b>a) MILEAGE</b></p> <p>If the distance does not exceed 387 yards (354 metres) for the whole distance.</p> <p>If the distance exceeds 387 yards (354 metres) for the first 387 yards (354 metres)</p> <p>Then for each subsequent 119 yards (109 metres) or uncompleted part thereof</p> | <p><b>Fare</b></p> <p>£2.20</p> <p>£2.20</p> <p>10p</p>                                 |
| <p><b>(b) WAITING TIME</b></p> <p>For each period of 20 seconds or uncompleted part thereof</p>  | <p>10p</p>  |
| <p><b>(c) EXTRA CHARGES</b></p> <p>(i) For hiring commenced between the hours of 11.00pm and 5.00am</p> <p>(ii) For each hiring affected on all Bank Holidays</p> <p>(iii) A soiling charge of <b>£25</b> will be applied where Hackney Carriage is soiled during operation.</p>             | <p>50% of the rate or fare at (a) above</p> <p>50% of the rate or fare at (a) above</p> |

**EAST – AUTHORISED HACKNEY CARRIAGE FARES**

|   |   |
|---|---|
| <p><b>Fares for distance</b><br/>(i) <b>Mileage:</b></p> <p>If the distance does not exceed 1/2 of a mile (804.68m.) for the whole distance</p> <p>If the distance exceeds 1/2 of a mile (804.68m.) for the 1/2 of a mile</p> <p>For each subsequent 1/15.5 of a mile (113.55yds/103.8m) or uncompleted part thereof</p>  | <p><b>Fare</b></p> <p>£2.80</p> <p>£2.80</p> <p>10 pence</p>  |
| <p><b>Waiting time</b><br/>(ii) For each period of 30 seconds or uncompleted part thereof</p>   | <p>10 pence</p>   |
| <p><b>Extra charges</b></p> <p>(iii) For hiring commenced between midnight and 2am and 6am to 7am</p> <p>For hiring commenced between 2am and 6am</p> <p>For hiring between 6pm on Christmas Eve and 6am on the day following Boxing Day and 6pm on New Year's Eve and 6am on the day following New Year's Day</p> <p>For hiring on Sundays and Bank Holidays</p> <p>For each bicycle, perambulator, or any other package conveyed outside the carriage</p> | <p>50% of the fare</p> <p>100% of the fare</p> <p>100% of the fare</p> <p>50% of the fare</p> <p>10 pence</p> |
| <p><b>SOILING CHARGE</b></p>  | <p><b>£31.50</b></p>  |

**KETTERING – AUTHORISED HACKNEY CARRIAGE FARES**

| <b>Tariff 1    <u>Mileage:</u></b>   | <b>Fare</b>                              |
|--|--|
| <b>If the distance does not exceed 6/12ths of one mile:-</b><br>for the whole distance   | £2.40                                    |
| <b>If the distance exceeds 6/12ths of one mile:-</b><br>for the first 6/12ths of one mile of the distance<br>for each subsequent twelfth of a mile or uncompleted part thereof   | £2.40<br>£0.20                           |
| <b><u>Waiting Time:-</u></b><br><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds  | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b><br><br><b>Tariff 2</b><br><br>For hirings begun after 6am on a Sunday<br><br>For hiring's begun between 11pm and 6am except on Christmas Day, Boxing Day and New Year's Day<br><br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day<br><br>For journeys carrying more than 4 people, providing they are licensed accordingly | + 50% of the above rates                 |
| <b>Tariff 3</b><br><br>For hirings begun 6pm on Christmas Eve to 6am the day following Boxing Day and 6pm on New year's Eve to 6am the day following New Year's Day<br><br>If these days fall on a Saturday or Sunday then this rate to extend to 6am following the appointed extra bank holiday days  | + 100% over the above rate               |
| ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME   |  |
| <b>Soiling charge</b> (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

June 2011

**WELLINGBOROUGH – AUTHORISED HACKNEY CARRIAGE FARES**

|  |                                |
|--|--------------------------------|
| If the distance does not exceed 541.54 yards:-<br>for the whole distance   | <b>Fare</b><br>£2.30           |
| If the distance exceeds 541.54 yards:-<br>for the first 541.54 yards   | £2.30                          |
| for each subsequent 117.33 yards   | 10 pence                       |
| <b>WAITING TIME</b>  |                                |
| For each period of 35 seconds or uncompleted<br>part thereof including periods during the journey when the vehicle<br>is stationary  | 10 pence                       |
| <b>EXTRA CHARGES</b>   |                                |
| For hirings begun between 6am and 11pm on a Sunday   | 25% of the fare                |
| For hirings begun between 11pm and 6am   | 50% of the fare                |
| For hirings begun on Bank Holidays   | 50% of the fare                |
| For hirings begun between 6pm on Christmas Eve<br>and 6am on the day following Boxing Day and 6pm<br>on New Year's Eve and 6am on the day following<br>New Year's Day  | 100% of the fare               |
| When conveying more than 4 passengers between the hours of<br>6am and 11pm   | to increase the fare<br>by 50% |
| When conveying more than 4 passengers between the hours of<br>11pm and 6am   | to increase the fare<br>by 0%  |
| Only <u>one</u> of the above extra charges is permissible at any time  |                                |
| Journeys ending outside the Borough of Wellingborough will be metered unless an<br>alternative tariff is agreed prior to the commencement of the journey.  |                                |
| No charge in excess of fifty pounds (£50) shall be made in the event of any hirer causing<br>any damage to or soiling the vehicle hired in any way whether by vomiting, urinating,<br>spitting or otherwise. |                                |

## Consultation responses

1. I've seen the new proposed charges for taxis in Corby and find them utterly outrageous. It's bad enough that the bus fares within Corby are now a complete rip-off for local people reliant on public transport without the council ruining the local taxi service too. Many local people who cannot afford a car rely on taxis for shopping, health appointments and social contact, and this will hit those in the most need hardest. The local taxi firms who know their customer base extremely well are not even supportive of the plans - which also says a lot about unsustainable this plan is. With the closing of Corby VCS, including the Corby Car Pool, what are you doing to look after vulnerable residents? My 91 year old mother now fears being housebound if she loses her driving license with all these decisions being made that are detrimental to the health and wellbeing of older people. No doubt there are many others feeling the same. These plans will disproportionately negatively affect those who are older or disabled, and those on lower incomes. You have a duty of care to those people and they have a right to be able to live independently. I urge you to drop this plan, listen to Corby taxi drivers and protect your vulnerable residents who are not able to take up the alternative offers of the Voi scooters or cycling.

2. I wish to lodge my objection to the proposed increase in corby taxi cabs. I came to this town in 1968 as a child, At that time the local taxis were run by "Flanagan", the corby taxis have always been affordable to the majority of the towns population, If these increases and new terms are accepted, you will force people to walk home and could lead to increased attacks /violence on our streets, the idiots among us will consider drinking and driving which could inevitably lead to fatalities ( innocent bystanders included). I beg of you, do not encourage this madness and leave our taxis alone, As a pensioner, I for one will not be able to use them at the proposed new rates.

3. Please consider this mail as a formal objection to the proposed increase in taxi fares in the Corby area.

4. Having heard about the impending taxi price increases in the corby area, I would like to inform you that we do not accept these price rises. Corby is a town that has relied heavily on taxis for years, and the business has been busy because of this. Should you go ahead with the price increases you have proposed, not only will you be killing off the taxi business, you will also make it increasingly difficult for pensioners and other vulnerable people who are unable to drive, and also don't have a bus stop right outside their door. It is disgraceful to propose such a huge price increase at such a difficult time. Taxi drivers themselves are against these price hikes as they know it will see them out of a job.

5. I am absolutely disgusted that the council want to increase costs for taxi fares in Corby. Especially as it is not wanted by the taxi companies. We are entering hard times and the council feel the need to bring more hardship to people's lives. This will massively affect lots of people mainly the elderly and disabled. This coming at a time when bus services are also being reduced and some areas do not have a bus service so can only use taxis. Please rethink this proposal before you potentially ruin people's lives and ability to lead a normal life.

6. Regarding the proposed increase in taxi fares for Corby, I am emailing to protest against this increase. This is absolutely not what we want for our town - and we don't want Kettering taxi drivers taking business from our own Corby drivers. This will cause serious financial issues to Corby town folk- especially at this time of countrywide financial crisis. Personally we will be unable to afford the new prices - this will mean people walking home in dark winter nights in danger when normally they would have the safety of taxis. This price rise will have a detrimental effect on everyone - drivers and customers. I do hope that you have a change of heart in this ridiculous action you are proposing and listen to the drivers and members if the public.

7. I am emailing to object the proposed taxi fare increase, this is a risk to the town of Corby and peoples livelihoods. The proposed increases are absurd and not acceptable.

8. As a Taxi Customer, I believe this fare increase is unfair, and during a 'cost of living crisis' this will impact me. A lot of vulnerable people need to use taxi for medical appointment and if price is too high we would suffer ! Also it may be a means to connect with others as vulnerable people may find difficult to use a bus service and unable stand long enough waiting for buses trains etc! I struggle using public transport do to my I'll was I feel safer in a taxi and if prices increase I would lose a lot of independence

9. Corby is a heavy use taxi town, the impact of harmonisation/ raised fares would mean many people would not be able to afford to go to work and back. The elderly would struggle to get to the doctors surgery or chemist to collect prescriptions. It would impact on local business in terms of reduced access to local shops.

10. I live in Corby NN18 ODF - I object to the fare increase. I have a disability and rely on the taxi service for mobility.

11. Please leave our town alone, you are discriminating as I can only travel by taxi, if you force thus totally unacceptable rise you will make me housebound!!! Just leave Corby to decide our own fare rates



12. I want to object to the proposed fares increase for the Corby area. It will affect all ages of the paying public from single parents and families to older people. Currently a taxi is a luxury for a lot of people, as our cost of living rises, causing us all so much worry about daily living costs. Increased taxi fares is a step too far and would stop a lot of people from getting about, so cutting them off from society and isolating them. Please, please, please, please, please, re-think this fares increase as it is not the right thing to do.

13. I object to the proposed changes to the taxi fares in Corby as unfair to the people and taxi drivers in Corby.

14. As part of the public consultation on the proposed fare increases I would like to register my concerns regarding the impact these changes will have. I agree that with the cost of living increasing prices need to increase but the scale of the increase is devastating and I do believe that the views of the taxi operators should have been listened to - they know their consumers best. I live in a small village a few miles outside Corby - when I moved here we had three village shops, various mobile shops and a regular bus service to town. Now we have no shops and no bus service - our elderly residents who had no need to drive previously, or who now cannot drive rely on taxi services to access medical health services, to shop, to access the town centre or just to visit and meet friends - so essential for their mental health. Many currently share pre-planned taxis as with only a state pension funds are already tight but they have no other option - this fare increase is punitive and cruel and is already causing major stress.

My parents are in their 90s but due to their age no longer drive - this week they are told their bus service is axed which they had a bus pass for - they will now be reliant on me being able to take time off work during the day to get them to appts (and drive the 10 mile round trip just to pick them up) or they have to find the funds for a taxi which at the current rates will be a shock to their budget, far less the new rates.

Due to the size and layout of Corby - and the predominant type of industry we have - we have many shift workers who don't drive and are on minimum wage - for some this will be a choice of work or not, and as choosing not to work means they won't get benefits for a long period - it's a choice of eat or not.

For parents who don't drive but are inflicted with the previous county council policy of shutting local schools and building new ones on the outskirts of town - many do not qualify for or have access to a free school bus - so shared taxis are heeded - and again as we head into an economic crisis they have one more major price increase to absorb.

When the govt talked about "levelling up" I genuinely thought this meant bringing services and standards up to the same level for all; it appears the NNC have interpreted this as we have an amazing service here, let's increase the prices and drive those disadvantaged and in lower income brackets even further down.

Taxi fares I agree could/should have a maximum fare set but other than that the companies should be left to sort this out

15. I object to the proposed fare increases. I suffer mental health problems and this is my only mode of transport. This will majorly affect my quality of life. The proposed increases are ridiculous given the already high cost of living.

16. I am emailing to object to the proposal to raise taxi fares in Corby to bring them in line with the rest of the county. Many people in Corby work in minimum pay jobs often working irregular hours and are forced to use taxis as the buses route/times available do not fit in with their work schedules. The increases proposed are unaffordable and will have a direct impact on employee ability to attend work and impact employers and businesses alike.

In addition to this I believe taxi drivers themselves will suffer, both from increased competition from out of town drivers and from a reduction in takings and passengers as many people will no longer be able to afford to use taxis.

In addition to the above I feel the unaffordable increase in fares will cause anxiety and put the well being and safety of women and girls at risk, with women in a vulnerable state more likely to have walk home from pubs in the evenings often through poorly lit areas as they cannot afford a taxi.

I believe the proposed increase in fares will have a direct impact on local businesses too, with footfall falling in our shopping areas and patronage in pubs and clubs reduced. In addition to this, families who have no alternative but to pay the higher cost of taxis in order to get to work or school will suffer a massive reduction in available income at a time when finances are already stretched to crisis point, this proposal will have a direct negative impact on the health and well-being of those dependent on taxis for mobility.

North Northants is made up of a wide range of towns and villages, living standards vary greatly from one place to another. A one size fits all approach is neither appropriate or fair and is to the detriment of the people of Corby.

I strongly object to this proposal.

17. I wish to register my objection to the proposed change to the taxi fare rates in Corby as being unfair to both Drivers and fares.

18. Please note my objection to the proposed taxi fare increases in Corby.

19. I'm writing in objection to the taxi price increases, although I'm guessing this will have about as much effect as the objection to the green bin charges. Please note this objection. I'm not sure who NNC is actually supposed to be working for, but no signs so far that it's the people of Corby.

A lot of very disappointed people in this town, with more and more charges in a time of increasing austerity but with very little to show for the pocket lining that appears to be going on.

20. I wish to object to the Proposed fare Tariff published for the Corby Zone for the following reasons : -

Please take a little time to read this, as I don't think that the North Northamptonshire Council Executive quite realise the implications of the proposed new tariff and the difficulties if implemented that it will cause.

Traditionally and more so than the other zones, Corby has been a taxi town for many years. As far as I know the Hackney trade has been well established since the late fifties, early sixties. Your "project harmonisation" simply does not fit in with Corby and the Corby people. During many discussions and press releases, you have always advocated that the proposed tariff is the maximum and Hackney proprietors can charge less than the advertised tariff, but not more. This in itself is ludicrous as over the last 60 or 70 odd years, the Hackney trade in Corby has always used the published tariff across the board and all Hackneys as far as I know have used the tariff in force at the time. As there is such vehement opposition to the proposed tariff, one of the reasons is that if several Hackneys decide to charge their own reduced tariff, this then creates a "market place" within the Hackney trade itself. Imagine at the Cube taxi rank on a Friday afternoon with several customers going around the drivers who are on the rank and questioning what particular tariff they have in force! Confusion and confrontation will be the order of the day. Notwithstanding the fact that the proposed tariff is the "Kettering" model chosen harmonised tariff, the proposed itemisation of fares on the proposed tariff is far too high! The Corby Zone have NEVER charged 50% for Sunday hirings and to do so would ruin an already depleted trade.

Never mind the politics of all of this for now. The simple facts remain. Despite nearly 1,500 objections to your original harmonisation proposals, you have ignored the numbers and concerns and have still pressed on with this regardless. You have ignored a great proportion of ordinary working class folk and pensioners of Corby by just simply voting for the Harmonised tariff.

I am also sure that now the tariff has been published to the public, you will have another huge response of objections from ordinary folk. In these uncertain times for us all with fuel prices, energy costs, inflation and interest rate rises, this is not the time to introduce such an abhorrent tariff! I would urge all of you to do what His Majesty's government has done with taxes and that is to scrap and reverse your original proposals and proceed with a more agreeable tariff which the trade and public will accept. Who knows, if you do this, then the public may change their perception of North Northamptonshire Council which at the moment is probably in the minus zone for positive Google reviews.

21. I object to the proposed increase in fares in Corby. Many taxi customers rely on taxis to help them go shopping, get to medical appointments, school, etc and this increase does not seem fair.

22. To whom it may concern.

I would like to take this opportunity to complain about the increase in fares for taxis in Corby.

This decision must be reversed before people lose their livelihoods and the patrons of taxis lose a valuable community service.

My vote, where applicable. Will in any future elections will be cast against any sitting members of this council. You are not fit for office.

23. I am emailing you today to express my objection towards the proposed increase on fares for Corby taxis.

Many vulnerable groups rely on the taxi community to get out of their houses and into the surrounding community. I personally know many elderly and disabled individuals who would be house bound without this service. Taxis allow them their freedom, to interact with their friends and loved ones and to join in with the activities the town provides. These are groups who cannot afford the type of increase that has been suggested.

Many people also rely on our taxis when they have been shopping, either at supermarkets or the town centre, and when they have been on nights out to the pubs or clubs.

Making the fares so high that people cannot afford them will increase the amount of people that drive while under the influence of alcohol. This will increase accidents and make the roads unsafe at night. It will also mean that people will have to walk home in the dark late at night, increasing the opportunity for attacks such as sexual harassment, rape and physical and mental abuse. This is extremely worrying for already vulnerable groups such as women.

There are families who rely on taxis to get their children to school and to get themselves to work. Some of these families share taxis which is much better for the environment than if they were to take separate cars. There are lots of people who take a taxi ride to spend money in the town centre, go to the swimming pool, the cinema, to the many restaurants around the town.

People take taxis to get to the doctors, the 8 to 8 clinic and even the hospital.

People from surrounding villages use the service to come into the town centre.

Our bus services have been decreased significantly over the past few years. Some villages are almost cut off from Corby now with maybe 1 bus a day if they are lucky. They are less frequent and, unless they are a very popular route, cannot always be relied upon. The taxi service has filled in the gaps that have been made and has done so incredibly well.

I do believe that the drivers should have a fair wage, especially with all they do for the community. However making the fares so high that people cannot use the service anymore means that many taxi drivers will have to leave the job they love so much.

I really do believe this decision will negatively impact multiple areas of the town from safety to how much money is spent locally.

24. I am contacting you to complain and object to the new Corby taxi tariff increase that is proposed. Taxis should not be a luxury for the chosen few they are a necessity if the prices go up you will find that the people who use them go down so there will be no financial benefit .we don't object to a small rise but what you are preposing is all wrong .If this goes ahead I hope Corby people vote with their feet and use the buses more Please remember a small increase with more passengers is better than a large increase with none.

25. Owning a taxi and repaying my debt it cost to purchase increasing the fair as you want to could result in my business declining leaving me unable to repay.

26. I am emailing to express and register my objection to the fare increases planned for the Corby Zone Hackney cabs. Many people use taxis daily as a form of necessary transport and your proposed increases will make it a luxury, not a means of transport. For a town such as Corby where many of the population receive benefits and are in other words poor, this increase is disgusting and greedy and will put people into hardship/ end the use of taxis all together.

27. Corby is Corby and we look after our own these taxi are a lifeline you are removing from many including vulnerable elderly and those with mobility problems.

28. For many elderly people a taxi is their only means of transport especially for medical appointments. Many will not be able to afford to attend and may avoid seeking necessary medical help. They may also not go shopping for food regularly and find themselves with empty cupboards.

29. The Taxi Drivers deserve an increase, but should be consulted with to come up with a fair increase.

30. I am emailing to express and register my objection to the fare increases planned for the Corby Zone Hackney cabs. Many people use taxis daily as a form of necessary transport and your proposed increases will make it a luxury, not a means of transport. For a town such as Corby where many of the population receive benefits and are in other words poor, this increase is disgusting and greedy and will put people into hardship/ end the use of taxis all together.

31. I would like to lodge my objection to the rise of Corby fares. This will affect small businesses in already tough times. People are choosing to pay bills over trips out or feed their families. These extortionate fares will wipe out taxis in Corby.

32. I am writing about the absurd prices hikes for taxis fare especially at a time like this with all the economic troubles. A lot of vulnerable people rely on taxi including the elderly. You should be ashamed of yourselves. not to mention the over spending on the cube and the underselling of Tesco down the black hills.

33. I am emailing my objection to fare rises in Corby This would be devastating for our town and our taxi service is much needed Our bus service just isn't good enough we need our taxi service but not extortionate prices.

34. I would like to object to the increases you are putting on Corby taxi's. The taxi drivers or the people who use them do not want this increase as well as the cost of living crisis we are in.

35. I object strongly to the intended increase in taxi fares in the Corby area

36. I would like to put forward my objection to increase prices in Corby as I rely heavily on taxis as I don't drive and I am living with long covid and use Corby taxis to get to and from appointments, shopping, attending medical help groups etc and already it is very costly as unfortunately corby's car pool is no longer available and when I seen the proposed price increase I burst into tears as I know it will affect me heavily and so many others too. Please reconsider your proposal as it's going to affect people's health and lives incredibly.

37. As a Taxi Customer, I believe this fare increase is unfair, and during a 'cost of living crisis' this will impact me. Taxis in Corby are a major part of transport for our community for all age groups. Our town uses taxis services for work due to the amount of industry around the outskirts of the town and insufficient bus services. In this current time with cost of living rises additional cost to people is nit acceptable. In addition to this once again why do we need to fall in line with other areas we have been in effect an independent town for all my life so why do we need to fall in line with other areas who have higher priced fares why not bring them down to our level.

38. I personally think the rise your planning for the fares is extremely unfair , how do you expect people with low income to get to work? Because i know i cant afford getting to know with the prices your planning completely selfish and unfair on families taking food out of mouths to pocket you more disgusting. Just to add im a young girl and will have to walk 4 miles in the dark to get home from work as i wont be able to afford a taxi with the dodgey men and horror young girls go through in this town walkinv in the dark is a BIG fear for me

I know im not the only that that will i agree i feel safe in a taxi not talking in the dark getting followed beeped at and stared at constantly for you to even want that horrifies me. It's ridiculous

39. I completely object to your proposed fare increases for Corby taxis. The taxi firms are happy with the rates they currently charge as are the people in our town. By increasing these you are making them unaffordable for a lot of people who rely on them, especially at a time when everything around us is spiralling out of control.

Please listen to the people of Corby and the people who's businesses these are. We used to have an enviable taxi service in this town and, due to covid and other ooses these businesses have had to endure, it has diminished in recent years. By doing this your putting another nail in the coffin.

40. I'm emailing to object to the corby zone proposed taxi fair price hike. It is neither wanted nor needed by anyone in corby. You have taken or changed enough about our town.

41. With all the price rises that are happening at the moment, Mortgage rates going up and housing bills going up and the working-class man's wage not going up. Do you think it's a good idea to increase the taxi fares? Especially when the taxis are happy with fares as they are? I think All of Corby like myself, if asked would be against it. Please think about what a knock-on effect this will have in the town. How many young girls may find they can't afford a taxi and will walk home after a night out. And what the consequences could end being. Then there could be an increase of people drinking and driving. There could end up being more crime on the streets to.

I object to the proposed Corby Zone Tariff.

42. I am submitting my objection to the proposed Corby taxi zone tariff. I think there will be many negative issues come from this including a rise in drink driving, and of people being attacked late at night.

43. As a Taxi Customer, I believe this fare increase is unfair, and during a 'cost of living crisis' this will impact me. I believe it should be a decided by local council officials not a newly formed council who more than likely don't use the taxi service

44. I use taxi most days for work as I don't drive and this would impact me greatly especially as my working week is Saturday to Wednesday. My fair is usually around £8 and this would almost double so I would be woring the first 2 hours of my shift just to pay 1 way. Its barbaric. I could only imagine how the oaps would impacted by this too. These charges are barbaric. Corby people use black cabs for work (6 to 2) 7 days a week and these charges mean people are working for the first hour and a half for nothing just to get to work and then is the journey home again. O.a.ps use black

cabs for day to day life like shopping, hospital/doctors appointments and have very little money at the best of times, even more so now with prices on every thing else going up. Parents use cabs for school runs too. Some of them can't work for a number of reasons. This price increase needs looked at again by people of Corby that actually have a heart and compassion for Corby people. This increase will affect not only the paying public massively but the cab drivers themselves and possibly put them out of business then who knows who'll be driving the cab. Rethink this from a Corby perspective.

45. As a regular black cab user in Corby 5-6 times a week to get to work and take son to activities as not safe to walk around in the evenings as a single mum. The increase will affect me greatly as with not having a pay rise and goodness knows when I'll get one as my employees don't seem to care about staff or residents. I'll have to cancel my sons activities which helps with with Senco issues. I will not be able to afford getting a taxi. Not everyone has a car or wants to and the fact the buses are a joke in this side of the county we'll be isolated. I also object due to the drivers will have their livelihoods affected.

46. I am writing to object towards the new proposed increase for taxi fares. Many people rely on taxis including myself to get to work, school, medical appointments etc. and by upping the fares it means more people will be unable to use taxis. The cost of living is already high so why add more financial problems for people. Taxis will become only available for the wealthy as people on low incomes will not be able to afford taxis. Corby doesn't have great public transport, the buses don't run frequently enough and a lot of times they get cancelled so people then have to turn to taxis. What will they do when they can't afford to get a taxi? I rely on buses/taxis to get to and from work, when my bus gets cancelled then I have to get a taxi. Maybe you should focus on making buses better for the public and not on upping fare costs.

I hope you consider the points that I have made and reconsider upping the fare coats.

47. I have seen the proposed fares for taxis in Corby and I'm very unhappy about this. With the cost of living crisis this is not helping the people of Corby at all.

Not only does it not help the people of Corby but it doesn't help the taxi drivers either letting taxis from Kettering come into our town and take fares.

With all prices rising I can understand a rise in fare prices but these prices are simply unreasonable. I can see more people walking especially at double time which is very dangerous for anyone.



I strongly suggest these prices are reconsidered. I will not be able to afford a taxi now if these fares take place.

I appreciate you taking the time to read this email.

48. I object to the proposed rates for new cab fares in Corby.

Corby people are dependent on the black cabs for work, schools etc.

Especially as the bus network doesn't operate after 6 at night.

We are historically a working class town and a great many people are reliant on our affordable taxi's.

I agree on a small increase, but what is being proposed will result in people being isolated and taxi owners unable to maintain their business's.

As a nurse who depends on taxi's for work, this will in effect wipe out any paltry cost of living increase and cause more hardship for myself.

49. I am writing to object to the increase in taxi fares in Corby

Taxis are a vital source of transport for many people of all ages in Corby where the bus service is not brilliant whether to take them to a Dr's appointment to the supermarket or home from the pub safely

If this service provider prices are increased not only will the the taxi drivers livelihood be affected but the safety of many residents put at risk

Black Cab Taxis are part of Corby history please leave them as they are and stop trying to change things that are doing well and are a part of the town

IF IT'S NOT BROKEN WHY TRY AND FIX IT

50. After reading the proposal to increase carriage fares for taxis in corby, I have to object.

As a mother to a young child that doesn't have vehicle access, I rely a lot on taxis and public transport, especially in winter months. With the cost of life it would just be another unaffordable option.

51. I am writing as a concerned member of the Corby community regarding the proposed taxi fare increases in Corby.

These increases will impact not only the Taxi business but the fare paying public as a whole.

It will even affect pubs, small businesses and employers, at a time when everyone is feeling the pinch.

I understand that North Northants council have proposed a harmonisation of the Taxis in the whole of Northamptonshire, opting for the biggest fare increase. This not only impacts paying customers who will have to pay a staggering 50% more on Sundays, but will allow Kettering taxis to come into Corby, affecting the livelihoods of our taxi drivers.

This in my opinion is a move to ruin the good taxi trade in Corby.

52. I object strongly to the proposed increases in Corby taxi fares. It will result in losses of trade for pubs and restaurants as well as shops and the taxi owners themselves. It will put me off using taxis in Corby if it happens.

53. I am writing to you, to object to the Taxi Fare increase in the CORBY ZONE on behalf of Stuart charles estate agents Ltd

I confirm I am authorised to comment on behalf of Stuart charles estate agents Ltd

I believe this will change will impact my staff and customers with increased transport costs.

I would like to object to the proposed increase in Taxi Fares, as i believe the increase is unfair, and will cause a decline in business for the taxi drivers in Corby, as well as causing financial hardship to the customers who rely on this local taxi service.

I believe the increase in taxi fares will impact my business as travel to or from my business will be made more difficult

54. I vehemently object to the high fare increases for Corby Hackney Carriages.

This massive increase is not wanted or needed by both drivers and customers. Having it imposed, on those it affects, but does not want or need, is as non democratic and more tyrannical as one could wish for.

This is my OBJECTION TO THE CORBY ZONE unwanted high fare increase, from an also unwanted or needed amalgamation of 'LOCAL' councils, which are now NOT LOCAL = North Northamptonshire Council.

55. Please note my strong objection to the proposed taxi fare increases in Corby that North Northants Council want to impose.

I believe this will have a serious detrimental effect on the growth of the economy of the town that the previous council worked so hard to build on and not withstanding the livelihoods of so many people. This includes current cab drivers and those residents who currently travel by taxi to their place of employment but may not be ably to do so in the future if the proposed increases go ahead.

I also believe that pubs, clubs, restaurants and entertainment venues such as the Core theatre and Savoy cinema will potentially suffer as a result of this because people, such as myself, will think twice about going out socially for an evening due to the potential cost that will be incurred just to make sure you can afford to get home at the end of the night. This has already been a topic of discussion within my social circle.

Additionally, there is the safety element whereby lone females (or indeed any lone traveller) may be subjected to problems travelling home at the end of an evening if there is insufficient taxis on the road due to owners being unable to sustain operating their business because of the extortionate price increases proposed.

Corby has always been known for its black cab presence and I implore the Council to re-think their proposed increases to ensure that this continues for many years to come whilst being affordable for both travellers and residents of the town.

56. As a person that has been brought up in Corby and has lived with black cabs being part of the makeup of the town I totally disagree with the proposed fare increases. The increase will probably destroy the black cab business in the town with more people using private hire taxis. Why does Corby have to be brought in line with other towns in North Northamptonshire when we are all unique in our own way, with Corby having London and Scottish history.

57. I object strongly to the proposal of harmonising taxi fares throughout Northamptonshire. This will affect Corby people adversely. We in Corby have always enjoyed reasonable taxi fares and despite the NCC wishing to "level up" the taxes it will receive from County users of the taxi service I see it as yet another Conservative ploy to get more money out of tax payers/ Yet again we see the outcome of voting Tory affecting Corby. Exactly the same desire to take funding from Corby as the previous seizure of funds taken from the Pengreen Children's Centre earlier this year. When will it ever end? We only see another Liz Truss type action which will affect the people who do not own cars and pay reasonable rates.

58. 39% Increase is a disgrace

59. Hi I'm emailing to object to the taxi fare increase. This increase will have a massive impact on the drivers as no one will want to use the taxi service which will lead to the drivers having no fares and no money to support themselves or family. How do you expect people to pay more for fares with the cost of living going up everyone is struggling to make ends meet.

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>North Northamptonshire Council Taxi and Private Hire Policy</b>                      |
| <b>Report Author</b> | Iain Smith, Assistant Director, Regulatory Services<br>iain.smith@northnorthants.gov.uk |
| <b>Lead Member</b>   | Cllr David Brackenbury – Executive Member for Growth and Regeneration                   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

- Appendix A :** Draft North Northamptonshire Taxi and Private Hire Policy  
**Appendix B:** Consultation Responses  
**Appendix C:** Officer Comments on Consultation Responses

#### **1. Purpose of Report**

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- 1.1 The purpose of this report is to seek approval for the North Northamptonshire Taxi and Private Hire Policy and appendices to be adopted by North Northamptonshire Council.

#### **2. Executive Summary**

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- 2.1 Following vesting day on 1<sup>st</sup> April 2021, North Northamptonshire Council has been continuing to use the taxi and private hire policies of the sovereign authorities.
- 2.2 These policies contain varying requirements and specifications leading to confusion and inconsistency for the existing taxi and private hire trade, potential new businesses and the public.

- 2.3 The proposed new policy included within **Appendix A**, deals with those issues and gives North Northamptonshire Council a policy which reflects current legislation and guidance and also gives an eye to the future in relation to climate change and emission control requirements. It also gives the Licensing and Appeals Committee a council wide consistent policy on which to base its decision making.
- 2.4 It is proposed that this policy is subject to review 2 years after it takes effect although it can be reviewed at any time during the period if required.
- 2.5 The policy was considered by the Licensing and Appeals Committee on 11<sup>th</sup> October 2022, and they recommended its approval.

### **3. Recommendations**

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- 3.1 It is recommended that the Executive approve the policy and appendices for adoption by North Northamptonshire Council with an implementation date of 1<sup>st</sup> April 2023.
- 3.2 Reason For Recommendation: Each of the sovereign authorities currently has their own Taxi and Private Hire policies and standards in place, which have very different requirements for licensed vehicles, drivers and operators. One unified policy is required to ensure consistent standards and decision making across the authority.
- 3.3 The draft policy has been amended following feedback received from the trade and was discussed and agreed with Members of the Licensing and Appeals Committee on 11<sup>th</sup> October 2022.
- 3.4 Alternative Options Considered: The Executive could further amend the content of the policy before implementation or could refuse to approve the policy. Failure to approve the policy would however result in the council continuing to operate under the four sovereign policies, resulting in the continuation of differing standards for licensed drivers, vehicles and operators and the council would not have one single unified policy which promotes consistent decision making.

### **4. Report Background**

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- 4.1 The policy before the Executive is a document which pulls together what is considered to be the highest standards applied by each of the sovereign authorities, legislative requirements and current national guidance.
- 4.2 The draft policy has been out to consultation for a period of 8 weeks. Fourteen responses were received to the consultation, and these are included within **Appendix B**.
- 4.3 The council is keen to have a policy which meets good practice requirements, whilst also recognising the needs of the licensed trade and as such the consultation responses were carefully considered and reviewed by officers. The responses have been grouped together according to relevant sections within

the policy and any actions considered to be required relating to each one is detailed within **Appendix C**.

- 4.4 Where deemed to be appropriate, the consultation responses have resulted in changes being made to the policy and these have been incorporated into the version within **Appendix A** in red underlined text for clarity.
- 4.5 Where officers have determined that due to safeguarding; public safety; climate change; or any other relevant consideration, it is not appropriate to alter the proposals in accordance with consultation responses, no changes have been made.
- 4.6 Concerns were raised by a number of parties over the following issues which were considered by the Licensing and Appeals Committee at their meeting on 11<sup>th</sup> October 2022:
- Age limits on licensed vehicles
  - Training and testing regime for drivers
  - Fold down seats in vehicles
  - Emission standards
- 4.7 The draft policy proposes that vehicles must be less than 4 years old from date of first registration when first licensed by the Authority. It also requires that vehicles cease to be licensed when 10 years old. Some consultation responses were received objecting to these requirements, on the basis that it will negatively impact upon the number of wheelchair accessible vehicles available and the cost implications of replacing older vehicles.
- 4.8 The consultation identified that the London style cab (TX series) by their design would have a longer life than other vehicle types. The previous sovereign authority of Corby gave them a life of up to 15 years. It is proposed that this be continued in the new policy, which will assist in addressing the concerns raised over maintaining the number of wheelchair accessible vehicles that are available. The Policy has been adapted accordingly.
- 4.9 It is important that licensed vehicles are of a high standard and reach the latest emission control requirements and it is considered that controlling the age of vehicles which are permitted to hold a vehicle licence is the most effective way of controlling this, so no other changes have been made to the Policy on this matter.
- 4.10 It needs to be reinforced that exceptions to these age limits will only be in exceptional circumstances and not the norm. The new policy does however provide a 5-year grandfather rights period from its introduction for existing licensed vehicles. This period overrides the detailed age limits and removes the need for vehicles to be immediately replaced.
- 4.11 The draft policy provides a new standard for driver testing. The Authority expectation is that drivers licensed under the new regime will meet the highest standards. To that end the proposal was that all drivers will attend all training and do all tests either at new application or at first renewal after the new policy has effect. Following consideration of the consultation responses, it is proposed that the 'zone knowledge test' relating to geographical knowledge of the area will not need to be completed for existing drivers continuing to drive in that zone.

Drivers will still need to complete the test for any other zones that they wish to work in and all other parts of the new tests. All drivers will need to complete a new knowledge test should the zones be removed.

- 4.12 Objections were raised during the consultation regarding the need for existing drivers to sit the Taxi Drivers Standard Assessment (DSA), or Enhanced Assessment for wheelchair accessible vehicles test. It is however considered to be important that drivers are able to demonstrate high professional standards of driving to ensure public safety. It is therefore proposed that existing drivers renewing for the first time under this policy, must pass the DSA test prior to submitting the first renewal application, but there will be no requirement for existing drivers that have already completed the test to re-sit this, providing that they can produce their certificate.
- 4.13 The Policy has been amended to reflect the fact that there is no need for drivers to re-sit the knowledge or DSA tests, where they have previously successfully passed them. No other changes have been made in relation to training or tests.
- 4.14 Concern has been raised with regards to the cost implications of the proposed vehicle specifications which remove those seats which cannot be accessed directly by an adjacent door, and which normally fold down into the boot space behind the rear passenger seat. The reasoning behind this requirement is that these seats are difficult to access, requiring a seat in front to be either tipped forward or climbed over. The new policy aims to increase accessibility in licensed vehicles and allowing these vehicles to be licenced is considered to be contrary to this aim. Exit from the seats in the event of an accident is also difficult and the seats are not usually designed for the seating of adults on a permanent basis. The recommendation therefore remains that these seats are not licensed, and the Policy has not been amended.
- 4.15 A number of responses were received raising concerns about the cost of moving to zero emission vehicles. The draft policy provided a two stage approach to help meet the Authority's climate change target ;
- From 2025 no new applications would be accepted for vehicles fuelled only by diesel or petrol and all new vehicle licence applications were required to be zero emission vehicles (there is an error in the consultation document which states zero not low at this stage).
  - No licences for vehicles fuelled by petrol only or diesel only would be renewed after 31<sup>st</sup> December 2030 and all existing licences for petrol only and diesel only fuelled vehicles would expire on 31<sup>st</sup> December 2030.
- 4.16 In view of the feedback received, the first stage has been removed from the policy. This would mean that the Authority still moves to requiring zero emission vehicles from 1<sup>st</sup> January 2031. All licences for non-zero emission vehicles would expire on 31<sup>st</sup> December 2030. There would be no extensions beyond this date, as these vehicles will not meet the Authority's policy.
- 4.17 The Policy has been amended to remove the first stage and add in some additional wording to the second stage to clarify the intent.



- 4.18 Following approval of the new policy, it is proposed that work will commence on producing common fees and charges relating to delivery of the service in North Northamptonshire. The issue of hackney carriage zoning will also be considered later in the year.

## **5. Issues and Choices**

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- 5.1 To ensure that all parties involved in taxi and private hire licensing have consistent and transparent guidelines which reflect good practice, members are advised to recommend approval of the Policy.

## **6. Next Steps**

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- 6.1 Once the policy is approved, officers will ensure that all processes, procedures and training requirements are in place and ready to be fully implemented from 1<sup>st</sup> April 2023.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

- 7.1.1 The licensing of taxis and private hire proprietors, operators, drivers and vehicles is a self-funding service. The Authority must ensure that no loss is made in providing this service and similarly any profit must be fed back in and taken account of in future years fees and charges setting. The introduction of a North Northamptonshire Council policy will allow clarity of that future fee setting process. Accordingly, the fees and charges for taxi licensing will be reviewed once the new policy has been approved.

### **7.2 Legal and Governance**

- 7.2.1 The introduction of this policy ensures that all decisions made under it are legally compliant and ensures that, when correctly applied, any decision may be defended robustly if challenged.
- 7.2.2 The overriding aim of any Licensing Authority when carrying out its functions relating to the licensing of Hackney Carriage or Private Hire Drivers, Vehicle Proprietors and Operators, must be the protection of the public and others who use (or can be affected by) these services.
- 7.2.3 The relevant legislation provides that any applicant or licence holder must satisfy the authority that they are a fit and proper person to hold a licence. They must also complete any checks considered to be necessary to make this assessment, including the Disclosure and Barring Service check, DVLA check and the National Anti-Fraud Network database for refusals and revocations of Hackney Carriage and Private Hire licences.

- 7.2.4 Once all necessary tests and checks have been completed, a decision will be taken on whether to grant a licence, either by a committee, sub-committee or an officer under the Scheme of Delegation. To inform this decision making a detailed examination should be undertaken of the applicant's entire character in order to make a judgment as to their fitness and propriety.
- 7.2.5 If a licence holder falls short of the fit and proper standard at any time, the licence should be revoked or not renewed on application to do so.
- 7.2.6 There is no recent Statutory or Ministerial guidance as to how such decisions should be approached or what matters are relevant or material to a decision and so this policy and accompanying information provides that support.
- 7.2.7 The policy complements the LGA's Taxi and Private Hire Licensing Councillor's Handbook and any existing and forthcoming Government guidance.
- 7.2.8 As with any guidance, the policy need not be slavishly followed, but it provides a starting or reference point from which decisions can be made by officers and Members, taking into account the particular merits of each case.
- 7.2.9 A licensing authority policy may state "never" in a policy, without this being considered to have fettered the discretion of the authority. Each case will always be considered on its merits having regard to the policy, and the licensing authority can depart from the policy where it considers it appropriate to do so. This will normally happen where the licensing authority considers that there are exceptional circumstances which warrant a different decision.

### **7.3 Relevant Policies and Plans**

- 7.3.1 Introduction of one consistent policy will ensure that the Hackney Carriage and Private Hire trade meets legislative and good practice requirements and will assist the council in achieving its Corporate Plan priority of enabling people to travel across North Northamptonshire, and beyond.

### **7.4 Risk**

- 7.4.1 There are perceived risks for the trade in relation to the zero emission vehicle requirements, concerning the availability of suitable vehicles, together with the associated cost. However, there is a national government requirement to move to zero emission vehicles and this policy has been drawn up to focus the trade on this future demand. It has to be assumed at this time that the motor industry and more specifically the specialist hackney carriage manufacturer/conversion industry will (must) in the future meet this demand. The risk of significant impact on the trade may only get worse if these changes are not implemented until nearer the government deadline.
- 7.4.2 There is a risk of decisions made by the Authority in relation to the Hackney Carriage and Private Hire licensing process, being subject to challenge through the courts if no adopted policy is in place.

## 7.5 Consultation

7.5.1 A consultation process was carried out for 8 weeks and the below bodies were contacted;

- All North Northamptonshire Council Hackney Carriage and Private Hire Licence Holders
- North Northamptonshire Hackney Carriage Associations
- NNC School Transport
- Northamptonshire Police
- Northamptonshire Police Fire & Crime Commissioner
- East Midlands Trains
- All NNC Councillors
- All Town and Parish Councils
- Community Transport
- Chamber of Commerce
- Citizens Advice Bureau
- Friends of Glamis Hall
- Tresham College
- West Northamptonshire Council
- All Local Authorities bordering North Northamptonshire Council
- Community groups
- Northamptonshire MIND
- Mencap
- National Autistic Society
- Age UK (Northamptonshire)
- Northamptonshire Rights and Equality Council
- Northamptonshire Association for the Blind
- Shop Mobility

The policy was also accessible to the public on the North Northamptonshire Council website during this period.

## 7.6 Consideration by Executive Advisory Panel

7.6.1 This report has not been considered by the Executive Advisory Panels.

## 7.7 Consideration by Scrutiny

7.7.1 This report has not been considered by the Scrutiny Committee but could form part of the future work programme.

## 7.8 Equality Implications

7.8.1 An equalities impact assessment has been carried out in relation to this policy. For the majority of protected groups, the policy has been identified as having neutral impact, while for protected groups affected by disability, the policy is viewed as being positive.

## **7.9 Climate and Environment Impact**

- 7.9.1 As well as protecting the safety of the travelling public through the vehicle specifications in the document, the Policy also recognises climate change for the first time. Policy requirements which move towards zero emissions vehicles, are a positive step in reducing greenhouse gas emissions from licensed vehicles.
- 7.9.2 To that end, challenging targets for the introduction of zero emission licensed vehicles are set within the policy, to assist in meeting the Authorities aim to reduce CO<sup>2</sup> levels and improve air quality.

## **7.10 Community Impact**

- 7.10.1 In recent years there have been a number of high-profile investigations concerning the welfare of children, young people and adults at risk. These investigations have identified both the positive and negative impact that licensed drivers and operators have in this area. This policy ensures that controls and procedures regarding safeguarding are robust, and that licensed drivers, as key people within our communities, are equipped to carry out their safeguarding responsibilities in a positive manner.
- 7.10.2 However when considering taxi and private hire licensing policy the outcome of the Rotherham Child Sexual Exploitation investigation must not be forgotten. It identified that at least 1,400 children had been victims of sexual exploitation over 16 years and that there was a 'prominent role' of taxi drivers in such offending.
- 7.10.3 This is not to say that there is any identified issue with the current licensed drivers in North Northamptonshire, but the Authority must continue to maintain high safeguarding standards. The function of licensing is the protection of the public. A member of the public stepping into a motor vehicle driven by a stranger must be able to trust the driver. The travelling public must, and do, rely on the licence as the warranty of the driver's safety and suitability for the task at hand and also the condition of the vehicle in which they travel.
- 7.10.4 The Rotherham case stands as a stark testament to what can happen when licensing performs its safeguarding role inadequately. But the extremity of that appalling story should not distract us from the job of protecting the public from more mundane incompetence, carelessness or dishonesty. The standards of safety and suitability do not have to be set as a base minimum. To the contrary, they may be set high, to give the public the assurance it requires when using a taxi service. This policy is aimed at ensuring that those involved in the North Northamptonshire hackney carriage and private hire trade meet a high standard and recognise the expectation that that brings with it. Crucially, this is not a field in which the licensing authority has to strike a fair balance between the driver's right to work and the public's right to protection. The public are entitled to be protected. This means that the licensing authority is entitled and bound to treat the safety of the public as the paramount consideration. It is, after all, the point of the exercise.

7.10.5 For this reason the Policy before the Executive sets high standards to be met by both existing and new licence holders. This recognises the points raised above, are fair and consistent to all and provides a new baseline standard by which all can and will be measured.

7.10.6 It is acknowledged that not everyone will pass the tests required to hold a licence with the Authority but policies must reflect the overriding aim of safeguarding the public. Those who are successful in obtaining one of the Authority's driver licences are considered to be professional drivers and are key to that aim as they travel around our communities transporting people from A to B.

7.10.7 The policy also requires a fleet of accessible hackney carriages. These vehicles can be flagged down by anyone, anywhere, at any time. It is therefore expected that accessibility must not be an issue in these circumstances.

## 7.11 **Crime and Disorder Impact**

7.11.1 The policy has regard to the need to reduce crime and disorder and includes a number of requirements with this aim in mind.

7.11.2 Drivers will only be provided with a licence where they are considered to be 'fit and proper' and meet the councils Criminal Records and Suitability Policy (**Appendix A** to the policy). All licence holders are required to notify the Council of any arrest, conviction or caution received during their licence period, so that their suitability to be licensed can be kept under review.

7.11.3 All applicants for a driver's licence must attend and pass a Council approved training session on Safeguarding.

## 8 **Background Papers**

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8.1 Taxi and private hire vehicle licensing: best practice 2010 [Taxi and private hire vehicle licensing: best practice - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

8.2 Taxi and private hire vehicle licensing: best practice consultation 2022 [Taxi and private hire vehicle best practice guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

8.3 Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades [Institute of Licensing](http://www.institutelicensing.org.uk)

8.4 Equality Impact Assessment

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North  
Northamptonshire  
Council

# Proposed Hackney Carriage and Private Hire Licensing Policy

(October 2022 – October 2027)

16/09/2022 Version 0.7

[www.northnorthants.gov.uk](http://www.northnorthants.gov.uk)

## Document Version Control

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| 0.1          | January 2021   |                            |
| 0.2          | August 2021    |                            |
| 0.3          | September 2021 | Final Internal Review      |
| 0.4          | October 2021   | Post-legal review          |
| 0.5          | February 2022  | Final review of draft      |
| 0.6          | April 2022     | Final Consultation Version |
| 0.7          | September 2022 | Final Committee Version    |
|              |                |                            |

*N.B. draft versions 0.1 – final published version 1.0*



This Policy has been produced under powers set out in the Town Police Clauses Act 1847 and The Local Government (Miscellaneous Provisions) Act 1976, as amended, which place a duty on North Northamptonshire Council (the 'Council') to carry out its licensing functions in respect of hackney carriage and private hire vehicles, drivers and private hire vehicle operators. In exercising its discretion in carrying out its regulatory functions, the Council will have regard to this Policy document. Where it is necessary for the Council to depart from its Policy, reasons will be given for so doing.

By adopting this policy and all appendices on **xx** of **xxxx 2022**, North Northamptonshire Council is deemed to have adopted the separate previous sovereign authorities arrangements in place for the purposes of regulating Hackney Carriage and Private Hire licensing activities in North Northamptonshire and it is resolved that in pursuance of Section 45 of the Local Government (Miscellaneous Provisions) Act 1976, that Sections 46-80 inclusive of the said Act shall apply throughout the area of the District.

This policy has also been produced with full regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards (July 2020), the Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades (April 2018) and the Department for Transport – Taxi and Private Hire Vehicle Licensing: Best Practice Guidance (2010).

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## Glossary of Terms

In these conditions:

|                          |  |
|--------------------------|--|
| 'the 1976 Act'           | means the Local Government (Miscellaneous Provisions) Act 1976 (as amended)  |
| 'the 1847 Act'           | means the Town Police Clauses Act 1847   |
| 'the Council'            | means North Northamptonshire Council.  |
| 'applicant'              | means new applicants and applicants for renewal of existing licences.  |
| 'authorised Officer'     | means a Licensing Officer authorised in writing by North Northamptonshire Council.   |
| 'conviction'             | means any conviction, caution, formal warning or reprimand   |
| 'North Northamptonshire' | The geographical area of North Northamptonshire is the 'district' for the purposes of private hire licensing. All private hire vehicle, driver and operator licences will relate to that area. |
| 'hirer'                  | means any person who, from time to time, hires or books the vehicle.   |
| 'licensee'               | means the person(s) named in the licence.  |
| 'driver'                 | means the person(s) named in the licence   |
| 'operator'               | means any person or company or partnership licensed by the Council to operate private hire vehicles.   |
| 'vehicle'                | means the vehicle named in the licence.  |

## Acronyms

|      |  |
|------|--|
| CCTV | Closed Circuit Television                                  |
| DBS  | Disclosure & Barring Service                               |
| DFT  | Department for Transport                                   |
| DPA  | Data Protection Act 2018                                   |
| DVLA | Driver and Vehicle Licensing Agency                        |
| DVSA | Driver and Vehicle Standards Agency                        |
| GDPR | UK General Data Protection Regulations 2018                |
| GP   | General Practitioner (Medical)                             |
| IOL  | Institute of Licensing                                     |
| MOT  | Ministry of Transport annual motor vehicle inspection      |
| NR3  | National Register of Taxi Licence Refusals and Revocations |

## 1.0 Introduction

- 1.0.1 North Northamptonshire Council has responsibility for licensing hackney carriages and private hire vehicles (licensed vehicles), drivers and private hire operators within the district of North Northamptonshire. As the Council, our key objective is ensuring public safety and protection of residents and visitors. The Council expects high professional standards across all aspects of the taxi and private hire trade.
- 1.0.2 The Council covers an area of 381 square miles with a total population of 348,000 (2011 mid-year population estimate). The main towns of the Council include Corby, Irthlingborough, Kettering, Rushden, Thrapston, and Wellingborough.
- 1.0.3 The area is a mixture of both rural and urban communities and combines a varied range of attractions, festivals, events and shopping experiences for both residents and tourists.
- 1.0.4 Hackney carriage and private hire vehicles, proprietors, drivers and operators have a major role to play in maintaining an integrated transport system designed to provide an efficient and safe public service. They play a vital part in local transport, connecting residents to the local economy and in enabling businesses and residents to reach wider transport networks. All social groups use taxis and private hire vehicles. Groups that use them the most are low-income young women, amongst whom car ownership is low, and those with mobility difficulties. They also have a particularly important role in the night-time economy getting people home safely late at night.
- 1.0.5 The taxi and private hire vehicle sector is entirely demand-led. Though taxis are most often associated with journeys for leisure, social and business purposes, they are an important part of the transport network. Taxis and private hire vehicle services reduce the need for private car ownership, enable key workers to commute when other modes are unavailable, provide door-to-door transport for those that are not able to travel via other modes and assist on meeting the needs for home-to-school transport provision. Taxis and private hire vehicles have a particularly important role in the night-time economy getting people home safely late at night.
- 1.0.6 The primary and overriding objective must be to protect the public. Ensuring high safeguarding requirements and processes is only one way in which the licensing authority can help to ensure the personal safety of passengers. Ensuring local residents understand the distinction between the taxi and private hire vehicle trades and how each service can be legally engaged is very important. The key message needs to be that, unless you are hailing a locally licensed taxi in the street or at a stand, you should not get in any other vehicle unless you have pre-booked it and have received information from the operator to identify it. This policy aims to support that message.
- 1.0.7 In developing this policy the Council has had regard to the following:
- Local Government (Miscellaneous Provisions Act) 1976 (as amended)
  - Town Police Clauses Act 1847
  - The Road Vehicles (Construction and Use) Regulations 1986 (as amended)

- The Disability Discrimination Act 1995
- The Equality Act 2010
- Public Health Act 1875
- Guidance on the Rehabilitation of Offenders Act 1974 – March 2014
- Disclosure Barring Service Information Note on Rehabilitation of Offenders Act 1974 and Police Act 1997 Orders – 2103
- Taxi and PHV Licensing Criminal Convictions; Policy, Local Government Regulation, Sept 2010
- Regulators Code 2014
- Road Traffic Acts
- Crime & Disorder Act 1998
- Health Act 2006
- The Department of Transport ‘Taxi and Private Hire Vehicle Licensing: Best Practice Guidance’ (Currently under review)
- Jay Report into Child Sexual Exploitation (CSE) in Rotherham
- Department for Transport Statutory Taxi & Private Hire Vehicle Standards (Issued under the Policing & Crime Act 2017 and published on 21<sup>st</sup> July 2020)
- Institute of Licensing Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades (April 2018)
- Other relevant legislation

1.0.8 This policy was widely consulted upon prior to being formally adopted. Consultees included amongst others:

- Current licence holders;
- Elected members of the Council;
- Northamptonshire Constabulary
- Local businesses and their representatives;
- Residents and representative bodies.
- Local transport providers;
- Disability groups;
- Service users.

1.0.9 Consultation will be undertaken before any significant changes are made to the policy. Amendments to the attached Appendices may be permitted following consultation and authorisation by the executive member and chair of Licensing and Appeals Committee. The extent of any consultation will be determined by the scope of proposed amendment(s).

1.0.10 The Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976 (as amended) provide the legislative framework for the licensing of hackney carriages and private hire vehicles, hackney carriage and private hire drivers and private hire operators. Naturally, because of the age of this legislation, it has been augmented by caselaw to take account of technological advances.

## **2.0 Scope**

2.1 This policy applies to the following:

- I. **Hackney Carriages:** A vehicle available to transport members of the public that has no more than eight seats for hirers, which is licensed to stand or ply for hire. A hackney carriage may stand at designated taxi ranks and also on the street, and/or be hailed in the street by members of the public within their designated zones. They may also undertake pre booked journeys.
- II. **Private Hire Vehicles:** These are licensed to carry no more than 8 hirers and must be booked in advance through a licensed private hire operator. They cannot stand or ply for hire nor use any designated taxi ranks. They include a range of vehicles such as minicabs, executive cars, chauffeur services, limousines and some school and day centre transport services.
- III. **Private Hire Operators:** are required to take and record the bookings for private hire vehicles. Bookings must be recorded, and records be made available for inspection. The private hire operator is also responsible for the actions of the drivers that they use and the condition of the vehicles that they use.
- IV. **Hackney Carriage, Private Hire and Dual Licence holder Drivers:** Licensed individuals who have undertaken required tests and checks. Only a licensed driver can drive a licensed vehicle.

- 2.2. The policy sets out a framework for the Council to discharge its regulatory functions for private hire or hackney carriage related licences. It includes provisions in relation to obtaining and holding a licence, the conditions attached to licences, and how enforcement action will be addressed. However, the Council retains discretion in exercising its regulatory functions therefore each application or enforcement action will be considered on its own merits, having regard to this policy.
- 2.3 The Council may also have regard to other policies, strategies, guidance and case law in its decision making, and can take account of wider considerations affecting visitors, employers and residents such as pollution, crime, availability of private hire and hackney carriage vehicles late at night and its public sector equality duty.
- 2.4 The policy will be formally reviewed by the Council at least once every five years and informally reviewed as necessary to reflect minor changes in legislation etc. If any changes are made to the policy, the Council will publish a statement of revisions and the updated policy. If the Council wishes to depart from the policy, clear and compelling reasons will be given for doing so.
- 2.5 Upon adoption, unless an alternative date has been specified for commencement, this policy will come into effect and supersede any earlier policy. Any changes to the policy will similarly take immediate effect unless otherwise specified.
- 2.6 Any changes in licensing requirements will be followed by a review of the licences already issued. If a need to change licensing requirements has been identified, this same need is applicable to those already in possession of a licence. That is not, however, to suggest that licences will be automatically revoked overnight. The implementation schedule of any changes that affect



current licence holders will be transparent and communicated promptly and clearly.

- 2.7 The Licensing Authority will consider each case on its own merits. Where there are exceptional, clear and compelling reasons to deviate from a policy, then it will consider doing so. It will record the reasons for any deviation from the policies that are in place.

## **3.0 Policy Objectives**

3.1 The aims of this policy are:

- To ensure the public can travel safely in hackney carriages and private hire vehicles licensed in North Northamptonshire
- To encourage a sustainable mixed fleet of vehicles
- To ensure all licence applications are administered and scrutinised fairly
- To ensure that appropriate enforcement measures are used when required
- Those driving, operating and using licensed vehicles know what to expect from the Council in respect of licensing and the application of all relevant legislative requirements.
- to pay regard to the need to eliminate conduct prohibited by the Equality Act 2010, to promote equality of opportunity and to foster understanding between people who share a protected characteristic and those who do not.

3.2 The Council will achieve these outcomes by:

- Setting the standards for the licensing of drivers, vehicles and operators;
- The licensing and routine inspections of vehicles, with appropriate follow up action;
- Routine inspection of insurance policies, with appropriate follow up action.
- Assessing applicants to ensure they are 'fit and proper' persons and so entitled to hold a licence. This will include consideration of medical suitability, criminal record (if any), driving standards, relevant intelligence and knowledge of the relevant law and locations in North Northamptonshire.
- Investigation of complaints with appropriate follow up action.
- Liaison with the Police, other local authorities and other relevant agencies regarding issues of mutual concern in relation to offences or the conduct of licence holders / applicants;
- Taking enforcement and / or disciplinary action including prosecution proceedings, verbal and written warnings, written cautions, notices, suspension or revocation of licences or applying NNC Licensing Penalty Points to licences, for breaches of legislation or conditions and / or in

connection with reports or incidents of poor conduct;

- Applying the provisions of the North Northamptonshire Enforcement Policy.

## 4.0 Background

4.0.1 The Town Police Clauses Act 1847 and The Local Government (Miscellaneous Provisions) Act 1976 (as amended) provide the legislative framework around the licensing of Hackney Carriages and Private Hire vehicles, hackney carriage and private hire drivers and private hire operators. Naturally, because of the age of this legislation, it has been augmented by caselaw from various court cases over the years.

## 4.1 Implementation

4.1.1 This policy was first implemented on [1<sup>st</sup> April 2023](#) to replace the four separate district and borough council policies in place previously and will be applicable to all existing and new licences from that date. The policy will be fully reviewed every five years. However, the Council may consider interim reviews should there be any legislative changes or other external factors which require this, or where local factors indicate review is required. Amendments to this policy involve consultation (commensurate to the potential impact of the proposed changes) and will require review and approval by the relevant committee. Where policy amendments are required due to non-negotiable changes to statutory obligations, consultation may be omitted.

4.1.2 The Council recognise that vehicle owners and operators have made significant investments in their vehicles. Due to this, there will be a transition period whereby grandfather rights will apply and existing vehicle owners/operators will be able to continue to operate their current vehicles under the terms and conditions of their old Council licensing area for a maximum period of five years from the date this policy comes into effect (???????). To claim this transition arrangement, the vehicle must be continuously licensed, [maintained in a good condition](#) and continue to meet the predecessor Council policy terms and conditions requirements, as applicable on the date of original issue of the licence. The transitional period ends on ???????.

4.1.3 This transitional arrangement for vehicles will not apply where a licence is not renewed before the previous one expires.

4.1.4 All other licences (that do not relate to a vehicle) will be issued under this policy and associated conditions from the date it comes into effect.

4.1.5 After the transition period ends, all applications for vehicle licences will be required to comply with the vehicle standards set out in the relevant sections of this policy. For the avoidance of doubt, this includes both new applications and renewals.

4.1.6 The geographical area of North Northamptonshire is the 'district' for the

purposes of private hire licensing. All private hire vehicle, driver and operator licences will relate to that area.

4.1.7 For hackney carriage vehicles, the Council is currently retaining four Zones (prescribed areas) within North Northamptonshire. The four zones replicate the four former district / borough areas within North Northamptonshire:

- Zone One – former East Northamptonshire Council district
- Zone Two – former Corby Borough Council district
- Zone Three – former Kettering Borough Council district
- Zone Four – former Borough Council of Wellingborough district

Retention of these zones will be reviewed following adoption of this policy.

4.1.8 All existing bylaws and fares will carry forward within these zones. It is acknowledged that vehicle requirements and some other matters may differ between these zones.

4.1.9 Hackney carriage vehicles currently licensed in these zones will continue to be able to ply for hire only in the zone they are licensed for but will still be able to undertake pre-booked work anywhere.

4.1.10 Drivers must complete and pass a knowledge test which covers the area within each zone for which they wish to work in. The test will include geographical knowledge and shortest route knowledge including street names, and questions on relevant licensing matters. Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for the licence they currently hold. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.

## **4.2 Applications and Licence Periods (Grant and Renewal)**

4.2.1 The Council recognises the importance of processing licence applications efficiently to ensure continuity of licence/employment. Therefore, all properly made applications will be processed without delay. The Council cannot be responsible for any delays where the application process involves a third party. Once all elements of an application are complete, a licence will be issued within 10 days.

4.2.2 Each application will be considered on its own merits.

4.2.3 Hackney carriage and private hire vehicle driver's licences will be granted for three years or for such lesser period, specified in the licence, as the Council think appropriate in the circumstances of the case.

4.2.4 Hackney carriage and private hire vehicle licences will be granted for such period not being longer than one year, as the Council may specify in the licence.

4.2.5 Private hire operator licences shall remain in force for five years or for such lesser period, specified in the licence, as the district council think appropriate in the circumstances of the case.

4.2.6 The Council will endeavour to remind all licence holders to renew their licences. However, not having received any reminder will not be accepted as a reason for non-renewal. It is the licence holder's responsibility to ensure that their licence is renewed before expiry. Any licence that is not renewed prior to expiry will be deemed to have expired, and any subsequent application will then be treated as a totally new application.

4.2.7 Where any valid application meets all policy requirements, it will normally be granted using delegated powers. Any application for any type of licence which does not meet policy requirements cannot be granted by officers and will require referral to the Licensing Sub Committee, should the applicant wish to pursue the application. It should be noted that should an applicant wish to withdraw an application at any time, there will be no refund of any application fee.

## **5.0 Hackney Carriage and Private Hire Drivers**

5.0.1 Hackney carriage and private hire driver licences permit a person to drive a licensed vehicle. The holder of a North Northamptonshire licence is considered to be a professional driver and is expected to demonstrate high professional standards at all times.

5.0.2 Applicants can apply for one of the following:

- Hackney Carriage Driver Licence
- Private Hire Driver Licence
- Dual (Combined) Hackney Carriage and Private Hire Driver Licence

5.0.3 All applications for any of the above driver licences are to be made on the Council's official forms and must be submitted together with all necessary supporting documentation and the appropriate fee. Applications will only be considered valid once all necessary documentation is submitted and fees paid.

5.0.4 The process for applying for a driver's licence will be set out in an application pack. Applicants should review this process prior to application and renewal to ensure that they provide all information requested at the right time. Failure to do so will result in the application being returned as invalid or potentially refused.

5.0.5 All applicants must have held a full UK DVLA, Northern Ireland, European Economic Area ("EEA") or Exchangeable driving licence for a period of at least one year prior to the date of application and are required to produce such licence with the initial application and each subsequent application for renewal. The driving licence must specify the applicant's current home address.

5.0.6 Applicants must provide proof of entitlement to work in the United Kingdom at time of application. This will include providing a code for the Council to check online records with the Home Office.

5.0.7 Any EU Nationals who are already licensed with North Northamptonshire

Council with a European Driving Licence (and who have leave to remain in the UK) can continue to drive, however a full UK DVLA driving licence must be applied for within 12 months from the date this policy is published.

Please note that you can only drive in Great Britain for 12 months if you got your EU licence by exchanging a non-EU licence.

*\* This information is subject to change depending on Government Guidance; therefore drivers are advised to apply for a UK driving licence as soon as possible.*

5.0.8 Applications and fees for these licences are for a three year period only. The decision to issue a driver licence for less than three years shall only be for the following reasons:

- at the applicant's request;
- ii) where the applicant's right to remain in the UK is for less than the three year period. The licence application if otherwise acceptable shall only be issued for no longer than the same period as the leave to remain.
- iii) where the medical has identified a requirement for review within the three year period

There will be no reduction in fee for a licence granted for a shorter term.

5.0.9 All drivers must satisfy the Council that they are a fit and proper person to hold a Hackney Carriage, Private Hire Driver or dual licence. Once the licence has been granted, they must remain a fit and proper person throughout the duration of the licence. The fitness and propriety of the licensed driver will be monitored and assessed throughout the licence period. Where licence holders have contravened any licence conditions, or any other complaints; criminal behaviour; medical fitness; or other concerns are brought to the attention of the Council, or where their continued fitness and propriety is called into question the matter may be referred to the Licensing Sub Committee for consideration.

5.0.10 Examples of matters that might trigger referral to the Licensing Sub-Committee include:

- New convictions or cautions
- Arrest or being placed on bail pending investigation by the police
- Contravening the NNC Licensing Penalty Points scheme or an appeal against points being issued by an officer
- A one-off complaint which might be considered serious or involve concerns over public safety or misconduct
- A number of complaints which in themselves may not be considered sufficient, but when taken as a whole, indicate a potential pattern of undesirable behaviour
- Change in medical fitness
- Any other matter determined appropriate for referral by the Assistant Director

5.0.11 Where there is considered to be an immediate risk to public safety, a driver's licence can be suspended or revoked with immediate effect by an authorised officer (in accordance with the Council's constitution).

5.0.12 Examples of matters that might warrant immediate suspension or revocation of a driver licence include (but are not limited to):

- A driver appearing to be under the influence of alcohol or drugs, or whose judgement appears impaired by a medical or other condition
- Concerns supported by a reasonable belief of an authorised officer that a driver may pose a public safety risk (based on information, evidence or circumstances that has come to the attention of that officer)
- Loss of a DVLA drivers licence

5.0.13 All applicants for a driver's licence must act with honesty and integrity and ensure all information provided is accurate and up to date. Throughout the application process the applicant must provide and disclose all necessary information in a timely manner. This includes information relating to previous convictions, warnings, cautions and any current or pending criminal investigations being undertaken. Failure to do so is likely to have a negative impact on the assessment of the application and may result in the licence (if already granted) being recalled to the Licensing Sub Committee for determination. Other formal action may also be considered in cases of suspected fraud or deception.

5.0.14 The Council reserves the right to require further additional checks or information to ensure the applicant is a fit and proper person.

5.0.15 The Council expects all drivers to behave in a civil and orderly manner, be polite, helpful and respectful to members of the public, the Police, Council employees and other public officials. Failure to do so may result in a referral to the Council's Licensing Sub-Committee

5.0.16 Whilst using any licensed vehicle, drivers must not engage in any sexual activity with or without the hirers consent, nor make inappropriate physical contact or make comments of a sexual or otherwise inappropriate nature.

5.0.17 The Council reserves the right to delay determination of driver applications where there are any outstanding legal proceedings until such proceedings are disposed of. This includes ongoing investigations, pending cases and appeals. The Council will endeavour to refer any application where there are any outstanding legal proceedings to the next available licensing committee for initial consideration.

5.0.18 It is not the Council's role to review the facts of a case which resulted in a conviction or to question the decision of a medical practitioner. It is for the Council to consider these matters at their face value and to decide what weight to give to them in the decision making process of whether an individual is fit and proper to hold a licence with the Council

## **5.1 Applications**

5.1.1 The process for applying for a driver's licence will be set out in an application pack. It is essential that all applicants review this process prior to application and renewal to ensure that they provide all information requested, and within the required timescales. Failure to do so will result in the application being returned as invalid or potentially refused.

5.1.2 All drivers are required to subscribe to the Disclosure and Barring Service's

Update Service. This enables the Council to routinely check for new information every six months.

5.1.3 The Council has adopted a penalty points scheme (known as the NNC Licensing Penalty Points Scheme) in respect of Hackney Carriage and Private Hire licensing and failure to subscribe to the DBS update service will be treated in accordance with that scheme.

5.1.4 Notwithstanding the above, when an application for a renewal is dependent on the Council receiving a Disclosure and Barring Service disclosure of criminal convictions, this must be applied for a minimum of six weeks before expiry of the licence.

## **5.2 Licence Conditions on Grant of Licence**

5.2.1 Conditions are attached to all Private Hire and Dual driver licences at the time the licence is issued (Hackney Carriage driver licences cannot have conditions imposed on them). These conditions can be found in Appendix B of this policy. Licence holders must be familiar with these conditions and adhere to them at all times throughout the duration of their licence. Failure to do so may result in NNC Licensing penalty points being issued and/or referral to the Licensing Sub Committee.

5.2.2 All licensed drivers are additionally expected to have read, understood and adhere to all conditions attached to the licences of the vehicle(s) they drive.

## **5.3 Right to work in the UK**

5.3.1 All applicants must provide evidence of their right to work in the UK. This is required for the first application and all renewals.

5.3.2 Below is a list of evidence that can be provided to prove the applicant has a right to work in the UK, this list is not exhaustive and other documents may be accepted, however this must be discussed with the Council in advance of the application being submitted. Any issues with the documentation provided may result in a delay in issuing the licence or renewal of an existing licence.

- A UK passport confirming that the holder is a British Citizen
- Passport or other travel document endorsed to show that the holder is allowed to stay in the United Kingdom and undertake paid employment,
- Full UK Birth / Adoption Certificate,
- An Immigration Document issued by the UK Visas and Immigration Agency to the holder which indicates that the person named in it can stay in the United Kingdom and undertake paid employment,
- A work permit or other approval to take employment issued by the Home Office or the UK Visas and Immigration Agency when produced in combination with either a passport or another travel document endorsed to show the holder is allowed to stay in the United Kingdom and is allowed to undertake paid employment. The work permit may be restrictive and must allow for the driving of a hackney carriage or private hire vehicle in order to support this application.
- Some applicants may need to provide us with a 9-digit share code from the Home Office online right to work checking service to demonstrate

your entitlement to work in the UK. This must be provided if requested to do so in support of your application or renewal.

- 5.3.3 Where an applicant is subject to immigration controls the application will only be granted if all requirements have been met. The term of the licence will be determined based on the length of time permission to work has been granted. This may be for a period less than the three year licensing term. In this instance there will be no reduction in the licence fee.

## **5.4 Fit and Proper Person and Suitability**

- 5.4.1 Sections 51 (in relation to private hire drivers) and Section 59 (in relation to Hackney carriage drivers) of the Local Government (Miscellaneous Provisions) Act 1976 require that all applicants and licence holders are and remain fit and proper persons to hold a licence.

It is important to recognise that local authorities are not imposing any additional punishment in relation to previous convictions or behaviour. They are using all the information that is available to them to make an informed decision as to whether or not the applicant or licensee is or remains a safe and suitable person.

- 5.4.2 The Council has a duty to ensure that any person to whom they grant a hackney carriage or private hire vehicle driver licence is a 'fit and proper' person to be a licensee. When considering whether an applicant or licensee is a fit and proper the Council (whether as officers or members of the Licensing Sub Committee) considers the following question:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

If, on the balance of probabilities, the answer to the question is 'no', the individual should not hold a licence.

(Department for Transport **Statutory Taxi & Private Hire Vehicle Standards July 2020**)

- 5.4.3 If however, the answer to the question is an unqualified 'yes', then the person may be considered to be fit and proper.

- 5.4.4 In addition to physical and mental wellbeing, this test can also be applied to an applicant's handling of a person's sensitive information such as personal data, holiday plans, medical conditions, travel arrangements etc, in respect of all licences the Council issues. The public and the trade are entitled to expect that those licensed by the Council will operate in accordance with the standards set out by the Council and not take advantage of their position of trust for criminal or unacceptable purposes.

- 5.4.5 If an officer has concerns as to whether an individual is a fit and proper person for reasons other than those stated within the policy, then the application shall be referred to the Licensing Sub Committee for consideration.

- 5.4.6 It is important to note that any issues with current licence holders are dealt with on a case by case basis. Each application or renewal is considered on



its merits. Officers will take account of cautions and convictions, but only in so far as they are relevant to an application for a licence.

- 5.4.7 The Council will take into consideration the following when determining if an individual is a fit and proper person:
- Criminality – details provided from the Disclosure and Barring Service Certificate or intelligence from the Police or any other legitimate source
  - Number of endorsed DVLA driving licence penalty points – as detailed in the DVLA licence check;
  - Standard of driving/driving ability
  - Right to work – Evidence that the applicant is eligible to work in the UK must be provided within the application. If the leave to work is less than the driver's licence (three years) the licence will only be issued for that reduced period. The fee however remains the same.
  - Medical fitness – An applicant must attend a medical appointment with a Registered Medical Practitioner who has full access to the applicant's medical records and history. The assessment is to check compliance with the DVLA Group 2 Medical Standards for Driver Licensing. The required medical form, once completed and signed, must be submitted with the application. In the event of any doubt or concerns, further assessments may be required (at the cost to the applicant).
  - The conduct of the applicant in making the application (e.g. whether they have acted with integrity during the application process) – For example, where an applicant has not disclosed all criminal convictions on the application form as requested but the DBS Certificate details convictions or the applicant makes a false declaration or withholds any other relevant information that would reasonably be expected to be disclosed, this will be considered to be dishonest and the application may not be looked on favourably
  - The previous licensing history of existing / previous licence holders. The National Register of Refusals and Revocations' (NR3 database) will be checked and Information may be sought from other licensing authorities, where the applicant may have previously, or still does, hold a licence.
  - The applicant's knowledge and understanding of the licensing requirements and responsibilities of a licensed driver
  - Any other information or relevant matters
- 5.4.8 In addition, the Council will consider any further information provided by any internal departments or external agencies that may have a bearing on the fit and proper status of the individual.
- 5.4.9 The Council may, at any time throughout the duration of the licence access the DVLA records of the applicants to ensure their driver standard meets the requirements of this policy. The North Northamptonshire Criminal Records Policy (Appendix A) and conditions on the licence require all licensed drivers to notify the Council within seven days of any DVLA penalty points issued. Failure to do so will result in the licence holder receiving NNC Licensing Penalty Points, under the NNC Licensing Penalty Point Scheme (See Appendix G).
- 5.4.10 In submitting an application to the Council for a driver licence, the applicant will be required to sign certain disclosures relating to the application form and their information. Details contained within the application may be shared with

other agencies including but not limited to the Police, Immigration and HM Revenue & Customs. In addition, declarations must be signed that agree for the applicants DVLA record to be reviewed throughout the duration of the licence and their DBS record through the online update service.

- 5.4.11 An individual will not be considered to be a fit and proper person to hold a licence if there is any evidence that they were dishonest in making their application or that an applicant or an existing licence holder has misled or attempted to mislead the Council (officers or elected members of the licensing committee) intentionally or otherwise, during any part of the application process or with the administration of the licence, or throughout its duration.
- 5.4.12 In this policy the word 'applicant' refers to new applicants, existing licence holders who are seeking renewal, and existing licence holders who are the subject of periodic auditing or having their licence reviewed by the Council as part of the policy implementation process. It also includes existing licence holders who are being considered by the Council by virtue of offending or other unacceptable activity having recently come to light.
- 5.4.13 Where an application meets all policy requirements, officers will grant the licence. In the event there are any matters disclosed in an application, renewal, or at any other time during the life of a licence, which are not in compliance with the policy, officers will refer the matter for consideration by the Licensing Sub Committee.
- 5.4.14 When determining whether an applicant is a fit and proper person to hold a hackney carriage, private hire or dual driver licence, a Licensing Sub Committee will work on the principle of 'balance of probabilities'. This is a lower evidential test than the 'beyond all reasonable doubt' requirement for criminal convictions. The Licensing Sub Committee will consider all evidence and decide which version on balance is most probably true.
- 5.4.15 This policy applies to all current licences from the date published and to all new and renewal applications after the publication date.
- 5.4.16 In any situation which is not addressed under this policy, the matter will be considered from first principles. Whatever the situation, an applicant/licensee must always satisfy the Council that they are or remain a fit and proper person to hold the licence.
- 5.4.17 For clarity, in this policy the term 'conviction' is defined as any convictions, cautions, formal warnings or reprimands. Also, where the policy states 'from date sentence has ended' this will be taken to mean the date by which the whole length of time sentenced by the court would have elapsed and not necessarily the length of time the individual actually served. For example, if a sentence of five years imprisonment was given then the end date will be five years from the date sentenced. If the applicant has only served 2 and was released, a further three years is still required. The term 'since completion of the sentence' is to be taken in the same way.
- 5.4.18 The Council reserves the right to review a decision that has previously been made, or refuse a renewal of a licence, where clear errors or omissions are identified, or new information or evidence comes to light.

- 5.4.19 An applicant who has had a previous conviction for a serious offence may not necessarily be automatically barred from obtaining a licence, however it would normally be expected that the applicant be required to:
- Remain free from convictions for an appropriate period as specified below; and
  - Provide evidence to support their case that that they are a fit and proper person to hold a licence. It is the applicant's responsibility to produce any evidence they think relevant to assist in the determination of whether they are considered to be 'fit and proper'. Simply remaining free from convictions is not necessarily enough to prove this. Where there is evidence and/or the Council has received complaints about the applicant's driving or behaviour this will also be taken into consideration.
- 5.4.20 The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975: allows the Council to take into account **all** convictions recorded against an applicant or the holder of a Hackney Carriage, Private Hire or Dual driver's licence, whether spent or not. The Council will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending. Applicants need to be aware that, in accordance with this Act, **all** convictions, cautions, warnings, fixed penalty notices and reprimands must be declared.
- 5.4.21 It is an offence for any person to knowingly or recklessly make a false statement or to omit any material particulars in giving information required by the application for a licence (S57 Local Government (Miscellaneous Provisions) Act 1976). Where an applicant has made a false statement or an omission on their application for the grant or renewal of a licence, the licence will normally be refused.
- 5.4.22 If an applicant has any ongoing investigations convictions, warnings, cautions or charges awaiting trial, the Council will look into:
- How relevant the offence(s) are to the licence being applied for
  - How serious the offence(s) are/were
  - When the offence(s) were committed
  - The date of the conviction, warning, caution etc.
  - Circumstances of the individual concerned
  - Any sentence imposed by the court or any potential sentence that may be imposed
  - The applicant's age at the time of offence / incident leading to the conviction, warning, caution etc.
  - Whether they form part of a pattern of offending
  - Any other character check considered reasonable (e.g. personal references)
  - Any other factors that might be relevant, for example:
    - The previous conduct of an existing or former licence holder,
    - Whether the applicant has intentionally misled the Council or lied as part of the application process,
  - Information provided by other agencies / Council departments
- 5.4.23 Any offences or behaviour not expressly covered by this Policy will not

prevent the Council from taking into account those offences or behaviours.

- 5.4.24 Section 61 of the Local Government Miscellaneous Provisions Act 1976: Allows the Council to suspend, revoke or refuse to renew a licence if the application/licence holder has, since the grant of the licence, been convicted of an offence under or has failed to comply with the provisions of the Town Police Clauses Act 1847 or Part II of the Local Government (Miscellaneous Provisions) Act 1976; or any other reasonable cause.
- 5.4.25 In assessing the action to take, the safety of the travelling public must be the paramount concern. Case law makes it clear that the impact of losing (or not being granted) a driver's licence on the applicant and their family is not a consideration to be taken into account.  
*(Leeds City Council v Hussain [2002] EWHC 1145 (Admin), [2003] RTR 199 and Cherwell District Council v Anwar[2011] EWHC 2943 (Admin))*
- 5.4.26 Any applicant refused a driver's licence, or who has their licence suspended or revoked on the grounds that the Council is not satisfied they are a fit and proper person to hold such a licence has a right to appeal to the Magistrate's Court within 21 days of the notice of refusal, revocation or suspension.  
[Local Government (Miscellaneous Provisions) Act 1976, S 77 (1)].

## **5.5 DVLA Licence Checks**

- 5.5.1 Checks will be undertaken with the DVLA during each application and renewal. This check confirms whether the individual is licensed to drive and provides details regarding the number of DVLA penalty points and endorsements present on their DVLA driving licence.
- 5.5.2 The Council requires licensed drivers to assist them in undertaking these checks with the DVLA at application and for routine monitoring during the term of the licence, or where there is any doubt that the driver remains a fit and proper person to hold a private hire and hackney carriage drivers licence.
- 5.5.3 Failure to undertake a check when required to do so without good cause will result in suspension of licence(s) until such time as the results of a check are received and accepted as satisfactory
- 5.5.4 Excessive DVLA penalty points on a DVLA drivers' licence may lead to the matter being referred to the Licensing Sub Committee, or NNC Licensing penalty points being issued to the driver. See Appendix A, B and G. Licence holders are also required to notify the Council of any points being added to their DVLA driving licence points.

## **5.6 Criminal Record Checks**

- 5.6.1 A criminal record check for any new and existing driver is essential and is an important safety measure in ensuring they are a fit and proper person (as detailed in section 5.4 above) to protect public safety. All drivers will be required to undergo an Enhanced Disclosure through the Disclosure and Barring Service. Each driver will also be checked against the Adult and Child Barred Lists. This will list information on all live and spent convictions, police cautions, and other information that may be relevant. Details of the DBS

application process can be will be set out in an application pack available as part of the driver's application process.

- 5.6.2 All Hackney Carriage, Private Hire and Dual licence Drivers are included as "exceptions" within the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. As such all drivers will be asked to accurately disclose on their application form any conviction or cautions no matter how old. The DBS certificate will highlight all relevant convictions and cautions and where these have not been disclosed on the application form by the applicant the integrity and honesty of the applicant will be questioned. All licence holders must notify the Council of any arrest, convictions or cautions received during their licence period as stated in the licence conditions. Failure to do so may result in suspension or revocation of the licence.
- 5.6.3 All information must be disclosed and the information from DBS and DVLA must not be relied on to answer these questions. Failure to properly complete the application form may result in the application being considered by the Licensing Sub- Committee especially if the checks reveal further matters for consideration.
- 5.6.4 All applicants for the grant or renewal of a drivers licence will be responsible for the costs of obtaining a DBS certificate. Licensed drivers must also be signed up to the DBS Online Update Service, as a condition of the licence. The subscription costs are the responsibility of the applicant or licence holder and permission must be given to the Council to undertake routine checks of their DBS status.
- 5.6.5 This update service will be used to monitor the criminal record of licensed drivers and will be checked at least every 6 months in accordance with the DfT Statutory Taxi & Private Hire Standards guidance. Checks will also be made at the time of licence renewal. If where changes are recorded, an updated enhanced DBS check may be required. The cost of this is to be paid by the driver. If no changes have been recorded on the DBS certificate, a further enhanced DBS check will not be required.
- 5.6.6 In order to sign up to the Update Service the applicant on receipt of their completed Enhanced DBS Certificate, must register for the service within 30 days of the original DBS certificate date of issue. Upon licence renewal the driver must provide the Council with their original certificate in order for the update service to be checked.
- 5.6.7 Only DBS Certificates which have been applied for through North Northamptonshire Council or printed off from the Update Service within the last 4 weeks will be accepted when submitting an application. Once submitted, any DBS certificate will only be considered valid for 3 months in the event that an application is delayed for any other reason, including referral to the Licensing Sub-Committee.
- 5.6.8 A licence will not be issued without a current Enhanced DBS Disclosure Certificate being checked by the Council.
- 5.6.9 Upon receipt of a disclosure from the Disclosure and Barring Service, officers acting under delegated powers will refer to the North Northamptonshire Criminal Records Policy and determine whether the application can continue

through the application process with a view to being granted, or whether it requires referral to the Licensing Sub Committee if it does not meet the policy requirements.

- 5.6.10 Applications will be referred to the Licensing Sub Committee where the application does not meet the policy requirements or where the applicant's fitness and propriety is in question for any other reason.

## **5.7 Convictions and Cautions**

- 5.7.1 Where convictions and cautions have been declared by the applicant or disclosed on the DBS Certificate, or otherwise come to the attention of the Council either upon application or renewal, or at any other time during the life of a licence, the Council must ensure that they are or remain satisfied that the applicant is a fit and proper person to hold a licence.

- 5.7.2 Therefore, any convictions and cautions specified within the application process or at any other time may require the application to be determined by the Licensing Sub Committee.

- 5.7.3 The Council has adopted the Institute of Licensing (IOL) Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades for assessing applications, renewals and convictions that come to light during the course of any licence.  
This can be found in Appendix A (Criminal Records) or can be downloaded at: [https://www.instituteoflicensing.org/documents/Guidance\\_on\\_Suitability\\_Web\\_Version\\_\(16\\_May\\_2018\).pdf](https://www.instituteoflicensing.org/documents/Guidance_on_Suitability_Web_Version_(16_May_2018).pdf)

- 5.7.4 Where convictions and cautions have been imposed on a current licensed driver, or they are under a live investigation by the Police, the licence holder may be referred to the Licensing Sub Committee for review, in order to determine whether they remain a fit and proper person to continue to hold the licence.

## **5.8 Applicants with Residency Periods Outside of the UK**

- 5.8.1 Where an applicant has spent six months or more continuously outside the UK in the last five years, evidence of a criminal record check from the country/countries visited covering the duration overseas will be required. Where such checks are not available, a certificate of good character (previously named certificate of good conduct) is required to be authenticated by the relevant embassy. The certificate of good character must be in English.

## **5.9 Police Notifications**

- 5.9.1 When a driver comes to the attention of the police, they must disclose their occupation as a hackney carriage or private hire driver. The police will where appropriate, notify the relevant Council of arrest, charging, convictions and any other relevant information relating to a potential risk to public safety.

- 5.9.2 Any circumstances affecting the suitability of a holder of a drivers licence or private hire operator's licence, to continue to hold that licence will be considered and may be referred to the Licensing Sub Committee.

## **5.10 The National Register of Taxi Licence Revocations and Refusals**

- 5.10.1 The Council provides information to the National Register of Taxi Licence Refusals and Revocations (NR3). This register holds details of individuals who have had a driver's licence revoked, or an application for one refused.
- 5.10.2 Where a Hackney Carriage, Private Hire or Dual driver licence is revoked, or an application for one refused, the Council will automatically record this decision on NR3.
- 5.10.3 All applications for a new licence or licence renewal will automatically be checked on NR3. If a search of NR3 indicates a match with an applicant, the Council will seek further information about the entry on the register from the authority which recorded it. Any information received as a result of an NR3 search will only be used in respect of the specific licence application and will not be retained beyond the determination of that application.
- 5.10.4 The Council has a published policy on the approach it will take to requests by other authorities for further information and entries on NR3, and about the use it will make of any further information provided to it. This can be found at Appendix H.

## **5.11 Medical Fitness Assessments**

- 5.11.1 It is essential that licensed drivers are in good health and to ensure this is the case the Council uses the DVLA Group 2 Standards of Medical Fitness. Licensed drivers are expected to carry hirers' luggage, will drive on the road for longer periods than most car drivers and may have to assist disabled hirers and therefore the Council must be satisfied that applicants are fit enough to undertake these tasks. Pre-existing medical conditions must be disclosed and confirmed to be under control to the satisfaction of a General Practitioner and the Council.
- 5.11.2 Applicants shall submit the Council's prescribed medical form, completed and signed by their own Registered General Practitioner, or a GP who has full access to, and reviews, the applicant's full medical records, at the time of their application.
- 5.11.3 A medical examination form will be required upon first application, then on every renewal application until the applicant reaches 65 when an annual medical fitness assessment is required. Where an applicant has applied for their licence at the age of 64 and turns 65 within the first year they will not be required to complete another medical assessment on the date of their birthday but on the anniversary of the previous medical.
- 5.11.4 All licence holders must notify the Council in writing, if any of their pre-existing medical conditions deteriorate or their health has changed in any way that may affect their fitness to drive at any point during a licence period and at renewal.
- 5.11.5 The following medical condition(s) must be notified to the Council, in writing, as soon as reasonably practicable, and in any instance within seven days of that condition becoming known to the driver:

- Heart condition
- Deterioration of eyesight or hearing
- Abnormal blood pressure
- Alcohol or drug dependency
- Diabetes
- Mental or psychological disorders
- Epilepsy
- Serious physical injury or disability
- Sudden attacks of giddiness or fainting
- Any other condition affecting the ability to drive

- 5.11.6 No medical fitness assessment form will be accepted where the person completing the form does not have access to the applicant's patient records.
- 5.11.7 Should any doubt remain as to the medical fitness of the applicant; the Council may request further medical assessments be undertaken by a registered medical practitioner nominated by them. In the event of doubts as to the medical fitness of the applicant, the application may be referred to the Licensing Sub Committee for consideration. The Sub Committee will review all the medical evidence and make the final decision.
- 5.11.8 Once submitted, any medical assessment will only be considered valid for three months in the event that an application is delayed for any other reason, including referral to the Licensing Sub-Committee.
- 5.11.9 All licensed drivers are under a legal duty to carry guide, hearing and any other assistance dogs in their vehicles without any additional charge to the hirer. Drivers may only refuse to carry assistance dogs where they have a medical exemption certificate issued by the Council. A medical exemption may be granted by the Council where the driver has provided detailed medical evidence that shows a medical condition will be aggravated by exposure to dogs. If the application for medical exemption is successful, the driver will be issued with an exemption certificate and a notice of exemption. The notice must be displayed in the vehicle by fixing it in a prominent position facing outwards on the dashboard.

## **5.12 Driver Training**

### **5.12.1 Knowledge Test**

- 5.12.1.1 The Council has developed two Driver Knowledge Tests, one or both of which are a compulsory pre-requisite for drivers applying for a new licence. Additionally, any driver renewing a licence for the first time under this policy will also be required to sit and pass the relevant knowledge test(s). Part 1 must be completed and passed by all driver applicants. Part 2 must be completed by all Hackney Carriage and Dual licence applicants. Part 2 is relevant to the geographical zone the driver wishes to work in. The Licensing Sub Committee may also require anyone appearing before them to re-sit and pass one or both tests.

- 5.12.1.2 The tests are:

Part 1 (All Drivers)



- English language proficiency – both oral and written
- General knowledge of local locations
- Driver and vehicle conditions / Highway code / Basic arithmetic

Part 2 (Additional Test for Hackney Carriage and Dual Licence Drivers only)

- Detailed knowledge of local areas by zone
- Route planning
- Byelaws

5.12.1.3 If a Hackney Carriage or Dual licence driver wishes to work in more than one zone, a separate Part 2 test must be taken and passed for each additional zone, as these tests relate to the local geography of each zone. A separate fee will be payable for each test.

5.12.1.4 Details of the administration of the knowledge tests will be set out in an application pack.

**5.12.2 Safeguarding Training**

5.12.2.1 All applicants for a driver's Licence must attend and pass a Council approved training session on Safeguarding. All costs associated with this training are to be paid for by the applicant.

5.12.2.2 This training must be completed and passed by all new applicants before a licence can be granted. All existing licensed drivers at the time this policy comes into force, will be required to complete this training and pass the test at time of first licence renewal under this policy. The Licensing Sub Committee may also require anyone appearing before them to undertake this training again and pass the test.

5.12.2.3 Details of the administration of the Safeguarding training will be set out in an application pack.

**5.12.3 Driving Assessment – Practical Test**

5.12.3.1 All applicants for a driver's licence must attend and pass the Taxi Drivers Standard Assessment, or Enhanced Assessment for wheelchair accessible vehicles test, prior to applying for a licence. Any driver who will be driving a wheelchair accessible vehicle must undertake the wheelchair assessment prior to driving that vehicle.

5.12.3.2 The Council will determine which providers can administer the tests.

5.12.3.3 This test is to be taken at the applicant's own expense and the Council does not get involved in the administration of this. Applicants wanting information on the test content or to arrange a test will need to contact the providers direct.

5.12.3.4 As this is an advanced driving test the applicant may wish to consider additional training before undertaking the test.

5.12.3.5 All new driver licence applicants must pass the test prior to applying for a driver's licence. Existing drivers renewing for the first time after this policy takes effect must pass the test prior to submitting the first renewal application, unless they have already completed the test and can produce their certificate. ~~they have already completed and passed this test within the last three years and provide evidence of this in support of their renewal application.~~

5.12.3.6 The Licensing Sub Committee may also require anyone appearing before them to undertake or retake either the standard or enhanced test.

#### **5.12.4 Equality & Diversity Training**

5.12.4.1 All applicants for a driver's licence must attend and pass a Council approved training session on Equality & Diversity. All costs associated with this training are to be paid for by the applicant.

5.12.4.2 This training must be completed and passed by all new applicants before a licence can be granted. All existing licensed drivers at the time this policy comes into force, will be required to complete this training and pass the test at time of first licence renewal under this policy. The Licensing Sub Committee may also require anyone appearing before them to undertake this training again and pass the test.

5.12.4.3 Details of the administration of the Equality & Diversity training will be set out in an application pack

#### **5.13 Accessibility**

5.13.1 The Licensing Authority recognises that disabled people are particularly reliant on taxi and private hire vehicle services, either because they may not have access to a private car, are unable to use public transport, or because the built environment is insufficiently accessible to meet their needs. This can mean that the availability of an accessible, affordable taxi or private hire vehicle service can make the difference that allows them to live their life the way they want to, and ultimately, to fulfil their potential.

5.13.2 The Government wants disabled people to be able to travel easily, confidently and without additional cost, and it is important that all transport services play their part in making this a reality.

5.13.3 The way in which people are disabled and the specific barriers they face may not always be obvious. This Authority and the providers of taxi and private hire vehicle services that it licences must therefore anticipate the needs of people whose access needs may be more apparent, such as wheelchair users and assistance dog owners, as well as those with less visible impairments, including people with autism or mental illness.

5.13.4 The Licensing Authority is uniquely placed to ensure that taxi and private hire vehicle services within its jurisdiction actively promote equality and independence for disabled people. By ensuring drivers and operators understand how to provide every customer with the assistance they need, the authority can ensure disabled people can travel with confidence that their needs will be met.

- 5.13.5 By taking action to ensure there are sufficient wheelchair accessible vehicles to satisfy passenger demand, the Authority can ensure that wheelchair users need no longer structure their lives around the times and locations when vehicles accessible to them are likely to be available. And, by taking prompt and robust action to investigate and prosecute licensees in response to cases of discrimination, authorities can ensure that every operator and driver treats seriously their role in providing an inclusive service.
- 5.13.6 Supporting an accessible service is an integral aspect of the Licensing authority's role, therefore, it is important that the Authority makes the provision of an inclusive service a core strategic aim, and that it considers the factors which can influence the extent to which such services meet the needs of all passengers.

### **Guide and Assistance Dogs**

- 5.14.1 All licensed drivers are under a legal duty in the Equalities Act 2010 to carry assistance dogs in their vehicles without any additional charge to the hirer. Drivers may only refuse to carry assistance dogs where they have a medical exemption certificate issued by the Council.
- 5.14.2 A medical exemption may only be granted by the Council where the driver has provided detailed medical evidence that shows a medical condition will be aggravated by exposure to dogs. If the application is successful, the driver will be issued with an exemption certificate and a notice of exemption. The notice must be displayed in the vehicle by fixing it in a prominent position facing outwards on the dashboard.
- 5.14.3 When hired to carry an assistance dog, the owner should be asked where they would prefer their dog to be and their request should be accommodated by the driver.

### **5.15 Wheelchairs**

- 5.15.1 All drivers of wheelchair accessible vehicles are under a legal duty in the Equalities Act 2010 to carry a disabled person who is in a wheelchair in their vehicle without any additional charge to the hirer. They are required to:
- carry the passenger in the vehicle while in the wheelchair;
  - not to make any additional charge for doing so;
  - to carry the wheelchair if the passenger chooses to sit in a passenger seat;
  - take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort;
  - give the passenger such mobility assistance as is reasonably required.

Mobility assistance is assistance—

- to enable the passenger to get into or out of the vehicle;
- if the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
- to load the passenger's luggage into or out of the vehicle;
- if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.

## **5.16 Assistance for all passengers**

- 5.16.1 Drivers and operators have specific duties not to discriminate against passengers in wheelchairs or who are accompanied by assistance dogs. However, they also have general duties not to discriminate against anybody on account of their protected characteristics and to provide proactively reasonable adjustments that permit disabled passengers specifically to access their services. Although such duties are enforced by disabled people through the Civil Courts, the Licensing Authority has a role to play in creating an expectation that every potential passenger should be valued, regardless of any protected characteristic, and that any passenger requiring reasonable assistance is provided with it. As a matter of course, drivers should help passengers to stow mobility aids, pushchairs and luggage, to ensure that vulnerable passengers leave the vehicle safely away from traffic, and support customers to use card readers or count their change.
- 5.16.2 Where alleged instances of discriminatory behaviour are received The Authority will take proactive steps to investigate allegations, interview passengers, and seek relevant evidence from operators and partner agencies.
- 5.16.3 Cases will be prosecuted where there is sufficient evidence to identify the driver and substantiate the claims made. Where a licence holder is convicted of such an offence, the licence will be dealt with in accordance with the convictions policy.
- 5.16.4 Where a complaint about discrimination is received that will not result in a conviction, the Licensing Authority will consider a range of outcomes and take appropriate action based on the balance of probabilities. Licensing sanctions will be considered, such as suspension or revocation. The licensing authority will give full consideration to the available evidence before any decision is made and the licensee will be given the opportunity to state their case. This may mean no action is taken and the complaint recorded, a suspension until disability and equality awareness training/assessment is completed, or revocation of a licence and a refusal to issue another for a lengthy period.

## **6.0 Hackney Carriage and Private Hire Vehicles**

- 6.0.1 Although both hackney and private hire vehicles undertake a similar role in the carriage of paying hirers, the method of engagement is different, and their roles are separate and distinct, covered by separate legislation. The Council's policy is to ensure that the conditions, markings and signage on the vehicles clearly distinguish hackney carriages from private hire vehicles.
- 6.0.2 The procedure for applying for a Vehicle Licence will be set out in an application pack.
- 6.0.3 In order for an application to be considered the applicant must submit the following to the Council:
- The completed vehicle licence application form
  - Application Fee

- The original of the Vehicle Registration Document (Log Book/V5) certificate of registration for the vehicle (the new keeper's supplement section of the V5 document will be accepted in the case of vehicles that are not licensed at the time that the application is made, and the vehicle has recently been purchased by the applicant (documentary evidence of purchase / ownership will be required i.e. a receipt of purchase or similar). Licences will not be renewed unless the full V5 document is made available to the Council at the time of renewal application)
- The original insurance certificate or insurance cover note for the vehicle (if insured at time of application) If the vehicle is not insured at time of application. the certificate of insurance must be provided to the Council prior to any licensed activity taking place. The document must state that the vehicle is insured for private hire (hire and reward) or hackney (public hire)
- Confirmation from the Council appointed testing stations that the vehicle has passed the Council test and vehicle examination requirements
- Current MOT Certificate
- A basic DBS disclosure for any vehicle owner who is not a licensed driver

6.0.4 Part or incomplete applications, including non-payment of licence fees, will result in an application being treated as invalid, and may result in the application being rejected. Only when a complete application has been submitted, and the full fee paid, will the application be considered valid and be processed.

6.0.5 All vehicle licence holders must satisfy the Council that they are a fit and proper person to hold a hackney carriage or private hire vehicle licence. Once the licence has been granted, they must remain a fit and proper person throughout the duration of the licence. The fitness and propriety of the licence holder will be monitored and assessed throughout the licence period. Where licence holders have contravened any licence conditions, or any other complaints, criminal behaviour or other concerns are brought to the attention of the authority, or where their continued fitness and propriety is called into question the matter may be referred to the Licensing Sub Committee for consideration.

Where it is considered to be an immediate risk to public safety, a vehicle licence can be suspended with immediate effect by an authorised officer (in accordance with the Council's constitution).

Examples of matters that might warrant immediate suspension of a vehicle licence include (but are not limited to):

- A serious vehicle defect putting safety at risk. Including but not limited to:
  - A tyre worn below the legal limit or with another defect
  - Defective external lights
  - Damage to a windscreen which in the view of the officer has potential to shatter or affect visibility etc of the driver
  - Defective or damaged seatbelts
  - Any damage to the vehicle, that potentially puts hirers, pedestrians or other road users at risk

- Loose fixtures or fittings inside the vehicle that pose potential risk of injury
- Seatbelt(s) or their fastenings that do not operate as intended or which are damaged
- Non-display of licence plates

## **6.1 Vehicle Specifications, Age, and Testing Requirements for Hackney Carriages and Private Hire Vehicles**

### **6.1.1 Vehicle Age**

- 6.1.1.1 This policy requires that vehicles must be no older than four years from the first day of registration on initial application to North Northamptonshire Council for a Private Hire or Hackney Carriage Vehicle Licence.
- 6.1.1.2 For licensing purposes, the age of a vehicle will be determined by the date of first registration in the country of origin, if this is not recorded on the V5 document (Log Book), it will be the responsibility of the registered keeper to supply suitable documentary evidence to prove the date of first registration.
- 6.1.1.3 Once licensed, a vehicle which is older than four years and which has not passed its annual test on or before the date of expiry of its current vehicle licence will not be reconsidered for renewal of the vehicle licence.
- 6.1.1.4 This policy requires that any licensed vehicle cannot be more than ten years old (from date of registration). There will be an exception for London style cabs (TX series), which by their design will have a longer life than other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).
- 6.1.1.5 For clarity, ~~the age restrictions above apply equally to all vehicles, including Executive, Novelty and Special Occasion vehicles will be permitted to exceed the age limit provided that they are kept and maintained in excellent condition throughout their life as a licensed vehicle. Similarly vintage and similar vehicles kept in an excellent condition will be considered for licensing outside of the vehicle age requirements. Vintage and similar vehicles, subject to the legislation of the day, will also be able to be licensed after 1 January 2030. Note that there is no requirement for a vehicle used for a funeral or wedding to be licensed~~

### **6.1.2 Vehicle Testing and Inspection**

- 6.1.2.1 All vehicles put forward for licensing are required to pass the Council's licensed vehicle test before being licensed or renewed. The test must be conducted at a Council approved garage. The test is in the form of a checklist that allows for a simple pass or fail. It is therefore important that vehicles are presented in a condition to meet the requirements for a pass.
- 6.1.2.2 Vehicles may be tested (MOT and the Council's licensed vehicle test) at any testing station approved by the Council, provided the testing station is familiar with the relevant grandfather rights for all vehicles and the zone requirements in the case of Hackney Carriages. Notwithstanding the above, the Council retains the right to direct a licensee to take their vehicle to a specific nominated testing station for testing at any time. It expects vehicles to remain

compliant with the test standard at all times between tests.

- 6.1.2.3 Two combined MOT and Council tests are required annually for all vehicles up to ten years of age.
- 6.1.2.4 The operator of any vehicle requiring a MOT test other than a Class 4 must arrange the test at an appropriate DVSA MOT testing station for the class of vehicle. Because of the different MOT class the testing station may not be included in the testing stations contracted to North Northamptonshire for the purpose of testing licensed vehicles. This will relate to vehicles such as stretched limousines which require a Class 6 MOT.
- 6.1.2.5 Any vehicle that fails to pass the Council compliance test is not considered to be fit for use as a licensed vehicle and must be withdrawn from service until the vehicle has been re- tested and passed as fit. The person licensing a vehicle must ensure that it is submitted for compliance testing on or before the relevant renewal dates and that vehicles remain fit for service at all times.
- 6.1.2.6 Any vehicle found during testing to have faults which may render it unsafe or unsuitable for licensed work may have its vehicle licence suspended with immediate effect.
- 6.1.2.7 Vehicles shall be liable to being inspected and tested at any time (in accordance with the requirements of the 1976 Act). If, upon inspection, it is discovered that a vehicle is not being properly maintained or kept in good order, a notice may be served on the owner to this effect setting out the defects to be remedied. If public safety is compromised by the defects, further use of the vehicle may be prohibited (by suspension of the licence) until the defects have been addressed and the vehicle has successfully undergone a further inspection / Council test to demonstrate that the vehicle is roadworthy. The cost of such a test is to be paid for by the proprietor. If the licensed vehicle is not brought up to standard within two months without good reason, the Council will deem the licence revoked.
- 6.1.2.8 On revocation or expiry of the notice of suspension of a licensed vehicle, the Council may issue further notices, requiring the proprietor of that vehicle licensed by them, to return the licence plate within seven days after service of service of the notice. Failure to comply with the requirement to return the licence plate is a criminal offence which on conviction could render a proprietor liable to a fine.

## **6.2 Private Hire Vehicle Specifications**

- 6.2.1 All vehicles shall have an appropriate 'type approval' in place (prior to being licensed) which is either a:
- European Whole Vehicle Type Approval;
  - British National Type Approval; or
  - Individual Vehicle Approval
- 6.2.2 Any model of vehicle being considered for licensing which has been subject to Euro NCAP rating must meet at least a 4 star rating.
- 6.2.3 It is the policy of the Authority not to licence any vehicle which has been the

subject of any category of write off by an insurance company.

For information there are 4 categories of write off.

Category A - Scrap only. For cars so badly damaged they should be crushed and never re-appear on the road. Even salvageable parts must be destroyed.

Category B - Body shell should be crushed. Signifies extensive damage, although some parts are salvageable. Should never re-appear on road, although reclaimed parts can be used in other road-going vehicles.

Category S (formerly Category C) - The new Category S means the vehicle has suffered structural damage. This could include a bent or twisted chassis, or a crumple zone that has collapsed in a crash. Category S damage is more than just cosmetic, therefore, and the vehicle will need to be professionally repaired.

Category N (formerly Category D) - Vehicles graded accordingly haven't sustained structural damage, so the issue may be cosmetic, or a problem with the electrics that isn't economical to repair. However non-structural faults may include brakes, steering or other safety-related parts.

- 6.2.4 All vehicles which are the subject of a licence application must be manufactured or adapted to carry up to eight hirers not including the driver; this number includes any hirers who may be seated in wheelchairs if the vehicle is capable of transporting such hirers. Where a vehicle has been altered, adapted or modified ONLY Type Approval Certificates granted after alteration, adaptation or modification will be accepted.
- 6.2.5 Vehicles adapted to take disabled persons in wheelchairs will be considered and are to be welcomed where they meet the prescribed safety and other required standards.
- 6.2.6 Vehicles which have been modified in any way from the manufacturer's standard construction will not be considered suitable for licensing purposes.
- 6.2.7 Licensed private hire vehicles shall be either: -
- a 4-door saloon car designed and manufactured to seat up to four adults in addition to the driver; or
  - a 5-door estate or hatchback designed and manufactured to seat up to four adults in addition to the driver. Estate vehicles must be fitted with a luggage screen or guard to prevent luggage encroaching into the hirer compartment in the event of an accident;
  - Stretched Limousines carrying 8 passengers MAXIMUM in their original configuration plus the driver and, if imported into the UK, must have an IVA;
  - Multi-Purpose Vehicle (MPV), including those manufactured or suitably adapted to carry wheelchair users, with adequate seating accommodation for between 4 and 8 adult hirers inclusive of any hirers who may be seated in wheelchairs, in addition to the driver. Such vehicles must be provided with a means of securing any luggage carried. In the case of a vehicle which has been adapted for carrying wheelchair users after the vehicle has been manufactured it must have



been granted the relevant M1 Type Approval Certificate,

- a mini-bus type vehicle, including those manufactured or suitably adapted to carry wheelchair users, with adequate seating accommodation for, between 4 and 8 adult hirers inclusive of any hirers who may be seated in wheelchairs, in addition to the driver. Such vehicles must be provided with a means of securing any luggage carried. In the case of a vehicle which has been adapted for carrying wheelchair users after the vehicle has been manufactured it must have been granted the relevant M1 or M2 Type Approval Certificate.
- Some vehicles may be permitted to have less than 4 adult hirer seats if it is purposely designed and constructed or adapted after manufacture, to carry wheelchair users. The vehicle must however have the relevant M1 or M2 Type Approval.

Any vehicle that has been adapted or modified to accommodate disabled hirers must be re-certified, after adaptation or modification, to meet the European Whole Vehicle (M1 or M2) Type Approval standard, the British National Low Volume Type (M1 or M2) Approval standard or the British National Single Vehicle (M1 or M2) Type Approval in respect of all such adaptations or modifications. The relevant certificate will be required before such a vehicle can be licensed.

- Any minibus or other vehicle in which the seating is intended to be fixed in one place, and which has potential for capacity for over 9 seats, which has had excess seating removed to allow not more than 8 hirer seats, must have any excess seating fixings permanently removed and holes or other fixings permanently capped (i.e. welded over or similar) before a licence can be issued.

- 6.2.8 The TX series, Metro Cab, and other similar makes / models that are manufactured to operate as, or look similar to, London style Hackney Carriage, or any large vehicle having the appearance of a hackney carriage will not be considered for licensing as a private hire vehicle.
- 6.2.9 Seating in private hire vehicles must be permanently available, not capable of being folded away and accessible by either dedicated doors for the seats or via a clear route within the vehicle without the need for seats needing to be folded forward to provide access.
- 6.2.10 All private hire vehicles must be of any standard manufacturer's colour **other than yellow** (due to Zone 4 having some yellow hackney carriage vehicles) or black. The colour of the vehicle must be one solid colour and not altered during the period that the vehicle is licensed.
- 6.2.11 The engine power output as quoted by the manufacturer for any vehicle shall be not less than 90BHP or equivalent.
- 6.2.12 Each hirer must have available 400mm of seating width or multiple thereof measured at the narrowest point with the doors closed. For example any fixtures or fittings significantly protruding into the passenger space such as armrests must be deducted from the width measurement.

- 6.2.13 The vehicle must be capable of carrying a reasonable amount of luggage per hirer (at least one medium sized suitcase per person) in the luggage compartment.
- 6.2.14 A vehicle converted to run on LPG shall be fitted with a multi-valve tank contained within a sealed tank box made from aluminium and vented to the atmosphere. On a vehicle fitted with a 'doughnut' style tank in the spare wheel well the spare wheel (where supplied by the manufacturer) shall be securely fixed in a suitable position where it does not obstruct the whole of the luggage space. Where retrospective conversions are undertaken a conversion certificate must be provided upon application.
- 6.2.15 The standard conditions attached to all private hire vehicle licences can be found in Appendix C. The only variation to these will be following any individual decision by the Licensing Sub Committee.
- 6.2.16 Notwithstanding any of the above vehicle specifications, the Council is through this policy taking steps to improve the air quality in its area and deal with climate change. Road transport is an important source of both greenhouse gases and air pollutants, being responsible for significant contributions to emissions of carbon dioxide, nitrogen oxides, particulate matter (PM)10 and PM2.5. The extent to which the population and environment are exposed to harmful levels of air pollution is dependent upon various factors. However, as road transport emissions tend to occur in areas frequented by people, they are, relatively, more harmful than those from other sources.

The Council is able to act directly on emissions from one sector of road transport and so the following will come into effect at the specified periods below, and supersedes any other conflicting requirements:

- New and replacement vehicle licence applications between the date of this policy coming into force and 31 March 2025 must meet Euro 6 emission standards.
- No new applications for vehicles fuelled by diesel only or petrol only will be processed after 31 March 2025
- ~~From 1 April 2025 all new vehicle licence applications must be for zero emission vehicles, such as self-charging hybrids, fully electric vehicles or hydrogen-fuelled vehicles. At time of writing, plug-in hybrids are not deemed appropriate as they do not have sufficient range to support licensed vehicle use and will spend more time on the fossil fuel engine undermining the aims of this policy.~~
- No licences for vehicles fuelled by petrol only or diesel only will be renewed after 31 December 2030. This overrides the upper age policy so whatever the age of the vehicle, the licence will not be renewed when the licence expires after this date.
- All private hire licences for petrol only and diesel only fuelled vehicles will expire on 31 December 2030.
- Vintage special occasion vehicles, subject to the legislation of the day,

can be licensed after 1 January 2030 provided that they meet all other licensing requirements.

### **6.3 Hackney Carriage Vehicle Specifications**

6.3.1 All vehicles shall have an appropriate 'type approval' in place (prior to being licensed), which is either a:

- European Whole Vehicle Type Approval;
- British National Type Approval; or
- Individual Vehicle Approval

6.3.2 Any model of vehicle being considered for licensing which has been subject to Euro NCAP rating must meet at least a 4 star rating.

6.3.3 It is the policy of the Authority not to licence any vehicle which has been the subject of any category of write off by an insurance company.

For information there are 4 categories of write off.

Category A - Scrap only. For cars so badly damaged they should be crushed and never re-appear on the road. Even salvageable parts must be destroyed.

Category B - Body shell should be crushed. Signifies extensive damage, although some parts are salvageable. Should never re-appear on road, although reclaimed parts can be used in other road-going vehicles.

Category S (formerly Category C) - The new Category S means the vehicle has suffered structural damage. This could include a bent or twisted chassis, or a crumple zone that has collapsed in a crash. Category S damage is more than just cosmetic, therefore, and the vehicle will need to be professionally repaired.

Category N (formerly Category D) - Vehicles graded accordingly haven't sustained structural damage, so the issue may be cosmetic, or a problem with the electrics that isn't economical to repair. However non-structural faults may include brakes, steering or other safety-related parts.

6.3.4 All vehicles which are the subject of a licence application must be manufactured or adapted to carry up to eight hirers not including the driver; this number includes any hirers who may be seated in wheelchairs if the vehicle is capable of transporting such hirers. Where a vehicle has been altered, adapted or modified ONLY Type Approval Certificates granted after alteration, adaptation or modification will be accepted.

6.3.5 Vehicles which have been modified in any way from the manufacturer's standard construction will not be considered suitable for licensing purposes.

6.3.6 All new hackney carriage vehicles must be black in colour; must be wheelchair accessible and be either:

- A purpose constructed Hackney Carriage (i.e. of the London Taxis International TX series, Metro Cab or similar London cab style vehicles)
- A multi-Purpose Vehicle (MPV), including those manufactured or suitably adapted to carry wheelchair users, with adequate seating

accommodation for 4 and 8 adult hirers inclusive of any hirers who may be seated in wheelchairs, in addition to the driver. Such vehicles must be provided with a means of securing any luggage carried. In the case of a vehicle which has been adapted for carrying wheelchair users after the vehicle has been manufactured it must have been granted the relevant M1 Type Approval Certificate,

- A mini-bus type vehicle, including those manufactured or suitably adapted to carry wheelchair users, with adequate seating accommodation for, between 4 and 8 adult hirers inclusive of any hirers who may be seated in wheelchairs, in addition to the driver. Such vehicles must be provided with a means of securing any luggage carried. In the case of a vehicle which has been adapted for carrying wheelchair users after the vehicle has been manufactured it must have been granted the relevant M1 or M2 Type Approval Certificate.

Some vehicles may be permitted to have less than 4 adult hirer seats if it is purposely designed and constructed or adapted after manufacture, to carry wheelchair users. The vehicle must however have the relevant M1 or M2 Type Approval.

Any vehicle that has been adapted or modified to accommodate disabled hirers must be re-certified, after adaptation or modification, to meet the European Whole Vehicle (M1 or M2) Type Approval standard, the British National Low Volume Type (M1 or M2) Approval standard or the British National Single Vehicle (M1 or M2) Type Approval in respect of all such adaptations or modifications. The relevant certificate will be required before such a vehicle can be licensed.

Any minibus or other vehicle in which the seating is intended to be fixed in one place, and which has potential for capacity for over nine seats, which has had excess seating removed to allow not more than eight hirer seats, must have any excess seating fixings permanently removed and holes or other fixings permanently capped (i.e. welded over or similar) before a licence can be issued.

- 6.3.7 The engine capacity for any vehicle shall be not less than 90BHP or equivalent
- 6.3.8 Seating width of not less than 400mm of seating accommodation per hirer (with the doors closed and with no other obstructions) must be provided.
- 6.3.9 The vehicle must be capable of carrying a reasonable amount of luggage per hirer (at least one medium sized suitcase per person) in the luggage compartment.
- 6.3.10 A vehicle converted to run on LPG shall be fitted with a multi-valve tank contained within a sealed tank box made from aluminium and vented to the atmosphere. On a vehicle fitted with a 'doughnut' style tank in the spare wheel well the spare wheel (where supplied by the manufacturer) shall be securely fixed in a suitable position where it does not obstruct the whole of the luggage space. Where retrospective conversions are undertaken a

conversion certificate must be provided upon application.

- 6.3.11 The standard conditions attached to all hackney carriage vehicle licences can be found in Appendix D. The only variation to these will be following any individual decision by the Licensing Sub Committee.
- 6.3.12 All hackney carriage vehicles being licensed for the first time within North Northamptonshire must be wheelchair accessible.
- 6.3.13 Notwithstanding any of the above vehicle specifications, the Council is through this policy taking steps to improve the air quality in its area and deal with climate change. Road transport is an important source of both greenhouse gases and air pollutants, being responsible for significant contributions to emissions of carbon dioxide, nitrogen oxides, particulate matter (PM)10 and PM2.5. The extent to which the population and environment are exposed to harmful levels of air pollution is dependent upon various factors. However, as road transport emissions tend to occur in areas frequented by people, they are, relatively, more harmful than those from other sources.

The Council is able to act directly on emissions from one sector of road transport and so the following will come into effect at the specified periods below, and supersede any other conflicting requirements:

- New and replacement vehicle licence applications between the date of this policy coming into force and 31 March 2025 must meet Euro 6 emission standards.
- No new applications for vehicles fuelled by diesel only or petrol only will be licensed after 31 March 2025
- ~~From 1 April 2025 all new licence applications must be for zero emission vehicles such as self-charging hybrids, fully electric vehicles or hydrogen fuelled vehicles only. At time of writing plug-in hybrids are not deemed appropriate as they do not have sufficient range to support licensed vehicle use and will spend more time on the fossil fuel engine undermining the aims of this policy.~~
- No licences for vehicles fuelled by petrol only or diesel only will be renewed after 31 December 2030. This overrides the upper age policy so whatever the age of the vehicle, the licence will not be renewed when the licence expires after this date.
- All licences for diesel only and petrol only fuelled hackney carriage vehicles will expire on 31 December 2030.

## 6.4 Wheelchair Accessible Vehicles

- 6.4.1 All vehicles which are built or adapted for the carriage of wheelchair users and are the subject of a licence application, must be designed to ensure that any wheelchair is loaded and unloaded from the nearside of the vehicle for hackney carriages or either the side or rear for private hire vehicles. Rear loading will only be permitted where a suitable tail lift is in use.

- 6.4.2 Any vehicle that is adapted or modified in any way, including vehicles that have been adapted or modified to carry one or more wheelchair users, must meet an acceptable/approved standard. Such vehicles may require additional testing or certification from the manufacturers, VOSA or an accredited qualified vehicle engineer. The cost of obtaining this will be payable by the applicant.
- 6.4.3 Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S/I 1998/2307). Any such equipment must be maintained in efficient working order so as to be available for use at all times.
- 6.4.4 Drivers of wheelchair accessible vehicles must be trained to load/unload and convey wheelchair users in safety and comfort. Evidence of this training must be provided upon request by an authorised officer.

## **6.5 Grant and Renewal of Vehicle Licences**

- 6.5.1 The licensee shall submit an application for the renewal of a hackney carriage or private hire vehicle licence, including all required original documentation, to the Council at least six weeks prior to the expiry of the current licence. Photocopies of documents will not be accepted. There is a twenty eight day turnaround time for processing vehicle licence applications.
- 6.5.2 Prior to grant or renewal of any vehicle licence that vehicle must attend and pass the Council's vehicle test at one of the Councils appointed testing stations for a combined Council test and MOT test.
- 6.5.3 Details of the Council's test will be set out in an application pack. All vehicles must be and remain safe and roadworthy for hirers and drivers. Vehicles are to be presented to the garage in such a condition that they pass.
- 6.5.4 The Council test is a checklist that allows for a simple pass or fail. Any failure will result in a licence not being granted or renewed until the matter is rectified and a retest is passed.
- 6.5.5 Vehicle licences are for a period of one year and will be subject to testing throughout that period. This is non-negotiable. Any vehicle that fails the Council test will be required to re-submit the vehicle for retesting at the appointed garage at the applicant's own expense.
- 6.5.6 All new vehicles must pass a combined Council test and MOT test before they can be licensed.

## **6.6 Transfer of Ownership**

- 6.6.1 If the owner / proprietor of a licensed hackney carriage or private hire licensed vehicle wishes to transfer his/her interest in the vehicle to another, he/she is required to complete a transfer of ownership form and submit this to the Council within seven days of the transfer taking place.
- 6.6.2 New owners / proprietors are required to submit a transfer of ownership

application to the Council prior to any transfer taking place. There is a charge for this to cover the administration.

6.6.3 Please note that transitional arrangements will not apply to any vehicle subject to transfer of ownership during the five year transitional period.

## **6.7 Vehicle Insurance**

6.7.1 A licence will not be granted until a valid vehicle insurance certificate is submitted to the Council. Where possible, this should be provided at the time of submitting an application.

6.7.2 In order to satisfy the Council that appropriate insurance is in place for the vehicle the following is required:

- A valid certificate of insurance or cover note. This must confirm that insurance is in place for each driver of the vehicle and specify that it is covered for its use as a hackney carriage or private hire vehicle
- A hackney carriage vehicle requires insurance to cover public hire
- A private hire vehicle requires insurance to cover private hire and hire and reward
- A cover note will be accepted, and the licence issued on the understanding that a certificate of insurance will be presented as soon as possible.

## **6.8 CCTV**

6.8.1 The Council recognises that some proprietors may wish to install CCTV security cameras in their vehicle for the benefit and protection of both drivers and hirers.

6.8.2 The Council considers acceptable use of CCTV / Dash Cams or similar recording systems in licensed vehicles would include:

- Forward or rear facing cameras for external monitoring of the vehicle (whether temporarily or permanently) with the intention of the recording being used in the event of an accident or incident.

6.8.3 All vehicle owners, operators and drivers using any audio or visual recording equipment in their vehicle must ensure full compliance with all current Data Protection Act and Information Commissioner requirements in respect of audio or visual recordings in licensed vehicles, and the storage and use of all recordings.

6.8.4 Due to the potential sensitivities of making audio or visual recordings in licensed vehicles, any breach of the requirements of the Data Protection Act or Information Commissioner Guidance on audio or visual recordings will be considered a breach of the conditions of licensing and will be taken extremely seriously.

6.8.5 Notwithstanding 6.8.3 above, where any audio or visual recording device is fitted or used in a licensed vehicle, clear signage must be displayed in all hirer compartments of the vehicle notifying hirers that audio and/or visual recording device(s) are being used.

## 6.9 Age and Condition Policy

- 6.9.1 Vehicles must be no older than four years from the first day of registration (in any country) on the initial application to North Northamptonshire Council for a Private Hire or Hackney Carriage Vehicle Licence. The first date of registration will be as shown on the vehicle registration document, which may not necessarily be the first date it is registered with the DVLA (e.g. may previously have been registered abroad.)
- 6.9.2 An exemption to 6.9.1 may be allowed at the discretion of the Licensing Manager, for Executive Cars or Special Occasion vehicles used on an infrequent basis. See Executive and Special Occasion Vehicles details at Appendix F.
- 6.9.3 Once licensed the Council's policy is that a vehicle will cease to be licensed once it is ten years of age, subject to the restrictions described above in relation to emission conditions. There will be an exception for London style cabs (TX series), which by their design will have a longer life than other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).
- 6.9.4 The term "exceptional condition" is used to describe vehicles which are over any age limit set by the Council, but that may continue to be licensed because they have been maintained to a very high standard and condition.
- 6.9.5 Any Council which imposes an age limit on its vehicles must be prepared to consider applications from vehicles that are in "exceptional condition". The Council will therefore only licence a vehicle after it is ten years old, if it meets policy requirements to be considered to be in an "exceptional condition".
- 6.9.6 A vehicle of "exceptional condition" is one where the components i.e. mechanical, body panels, paint, trim and fittings etc are maintained in an exceptional condition with regard to the age of the vehicle. It is essential that the image of an exceptional older vehicle upholds the standards normally set by a much younger vehicle.
- 6.9.7 General conditions applicable to this exceptional condition policy are:
- The owner of a hackney carriage or private hire vehicle whose vehicle is approaching its age limit will be required to notify the Council in writing at the time of making an application for the grant of a licence that they wish to extend the operating life of their existing vehicle by twelve months. They must continue to do so, on each subsequent renewal application.
  - Should the vehicle fail any test for any reason it will not be licensed and will not be considered for relicensing, so it is extremely important that licensees ensure a vehicle subject to the exceptional age policy is maintained in exceptional mechanical and cosmetic condition at all times.
- 6.9.8 The criteria detailed below are in addition to all current standard vehicle test criteria requirements.



- 6.9.9 The Council's nominated testing station in conjunction with an authorised officer of the Council will undertake an inspection of the vehicle to assess its general condition and appearance in accordance with the criteria detailed below:
- I. In order for a vehicle to be considered suitable for an operating extension under this policy it must have successfully passed two of its last four standard fitness tests on first submission.
  - II. Bodywork should be in near perfect condition with no signs of panel age deterioration, dents or any other abrasions that may detract from the overall appearance of the vehicle.
  - III. Mechanical condition is such that there should be no item that may show age, deterioration or cause or contribute to a less than safe, comfortable hirer ride.
  - IV. The underside condition of the vehicle does not show any signs of rusting or age, or deterioration.
  - V. General paint condition should not show signs of fading, discolouration or mismatching and retain a finish generally found on much younger vehicles. The exterior trim must be complete and fully intact.
  - VI. Interior trims, panels, seating and carpets etc. should be of a condition that is free from frayed, discoloured, faded or torn components.
  - VII. All seatbelts, airbags, grab rails and other safety devices are in good condition and repair and fully operational.
  - VIII. The boot and luggage compartment must be clean, uncluttered and watertight.
  - IX. There shall be no evidence of leakage of fuel from the vehicles fuel filler cap.
  - X. The hirer compartment should be free from damp or any other odours that may cause hirer discomfort.
  - XI. For wheelchair accessible vehicles only: Ramps and restraining straps will be complete and serviceable and maintained in good repair
- 6.9.10 Ultimately, the decision on whether or not a car can continue to be licensed under the proviso that it is in "exceptional condition" would have to be judged on the merits of each vehicle. Consideration would also have to be given to the type of vehicle, engine size, mileage and the fact that it is going to be used as a licensed vehicle rather than a family saloon.
- 6.9.11 A vehicle that passes an 'exceptional vehicle check' will be licensed for one year. This check is required every year and is in addition to the MOT and

two Council tests.

## **6.10 Vehicle Signage & Licence Plates**

- 6.10.1 Appropriate signage is necessary to identify key information about licensed vehicle to assist identify reassure hirers that vehicles are properly licensed and regulated within North Northamptonshire. Clear signage also assists enforcement officers and others to identify vehicles and help protect the trade from unlicensed or non-compliant vehicles.
- 6.10.2 Hackney carriage and private hire vehicles are required to display a licence plate on the front and rear of the vehicle. Plates must be mounted securely on the bodywork or on the brackets supplied by the authority. All licensed vehicles are also required to display a small licence plate inside the front windscreen of the vehicle. The licence plates remain the property of the Council at all times and must be removed and surrendered within seven days of a request by an authorised officer of the Council, in the event that the licence has expired or has been suspended or revoked.
- 6.10.3 Conditions relating to signage shall be attached to individual vehicle licences and details of those conditions can be found in Appendix C for private hire vehicles and Appendix D for hackney carriage vehicles.
- 6.10.4 For Executive and Special Occasion vehicles and discreet plated vehicles see Appendix F.

## **6.11 Advertising and Additional Signage**

- 6.11.1 Limited commercial advertising is permitted on licensed vehicles. The size and position and content of such information will be specified by the Council. The specifications can be found in Appendix C for private hire vehicles and Appendix D for Hackney Carriages.
- 6.11.2 No advertisements suggesting that a private hire vehicle is available for immediate hire without pre-booking, will be allowed.
- 6.11.3 Advertising and additional signage must not be prejudicial or discriminatory against any group or individual – including, but not limited to; age, race, religion, disability, gender, sexual orientation or nationality, is likely to mislead, is inflammatory, offends or creates barriers between the driver of the vehicle and hirers, the public or other road users. The interpretation of the content of any advert shall be at the sole discretion of the Council.
- 6.11.4 All advertisements must meet current advertising standards requirements.
- 6.11.5 One advertising panel is permitted on each rear hirer door of a licensed vehicle. Each panel must not exceed 45cm in height and 60 cm in width.

## **7.0 Application Procedures**

- 7.1 The Council's application procedures for hackney carriage or private hire vehicle licences, drivers and private hire vehicle operators will be set out in the relevant application pack for that licence. The application procedures

must be followed by applicants and must be made on the prescribed forms and submitted with all supporting documentation.

## **8.0 Executive & Special Occasion Vehicles and Discreet Plate Policy**

### **8.10 Limousines and other Special Occasion Vehicles**

- 8.1.1 The Council will consider licensing limousines, stretch vehicles, and other types of novelty and special occasion vehicle where these meet all current safety standards for use on UK roads.
- 8.1.2 The age restrictions at Section 6.1 above apply equally to all types of special occasion vehicles.
- 8.1.3 Applicants wishing to licence an imported vehicle must produce documentary evidence to the Council that any imported or novelty vehicle has been legally imported into the UK and that the vehicle has an IVA certificate.
- 8.1.4 Owners of vehicles converted from a standard production model must retain the original documentation to confirm that the conversion was approved by the original manufacturer and that the conversion was undertaken by a converter/modifier under an approved Scheme. This must be submitted with the licence application.
- 8.1.5 Any proprietor who wishes to licence an American stretched limousine as a private hire stretched limousine vehicle, will need to prove the vehicle has been converted by an approved converter under a professional modification certification scheme such as the Ford, Quality Vehicle Modifier (QVM) programme or the Cadillac Master Coachbuilders (CMC) programme. It is the responsibility of the proprietor to prove the stretch conversion has been carried out by an approved converter. The vehicle must display a QVM or CMC plate (or equivalent) which specifies the plated weights of the vehicle, if no plated weight is visible then a weight certificate from a registered Vehicle & Operator services Agency (VOSA) weigh bridge must be produced
- 8.1.6 Vehicles may be required to undergo a metal fatigue test or other additional tests at the discretion of this Council. The cost of such tests must be paid for by the operator/proprietor
- 8.1.7 The V5 logbook must list the vehicle body type as 'Limousine' and a seating capacity of up to eight hirers (plus the driver). If this information is not recorded on the V5 registration document the proprietor will be required to apply for an Individual Vehicle Approval (IVA) inspection at a suitable Vehicle & Operator Services Agency (VOSA) testing station, the vehicle should be entered as a left hand drive limousine to carry eight hirers. The certificate must then be produced to the Driver & Vehicle Licensing Agency (DVLA) for registration. A copy of the IVA certificate must be retained and produced with all other documents at the point of application for a private hire stretched limousine licence
- 8.1.8 Because every limousine is bespoke, before a licence can be issued to a limousine, the vehicle will be required to undergo an inspection by an

Authorised Officer of the Council to ensure compliance with the requirements listed above and conditions attached to the grant of the private vehicle licence. This is in addition to passing the Council test.

- 8.1.9 Due to the added weight and length of such vehicles, critical components wear at a greater rate than that of conventional vehicles. The proprietor of a vehicle licensed as a private hire stretched limousine will be required to maintain a detailed maintenance plan.
- 8.1.10 All Executive & Special Occasion Vehicles will be expected to comply with all standard private hire vehicle licensing requirements and conditions.
- 8.1.11 The vehicle will be licensed to carry no more than eight hirers with a minimum space of 400mm seating available for each hirer with doors closed and no other obstructions. Where the vehicle is fitted with an L shaped seating arrangement, space for one passenger will be discounted in the corner of the seats to allow sufficient legroom for occupants. All forward facing seats must be fitted with three point all age inertia reel, lap and diagonal seat belts. All other seatbelts fitted to any other seat by the converting company must be present and working correctly.
- 8.1.12 Vehicles with a partition between the driver and hirer compartment must only be fitted with a clear glass partition to enable full visibility into the rear of the vehicle. The glass should meet the relevant British/ European Standard or its American equivalent. Solid partitions will not be permitted.
- 8.1.13 Due to the design and use of such vehicles, they will be required to provide enhanced safety features, including additional fire extinguishers and 'Life' safety / break glass hammers.
- 8.20 Exemption from Display of Licence Plates (Discreet Plates)**
- 8.2.1 The Local Government (Miscellaneous Provisions) Act 1976 requires that private hire vehicles display a licence plate and drivers wear a driver's badge. The same legislation also allows a Council to exempt the display of vehicle licence plates and, where that exemption applies, the requirement to wear a private hire driver's badge.
- 8.2.2 There has been a change in the market relating to private hire vehicles in recent years with limousines, executive cars and other special occasion vehicles becoming a more popular means of travel. This coupled with changes in the legislation has led to the trade wanting a more discreet plate for these types of vehicles, particularly if they are chauffeuring people where security issues exist or aesthetics are important.
- 8.2.3 This however must be balanced against public safety when using licensed vehicles, so this policy has been developed to allow private hire vehicles that meet strict criteria to display discreet plates.
- 8.2.4 Applicants for exemptions from displaying licence plates would be expected to demonstrate the corporate/business nature of work being undertaken, for example requests from clients wishing to enter into contracts for private hire vehicles without markings. Consideration will also be given to the nature and length of

contracts and billing arrangements. Cash payment direct to the driver would not be acceptable as the norm, account or prepayment is expected. Applicants would also be required to demonstrate how they intend to advertise their private hire services. A clear distinction must be made between executive hire utilising 'discreet plated' vehicles and 'normal' private hire utilising vehicles exhibiting plates and signage in order to minimise confusion and protect public safety.

8.2.5 It is not intended that all private hire vehicles should be able to obtain exemptions from displaying licence plates. Only those meeting the criteria below will be considered.

8.2.6 An exemption from the display of licence plates will be considered where the following requirements are met:

- Vehicles accepted include luxury brands such as Mercedes Benz, BMW, Jaguar, Rolls Royce, Bentley and Lexus. The highest specification executive type cars from other manufacturers may also be considered. American style stretched vehicles and limousines will not normally qualify for discreet plates, as may other special occasion or novelty type vehicles.
- The maximum length of the 'stretch' shall not exceed 120"/3048mm
- The vehicle must be in immaculate condition with no visible defects, dents or blemishes to the external bodywork or internal trim.
- The type of work undertaken is 'executive' in nature. This would mean that the vehicle is used specifically for clients that for security, commercial, aesthetic or similar reasons would not want the vehicle to be identifiable.
- Any vehicle with an exemption from displaying licence plates is not used for more routine private hire work at any time.

8.2.7 Owners of vehicles converted from a standard production model must retain the original documentation to confirm that the conversion was approved by the original manufacturer and that the conversion was undertaken by a converter/modifier under an approved Scheme. A copy of this must be submitted with the licence application and discreet plate application.

8.2.8 Licensed drivers of any licensed vehicle which has been granted an exemption from displaying the licence plates will automatically be exempt from wearing their drivers licence badge. However, they must carry their badge on their person at all times whilst driving the vehicle and must produce it on request by an authorised officer of the Council or a police officer.

### **8.30 Applications for Exemption from Displaying Licence Plates**

8.3.1 Application for exemption from display of licence plates must be made in writing to the Council by a person holding a Private Hire Operator Licence issued by the authority. The application must set out:

- the grounds for applying for an exemption
- details of the business model
- the vehicle make, model, age and registration number

- a description of the current condition of the vehicle, with supporting photographs
- confirmation that the applicant will comply with the terms of this policy and the conditions set out in in Appendix F.

- 8.3.2 Each case will be considered on its own merit by the Licensing Manager. The applicant may be asked to bring the vehicle to the Council offices for inspection prior to a decision being made.
- 8.3.3 The decision will be communicated in writing (where possible within fourteen days of an application being submitted). There is no automatic right of appeal against this decision. However, anyone aggrieved by a decision is at liberty to use the Council's complaints procedure.
- 8.3.4 Where a written exemption is confirmed, the applicant will be issued with a discreet plate which is required to be displayed in the nearside front windscreen at all times.

## **9.0 Private Hire Operators and Vehicle Proprietors**

- 9.0.1 The objective in licensing private hire vehicle operators is to protect the public, who may be using operators' premises and trusting that the drivers and vehicles dispatched are above all else safe
- 9.0.2 It is important therefore that the Council is assured that those that are granted a private hire vehicle operator licence pose no threat to the public and have no links to serious criminal activity. Although private hire vehicle operators may not have direct contact with hirers, they are still entrusted to ensure that the vehicles and drivers used to carry hirers are appropriately licensed and so maintain the safety benefits of the driver licensing regime, particularly considering the fact that those involved in taking bookings and undertaking journeys will be likely to be party to sensitive personal information.
- 9.0.3 To enable consistent and informed decisions to be made, it is important to have a working test of fitness and propriety for Private Hire Operators and a suitable variation on the test for drivers can be used:
- “Would I be comfortable providing sensitive information such as holiday plans, movements of my family or other information to this person, and feel safe in the knowledge that such information will not be used or passed on for criminal or unacceptable purposes?” \*
- \* Button on Taxis – Licensing Law and Practice 4th Ed Bloomsbury Professional at para 12.35
- 9.0.4 Applications for private hire operator's licences must be made on the Council's official application form and in accordance with the stated timescales. A basic disclosure from the Disclosure and Barring Service (DBS) will be required. The application procedure for an Operator's Licence will be set out in an application pack.
- 9.0.5 A Private Hire Operator Licence may be applied for by a company or partnership. In this instance a basic disclosure from the DBS will be required for each director / partner.

- 9.0.6 Conditions which will be attached to all Operators licences are contained in Appendix E
- 9.0.7 Applications and fees for these licences are for a five year period only. The decision to issue an operator licence for less than five years shall only be determined by the Licensing Sub-Committee. The only exemption to this is those applicants whose right to remain in the UK is for less than the three year period. The licence application if otherwise acceptable shall only be issued for no longer than the same period as the leave to remain. There will be no reduction in fee for a licence granted for a shorter term.
- 9.0.8 All operator applicants must satisfy the Council that they are a fit and proper person to hold a Private Hire Operator Licence. To grant the licence there must be no doubts as to the applicant's fitness or propriety. Any application that raises any relevant concern will be referred to the Licensing Sub Committee for determination.
- 9.0.9 Once the licence has been granted, the Operator must remain a fit and proper person throughout the duration of the licence. The fitness and propriety of the licensed Operator will be monitored and assessed throughout the licence period. Where licence holders have contravened any licence conditions, or any other complaints, criminal behaviour or other concerns are brought to the attention of the authority, or where their continued fitness and propriety is called into question the matter may be referred to the Licensing Sub Committee for consideration.
- Examples of matters that might warrant immediate suspension of a private hire operator licence include (but are not limited to):
- Concerns supported by a reasonable belief of an authorised officer, that an operators ongoing activities may pose a public safety risk (based on information, evidence or circumstances that has come to the attention of that officer) and where no other reasonable control measures are likely to mitigate that potential risk
- 9.0.10 Any vehicle proprietors or person(s) applying for a private hire operator licence are required to provide a basic disclosure from the DBS to ensure they meet the 'fit and proper' threshold.
- 9.0.11 An operator licence may be applied for by a company or partnership. In this instance a basic disclosure from the DBS will be required for each director and secretary in respect of a limited company and each partner in a partnership. Further DBS disclosures will be required prior to any additional director or secretary being appointed.
- 9.0.12 If granted a licence, a basic disclosure from the DBS, as above, must be provided to the Council on an annual basis for each individual / director / secretary.
- 9.0.13 Any private hire operator or vehicle proprietor who is also licensed as a driver will not be required to provide a DBS basic disclosure as the required enhanced disclosure for drivers is sufficient.

## **10.0 Fees & Charges**

10.0.1 The Council reviews all fees and charges on an annual basis although it may review these at any time it feels necessary. All fees are calculated to ensure that the Council's costs are recovered and that the service is not being subsidised by the public. Licence fees include the cost of administering applications, and monitoring compliance of licences granted.

10.0.2 All fees are published on the Council's website at: **xxxxxxx**

## **11.0 Enforcement and Compliance**

### **11.10 General**

11.1.1 The purpose of licensing the taxi and private hire trade is to protect the public and promote public safety. The Council will utilise all legislative powers available to them to ensure the public are protected. North Northamptonshire Council has an Enforcement Policy in place that sets out our approach to enforcement. to ensure that any action is efficient, targeted, proportionate and transparent. The Enforcement Policy is available on the Council's website.

11.1.2 The Council liaise and work in partnership with other Council departments, the Police, officers of other local authorities and partner agencies to carry out its enforcement duties effectively. Where appropriate, the UK Border Agency, Department of Work and Pensions, HM Revenue and Customs, Driver and Vehicle Standards Agency and other Government Departments may assist with targeted enforcement campaigns.

11.1.3 The Council may use spot checks and "mystery shopping" to identify drivers and operators that are not complying with the requirements and standards the authority expects of its licensees. It is recognised as being particularly useful in identifying those who discriminate against disabled passengers, particularly when evidencing ad hoc incidents can be difficult for the passengers concerned.

11.1.4 The Council will suspend the vehicle licence or refuse to issue a licence to any vehicle where the vehicle excise duty has not been paid, or any other prerequisite legal requirement has not been complied with.

11.1.5 The Council will not routinely suspend vehicle licences at the request of insurers, when vehicles are temporarily taken off the road for accident repairs, as suspension of any licence should only be used where there are public safety or other licensing concerns. In this situation, a temporary licence transfer can be applied for to transfer the licence to another vehicle temporarily. Temporary transfers will usually only be granted for one period of up to three months.

### **11.20 Delegated Authority**

11.2.1 The Council's Constitution sets out delegated responsibility and authority



within the Council for the purposes of decision making and enforcement action. The Council's constitution can be viewed on the Council's website at:

<https://www.northnorthants.gov.uk/councillors-and-democracy/constitution>

A copy of the Regulatory Services Scheme of Delegation can be provided on request. This document sets out delegations to individual officer level.

For the purposes of this policy, the Licensing Sub Committee has authority to make decisions relating to taxi licensing matters at the application stage and at review following complaints or enforcement action undertaken. An application or licence may be brought in front of the Licensing Sub Committee for determination should it be necessary, for example where previous criminal convictions have been disclosed. The Sub Committee is made up of three members from the Licensing Committee.

- 11.2.2 The Licensing Sub Committee will treat each case on its own merits and will have due regard to this policy and its appendices when considering hackney carriage and private hire licensing matters. Information on appeals against a decision of the Licensing Sub Committee will be provided to the applicant/licence holder with the decision notice, within the prescribed period following a hearing.

### **11.30 NNC Licensing Penalty Points Scheme**

- 11.3.1 Where breaches of the terms and conditions of any licence (drivers, vehicle or operator) are determined by the Council, penalty points may be issued. Details of the NNC Licensing penalty points scheme can be found in Appendix G.
- 11.3.2 The scheme is a way of formalising warnings being issued. The scheme is set up to be transparent in the number of penalty points which are attributable to the range of breaches covered. Whilst all breaches of licence conditions are serious, there is a sliding scale of points with a larger number of points attached to those which are considered the most serious, or which put public safety at potential risk, over those which might be seen as an administrative breach.
- 11.3.3 Penalty points are issued per incident and are cumulative. If one incident has resulted in several breaches of the licence conditions, the points issued may reach a trigger level that would require the licence to be referred to the Licensing Sub Committee for review. For clarity, an incident is considered as one point in time. It therefore stands that potentially a driver may be involved in more than one incident in any day, which could each result in points being issued.
- 11.3.4 Points incurred will remain on the licence holder's record for a fixed period. The usual duration of a driver and private hire vehicle operator licence is three and five years respectively. To ensure that all past behaviour is taken into account when considering whether to grant a new licence, the Council will require that points remain on the record from the date of the incident for 3 years for drivers and 5 years for private hire vehicle operators.. The Licensing Authority will however consider whether a review is undertaken in situations where points are incurred within a shorter period; for example, a

year as this may indicate rapidly deteriorating standards or unsatisfactory conduct.

- 11.3.5 Twelve points being issued within any rolling two year period is the trigger level for a licence to be referred for review by the Licensing Sub Committee. The Sub Committee will carry out a review of the conduct of the licensee and consider whether further action is necessary to address any concerns. Such action might be undertaking additional training or a further driving test, not just a suspension or revocation
- 11.3.6 All authorised officers undertaking licensing work are permitted to issue penalty points under the NNC Licensing Penalty Points Scheme
- 11.3.7 The Council will periodically undertake interventions to assess the conditions of the hackney carriage and private hire vehicle fleets. These interventions will include the occasional inspection of stationary vehicles or moving vehicles during joint operations with the Police or DVSA. Any breaches of conditions found at these times will be awarded the appropriate number of penalty points, and if they exceed twelve points at any time, this would trigger the matter being referred to the Licensing Sub Committee for their consideration. Failure to allow such checks to be carried out will be considered as obstruction and acted upon accordingly.

#### **11.40 Appeals Against NNC Licensing Penalty Points**

- 11.4.1 Where NNC Licensing penalty points have been issued an appeal can be submitted. Any appeal must be set out in writing to the Licensing Manager and submitted for consideration within twenty one days of the penalty points being issued. The appeal will be considered by the Licensing Sub Committee, and their decision will be final.

It should be noted that where an appeal is submitted to the Licensing Sub Committee, the points may be reduced or removed, but they can also be increased. The Sub Committee may also consider further action might be appropriate in respect of the licence during an appeal.

- 11.4.2 For any other enforcement actions, the right of appeal will be disclosed with the decision where an appeal process exists.

### **12.0 Service Requests and Complaints**

- 12.0.1 The Council has a discretion to investigate complaints made to them by members of the public or partner agencies. Any complaint received will be recorded and a decision will be made by the officer who is allocated the complaint, as to what level of investigation may be undertaken. This will take account of the seriousness of the complaint, the level of evidence available, witness credibility, driver compliance history, and other relevant information.
- 12.0.2 In determining the most appropriate course of action the Council will have regard to the evidence collated, the credibility of both the licence holder and the complainant, along with the driver's compliance history and any other relevant information.

- 12.0.3 Should a person wish to complain about the service they have received from the Council they can either submit an informal complaint to the officer dealing with the matter, or their line manager; or alternatively they may submit a formal complaint using the Council's complaints procedure.

## **13.0 Disclosure of Information**

- 13.0.1 All information held on files and databases shall only be disclosed to other internal departments and external agencies where there is a legal gateway and an obligation to do so. In addition, the Council may seek information from other agencies or third parties where there is considered to be reasonable grounds and a legal gateway for doing so.

# Appendices

Appendix A – Criminal Records and Suitability

Appendix B – Private Hire Driver Conditions

Appendix C – Private Hire Vehicle Conditions

Appendix D – Hackney Carriage Vehicle Conditions

Appendix E – Operator Licence Conditions

Appendix F - Executive & Special Occasion Vehicles and Discreet Plate Conditions

Appendix G – NNC Licensing Penalty Points Scheme

Appendix H – National Taxi Database Policy

Appendix I – Exemptions from Displaying Licence Plates

Appendix J - CCTV in Hackney Carriage and Private Hire Vehicles

## Appendix A- Criminal Convictions and Suitability Policy

- 1.1 Guidance on the relevance of arrest, conviction, caution or any other relevant information including complaints and intelligence.
- 1.2 Every person licensed by the Council in respect of the hackney carriage or private hire trade must demonstrate at application, renewal and all other times, that they are, and remain, a fit and proper person to hold one or more of the following:
  - a. Licence to drive a licensed vehicle as a:
    - hackney carriage driver;
    - private hire driver;
    - dual driver;
  - b. Private Hire operator's licence;
  - c. Vehicle licence:
    - hackney carriage;
    - private hire vehicle.
- 1.3 Commonly, the test as to whether a person is suitable to hold a licence is expressed to be:

Without any prejudice, and based on the information before you, would you allow a person for whom you care, regardless of their condition, to travel alone in a vehicle driven by this person at any time of day or night?

If, on the balance of probabilities, the answer to the question is 'no', the individual should not hold a licence.

*(Department for Transport Statutory Taxi & Private Hire Vehicle Standards July 2020)*

It must be noted that this is not the same test as would be applied by a criminal court and matters which may have been dismissed by that judicial process will still be considered by the Council in considering the Fit and Proper Test.

- 1.4 In addition to physical and mental wellbeing, this test can also be applied to an applicant's handling of a person's sensitive information such as personal data, holiday plans, medical conditions, travel arrangements etc, in respect of all licences the Council issues. The public and the trade are entitled to expect that those licensed by the Council will operate in accordance with the standards set out by the Council and not take advantage of their position of trust for criminal or unacceptable purposes.

## 2.0 Relevant Factors

- 2.1 The Council may take into account any other matter or matters that may affect whether an applicant or licence holder is a fit and proper person, such factors include but are not limited to:
  - Convictions / Cautions for an offence;
  - Any diversion scheme offered as an alternative to conviction (i.e. "checkpoint" or restorative approach);
  - Mental Health Act Orders;
  - Inclusion on any register maintained for the purposes of safeguarding the public;
  - Police intelligence/information;
  - Drug/alcohol use and Detoxification;
  - Other relevant information disclosed;

- Any complaints or the accumulation of complaints regarding a licence holder's conduct;
- Surrender of a licence prior to an appearance before the Licensing Committee;
- Matters contrary to the requirements of this policy;

2.2 The Council will, in considering whether an applicant is suitable to hold a licence, require applicants and those renewing a licence to meet the criteria identified below:

|                                     | Drivers          |              |      | Private Hire Operator | Vehicles         |              |
|-------------------------------------|------------------|--------------|------|-----------------------|------------------|--------------|
|                                     | Hackney Carriage | Private Hire | Dual |                       | Hackney Carriage | Private Hire |
| Child sexual exploitation awareness | ✓                | ✓            | ✓    | ✓                     | ✗                | ✗            |
| Entitled to work in UK              | ✓                | ✓            | ✓    | ✓                     | ✗                | ✗            |
| Driving licence                     | ✓                | ✓            | ✓    | ✗                     | ✗                | ✗            |
| Driving assessment                  | ✓                | ✓            | ✓    | ✗                     | ✗                | ✗            |
| Theory test                         | ✓                | ✓            | ✓    | ✓                     | ✓                | ✓            |
| Geography test (per zone)           | ✓                | ✓            | ✓    | ✗                     | ✗                | ✗            |
| Medical fitness                     | ✓                | ✓            | ✓    | ✗                     | ✗                | ✗            |
| Fit & proper person                 | ✓                | ✓            | ✓    | ✓                     | ✓                | ✓            |
| DVLA check                          | ✓                | ✓            | ✓    | ✓                     | ✗                | ✗            |
| DBS check                           | ✓                | ✓            | ✓    | ✓                     | ✓                | ✓            |

2.3 Any applicant who is the subject of an outstanding charge or summons may have their application held in abeyance or referred to the Licensing Sub Committee until the matter is resolved. This decision will be made on a case by case basis.

2.4 The Council will also take into account relevant situations, information and circumstances that have not led to a conviction. This will include:

- acquittals;
- circumstances in which convictions were quashed due to misdirection to the jury;
- circumstances where the decision was taken not to prosecute;
- information from other sources such as Council officers or partner agencies;
- complaints from the public

2.5 In considering the most appropriate action to take in relation to non-conviction information (or a complaint), the credibility of the witness / complainant and the licence holder will be taken into account.

2.6 If an applicant has been arrested or charged, but not convicted, for a serious offence which suggests they could be a danger to the public, consideration should be given to refusing the application. Such offences might include dishonesty, violence and / or sexual offences, amongst others.

- 2.7 In the case of any new applicant who has been charged with any offence and is awaiting trial, the determination will be deferred until the trial has been completed or the charges withdrawn.
- 2.8 Failure to disclose all arrests; bail arrangements; convictions; fixed penalty notices; cautions (subject to the Exceptions Order); ongoing investigations; and / or pending prosecutions, may affect the grant of a licence or may lead to the revocation of a licence.
- 2.9 In assessing the action to take, the safety of the travelling public must always be the paramount concern.
- 2.10 Licence holders and applicants for driver, vehicle and operator licences are required to disclose all convictions, fixed penalty notices and cautions, including those that would in other circumstances be regarded as spent under the Rehabilitation of Offenders Act 1974, subject to Schedule 2 of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended. This order creates categories of 'protected cautions' and 'protected convictions', which applicants and licence holders must be treated as not having committed, or been charged with, or prosecuted for, or convicted of, or sentenced for, even though 'spent' cautions and convictions may be taken into account.
- 2.11 Licence holders and applicants must also disclose details of any ongoing investigations and any pending prosecutions. This is to include any arrest and subsequent bail where charges have not been laid.
- 2.12 Existing licence holders are required to notify the issuing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence. An arrest for any of the offences within this scope should result in a review by the issuing authority as to whether the licence holder is fit to continue to do so.
- 2.13 This will not however be seen as a direction that a licence should be withdrawn; it is for the licensing authority to consider what, if any, action in terms of the licence should be taken based on the balance of probabilities.
- 2.14 A failure by a licence holder to disclose an arrest that the issuing authority is subsequently advised of, might be seen as behaviour that questions honesty and therefore the suitability of the licence holder, regardless of the outcome of the initial allegation.
- 2.15 The disclosure of a criminal record or other information will normally prevent an applicant from obtaining a licence until such time, in accordance with the table below, has elapsed since the completion of any sentence imposed.
- 2.16 In making its decision the Council will consider each matter referred to it on its own merits, having regard to the relevance of any offence, the seriousness of the offence, the length of time since the offence occurred and any pattern of offending behaviour or other complaints.
- 2.17 The Council considers all offences to be relevant offences (subject to the above Exemptions Order) when considering the suitability of a person to hold or retain a licence.
- 2.18 The following types of offence will be viewed as serious (in no particular order):
- a. Dishonesty;

- b. Violence (including Criminal Damage & Sexual Offences);
- c. Alcohol Related Offences;
- d. Public Order Offences;
- e. Motoring Offences;
- f. Possession of or Possession with the Intent to Supply controlled substances;
- g. Obscenity (which includes the possession, making or distribution of unlawful obscene images / materials on computer or the internet);
- h. Racially or Religiously aggravated offences;
- i. Offences of a discriminatory nature;
- j. Offences involving Indecency or other offences of a Sexual Nature;
- k. Contravention of Licensing Laws or Conditions;
- l. Disqualification from driving a motor vehicle at any time in the three years prior to applying for a licence;
- m. Offences involving animal cruelty;
- n. Criminal Behaviour Orders;
- o. Failing to declare convictions etc. on application;
- p. Or similar offences or offences which replace the above offences

2.19 To assist with determination of suitability beyond skills and competence, particularly in relation to the fit and proper person test, and to provide assurance to the public and the trade that the Council operates a transparent, fair and consistent approach to assessing suitability of an individual to be licensed, the Council adopts the provisions of the Institute of Licensing (IOL) Guidance for determining the suitability of applicants and licensees in the hackney and private hire trades (“the IOL Guidance”). This guidance was widely consulted upon prior to adoption and is accepted as the national standard for local authorities making such assessments. The IOL Guidance can be found at: [https://www.instituteoflicensing.org/documents/Guidance\\_on\\_Suitability\\_Web\\_Version\\_\(16\\_May\\_2018\).pdf](https://www.instituteoflicensing.org/documents/Guidance_on_Suitability_Web_Version_(16_May_2018).pdf)

[2.20 A summary of the policy in relation to criminal, convictions and the period of time before a licence may be granted are detailed at Table 1 below.](#)

### **3.0 Referrals to the Disclosure and Barring Scheme**

- 3.1 In some circumstances it may be appropriate under the Safeguarding Vulnerable Groups Act 2006 for the Authority to make a referral to the DBS. The Authority will make a referral where a decision is made to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult.
- 3.2 The power for the licensing authority to make a referral in this context arises from the undertaking of a safeguarding role. Other situations where a referral is likely to be made are when it is thought that:
- an individual has harmed or poses a risk of harm to a child or vulnerable adult;
  - an individual has satisfied the ‘harm test’; or
  - received a caution or conviction for a relevant offence and;
  - the person they are referring is, has or might in future be working in regulated activity;
- 3.3 If the above conditions are satisfied, the DBS may consider it appropriate for the person to be added to a barred list.



**Table 1: Summary of IOL Guidance (completion of sentence to licence granted)**

|   | 5 years | 7 years | 10 years | Never |
|---|---------|---------|----------|-------|
| Conviction for drink driving or driving under the influence of drugs,   |         | ✓       |          |       |
| Conviction for possession of drugs, or related to the possession of drugs   | ✓       |         |          |       |
| Conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply  |         |         | ✓        |       |
| conviction for an offence of violence, or connected with any offence of violence,   |         |         | ✓        |       |
| Convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person   |         |         |          | ✓     |
| Conviction of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children   |         |         |          | ✓     |
| Conviction for any offence of dishonesty, or any offence where dishonesty is an element of the offence,   |         | ✓       |          |       |
| Conviction for any offence involving or connected with illegal sexual activity or any form of indecency   |         |         |          | ✓     |
| On the Sex Offenders Register or on any 'barred' list.  |         |         |          | ✓     |
| Conviction for possession of a weapon or any other weapon related offence,  |         | ✓       |          |       |
| conviction involving or connected with discrimination in any form   |         | ✓       |          |       |
| Conviction for using a held-hand mobile telephone or a hand-held device whilst driving,   | ✓       |         |          |       |
| Minor traffic / vehicle related offence (i.e. all offences other than those involving loss of life, driving under the influence of drink or drugs, driving whilst using a mobile phone) which did not result in injury to any person or damage to any property (including vehicles) resulting in 7 or more points on the DVLA licence | ✓       |         |          |       |
| Major traffic offence, including offences resulting in injury to a person or damage to property   |         |         | ✓        |       |
| Conviction for an offence concerned with or connected to hackney carriage or private hire activity (excluding vehicle use),   |         |         | ✓        |       |
| Conviction for any offence which involved the use of a vehicle (including hackney carriages and private hire vehicles),   |         |         | ✓        |       |



## Appendix B - Private Hire and Dual Licence Driver Conditions

### 1. Requirements and Conditions for licensed drivers (private hire)

- 1.1 The following conditions are considered to be reasonably necessary by North Northamptonshire Council in relation to private hire and dual drivers' licences and all private hire and dual drivers' licences will be granted subject to these conditions. The power to attach conditions to a private hire drivers' licence is contained in section 51(2) Local Government (Miscellaneous Provisions) Act 1976. (as amended).
- 1.2 In determining these conditions the Council has had regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards July 2020.
- 1.3 These conditions are ancillary to and should be read in conjunction with applicable statutory legislation. The following list is not exhaustive: -
- The North Northamptonshire Hackney Carriage and Private Hire Licensing Policy
  - The Town Police Clauses Act 1847 (as amended)
  - The Local Government (Miscellaneous Provisions) Act 1976 (as amended)
  - The Disability Discrimination Act 1995
  - The Equality Act 2010
  - Public Health Act 1875
- 1.4 The conditions of licence are made pursuant to Section 51 of the Local Government (Miscellaneous Provisions) Act 1976,
- 1.5 Failure to comply with any of the conditions attached to this licence may result in Penalty Points being issued to the licence holder, or other action such as referral to the Licensing Sub Committee, with a view to potential suspension or revocation of the licence.

### 1.6 Definitions

In these conditions:

- 'the 1976 Act' means the Local Government (Miscellaneous Provisions) Act 1976 (as amended)
- 'the Council' means North Northamptonshire Council
- 'Authorised Officer' means a Licensing Officer authorised in writing by North Northamptonshire Council
- 'the hirer' means any person who, from time to time, hires or books the vehicle.
- 'the licensee' means the person(s) named in the licence.
- 'the driver' means the person(s) named in the licence
- 'the operator' means any person or company or partnership licensed by the Council to operate private hire vehicles.

'the vehicle' means the vehicle named in the licence.

## **2 Driver Licence and Badge**

- 2.1 The driver will be issued with one driver badge and must at all times, when driving a licensed vehicle, wear the badge in a prominent visible place on their outer clothing.
- 2.2 Badges remain the property of the Council and must be returned upon expiry, surrender, suspension or revocation.
- 2.3 The badge must not be covered, concealed or defaced in any way.
- 2.4 The drivers badges, to which these conditions refer, must be made available for inspection, on request, by any authorised officer of the Council or Police; or any passenger or potential passenger, or any other member of public who may have reason to request sight of the badge (such as in the case of a road traffic accident or complaint situation).
- 2.5 The driver must notify the Council in writing, within seven days of being engaged or employed to drive a private hire vehicle, of the name of the proprietor (licensee) of the vehicle, the operator of the vehicle (if different) and the date when such engagement or employment commenced. The driver must also notify the Council in writing within seven days of any termination of engagement or employment with an operator.
- 2.6 The driver must not lend the badge to any other person or permit any other person to wear it.
- 2.7 The driver's badge remains the property of the Council. The badge must be returned to the Council immediately if the licence is suspended or revoked. Upon expiry the badge must be returned to the Council within seven days.
- 2.8 The driver of a private hire or hackney carriage vehicle must hand his original Private Hire Driver Licence to his employer or the Private Hire Operator who engages him, before he commences his employment or engagement. The driver must take the licence from the operator if he ceases to be employed or engaged by them.
- 2.9 Drivers must notify the Council in writing immediately in the event that a badge or licence is lost.
- 2.10 Private hire vehicles must not be driven by unlicensed drivers under any circumstances.

## **3.0 Conduct of Driver**

- 3.1 The driver of a private hire vehicle must be clean and dressed in clean, smart clothes at all times when the private hire vehicle is being driven for hire.
- 3.2 The driver must not at any time behave in an abusive, aggressive or threatening manner to any passenger, officer of the Council, contracted garage personnel or any

other person.

- 3.3 The licensed driver of a private hire vehicle must not ply or stand for hire and cannot use hackney carriage stands for any purpose, including dropping off passengers.
- 3.4 The driver must not convey, or permit to be conveyed, in a private hire vehicle any greater number of persons than the number of persons specified on the vehicle licence (plate).
- 3.5 The driver must at all times ensure the safety and welfare of all passengers and ensure additional care is taken when dealing with potentially vulnerable passengers.
- 3.6 Good safeguarding practices are essential for all drivers working with passengers. These standards are equally applicable when working with vulnerable and non-vulnerable passengers. The following safeguarding principles must be observed at all times:
- The driver / operator must confirm that any necessary safeguarding or assistance provisions have been made for the vulnerable person prior to accepting the booking or commencing the journey. This does not necessarily mean that the driver / operator is responsible for the provision of appropriate measures but is responsible for checking that any such measures are in place. However if appropriate measures are not in place then the driver / operator must not undertake the journey.
  - Drivers must always ask if a passenger (whether considered vulnerable or not) needs help and should not make assumptions.
  - Drivers must remain professional at all times and must not:
    - Touch a person except in an emergency or when requested to do so by the person concerned for assistance, etc.
    - Make offensive or inappropriate comments (such as the use of swearing, sexualised or discriminatory language)
    - Solicit or engage in any inappropriate conversations
    - Behave in a way that may make a passenger feel uncomfortable, intimidated or threatened
    - Attempt to misuse personal details obtained via the business about a person
  - Drivers must remain alert to issues around the safeguarding of children and vulnerable adults. Drivers must ensure that children and vulnerable adults leave the private hire vehicle directly onto the kerb and immediately outside their destination (if it is safe and legal to do so).
  - If a driver is concerned about the safety, welfare or behaviour of a vulnerable person, they should report this to the police by telephoning 101 (or in appropriate cases by calling 999).
- 3.7 If a driver is concerned about someone else's conduct, they should report their concerns to the Council's licensing department, Police, or Crimestoppers.
- 3.8 The driver must comply with all reasonable requirements and requests of any person hiring or being conveyed in the private hire vehicle.

- 3.9 The driver must afford all reasonable assistance with passenger luggage or other items being carried as may be required. At the conclusion of the journey the driver must similarly offer all reasonable assistance to passengers leaving the private hire vehicle and assist them with luggage or any disability aids or wheelchair etc.
- 3.10 The driver must take all reasonable steps to ensure the safety of passengers entering or conveyed in or alighting from the private hire vehicle, especially those passengers who are vulnerable.
- 3.11 The driver must not smoke tobacco or any other substance, nor use E-Cigarettes / Vaping Cigarettes/or any electronic smoking device in the private hire vehicle at any time. In addition, the driver must take all reasonable steps to prevent any passengers smoking or using similar devices.
- 3.12 The driver must comply with any hirer's request not to drink or eat in the vehicle, or play any radio or sound equipment, which is not connected with the operation of the vehicle as a private hire vehicle.
- 3.13 The driver must at all times when driving a private hire ensure that the vehicle is maintained in a roadworthy and clean condition.
- 3.14 Every driver must undertake an inspection of any private hire vehicle that they are driving at the start of their shift whilst working as a private hire driver to ensure the vehicle is in a suitable and roadworthy condition and is compliant with all licensing requirements. This inspection must be undertaken at least daily and before the first carriage of passengers in the vehicle. A record must be made by the driver to confirm that the checks have been undertaken; this record must be retained for a period of six months and must be made available for inspection by an authorised officer of the Council upon request.
- 3.15 The driver of a licensed vehicle must ensure that none of the markings / signs / notices that are required to be displayed on the private hire vehicle become concealed from public view or be so damaged or defaced that any figure or material particular is rendered illegible.
- 3.16 The driver of a private hire vehicle that has been hired to be in attendance at an appointed time and place or he/she has otherwise been instructed by the operator of the vehicle to be in attendance at an appointed time and place punctually attend at the appointed time and place unless delayed or prevented by sufficient cause.
- 3.17 The driver, when hired to drive to a particular destination, must proceed to that destination by the shortest available route, unless a different route has been agreed with the hirer before the commencement of the journey. If traffic delays (e.g. congestion, road works) mean that the shortest available route may not be the quickest, that should be explained to the passenger who can then make an informed decision as to which route they would like the driver to take.
- 3.18 Drivers are permitted to use one Bluetooth earpiece only, in one ear, which does not require any direct contact with the mobile telephone to operate, and which does not interfere with their ability to drive safely. Any such equipment must only be used in compliance with all other relevant legislation. Drivers are not permitted to wear or use earphones or other devices on/in two ears. Equipment or devices that require any contact whatsoever with the mobile phone to operate or activate them, are not

permitted. Wired earpieces or headphones etc are not permitted to be used.

#### **4.0 Change of Address**

- 4.1 The licensee must notify the Council in writing within seven days of any change of their address taking place during the period of the licence, whether permanent or temporary.

#### **5.0 Customer and other Personal Information**

- 5.1 Drivers must comply with all Information Commissioner / Data Protection obligations regarding all personal data provided to them in the course of their work.
- 5.2 Personal information must not be used for any purpose other than that for which it was collected without the express permission of the individual to which the information relates.
- 5.3 For example, telephone numbers provided by customers so that they can be alerted / updated by SMS text message with regard to a booking they have made must only be used for this purpose. The information must not be retained by the driver after the text message has been sent, and / or used for any other purpose (such as unsolicited marketing calls).

#### **6.0 Accidents**

- 6.1 If at any time the vehicle is involved in an accident, however minor, the driver must inform the Council of this fact as soon as possible and in any event within 72 hours (by telephoning XXXXXX or emailing xxxxxx). An accident report form (available from the licensing office) must then be completed and submitted to the Council within seven days of the accident occurring (except in exceptional circumstances when the report must be made as soon as possible after the seven day deadline – an example of an exceptional circumstance would be that the driver is incapacitated due to the accident and physically unable to make the notification).
- 6.2 Any damage to a licensed vehicle which materially affects the safety, performance or appearance of the vehicle or the comfort or convenience of persons using the vehicle, must be reported immediately.

#### **7.0 Fares**

- 7.1 The driver must not, if driving a licensed vehicle fitted with a taximeter which is being used to calculate the fare for the private hire journey, cause the fare recorded thereon to be cancelled or concealed until the hirer has had the opportunity of examining it and has paid the fare.
- 7.2 The driver must not demand from any passenger a fare in excess of any previously agreed for that hiring between the hirer and the operator or if the vehicle is fitted with a taximeter and there has been no previous agreement as to the fare, the fare shown on the face of the taximeter or calculated by the means determined by the operator.
- 7.3 The operator of a private hire vehicle will have entered into a contract with the hirer

which will determine the fare to be charged for a particular journey. This must be honoured by the private hire driver

7.4 The driver must, if requested by the hirer, provide the hirer with a written receipt for the fare paid. The receipt must include the following information in a legible format:

- The name and address of the operator of the vehicle
- The time and date of the journey
- The start and destination points of the journey
- The drivers name (in capitals)
- The drivers badge number
- The vehicle licence plate number or registration
- The fare paid
- The drivers signature

## 8.0 Identification plates

8.1 The driver must not conceal or remove or allow to be concealed or removed, the exterior identification plates and other required markings of the private hire vehicle or the details painted or marked thereon, from public view, and will always keep these items in a clean condition during the period of the licence.

## 9. Passengers

9.1 The driver must not allow to be conveyed in the front of a licensed vehicle:-

- more than one person, unless the vehicle is manufactured to carry two front seat passengers, and seat belts are fitted for both passengers,
- any child under the age of 13 years old unless this is part of a school contract,
- any person between the ages of 13 and 18 years old, unless the passenger is part of a group that includes at least one person over the age of 18, or all other passenger seats in the vehicle are occupied by persons under the age of 18.

9.2 The driver must not, without the consent of the hirer of the vehicle, convey or permit to be conveyed any other person in that vehicle.

## 10.0 Duty to assist passengers in Wheelchairs

10.1 Section 165 of the Equality Act 2010 places a duty on the driver of a designated\* wheelchair accessible private hire vehicle to:

- carry the passenger while in the wheelchair;
- not to make any additional charge for doing so;
- if the passenger chooses to sit in a passenger seat to carry the wheelchair;
- to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- to give the passenger such mobility assistance as is reasonably required.

Drivers must:



- be fully aware of the correct method of operation of all ramps, lifts, wheelchair restraints and any ancillary equipment provided for the purpose of conveying wheelchair bound passengers;
- before the vehicle is put into motion, ensure that all wheelchairs and occupants are firmly secured to the vehicle by use of an approved restraint system and seatbelt(s). The wheel brakes of any wheelchair should be set before the private hire vehicle is put into motion;
- ensure that any wheelchair(s), equipment and passengers are carried in such a manner that no danger is likely to be caused to those passengers or to any other person, and in accordance with any statutory legislation or regulations;
- be physically capable of loading and unloading passengers confined to an un-powered wheelchair.

10.2 Designated vehicles are those listed by the Licensing Authority under section 167 of the Equality Act 2010 as being a 'wheelchair accessible vehicle'

### **11.0 Carriage of Animals**

11.1 A driver must not carry in a licensed vehicle any animal which belongs to or is being looked after by themselves, the owner of the vehicle or the operator whilst it is being used for hire by paying passengers.

11.2 Animals in the custody of passengers may be carried, at the driver's discretion, provided that they are restrained in a safe manner.

### **12.0 Duty to Carry Assistance Dogs**

12.1 The driver must not fail or refuse to carry out a booking by or on behalf of a person with disabilities who is accompanied by an 'assistance dog' unless the driver has a current Medical Exemption granted by the Licensing Authority and is displaying the Exemption Certificate in the approved manner on the vehicle.

12.2 Medical Exemption Certificates must be displayed in the vehicle by fixing it in a prominent position facing outwards on the dashboard.

12.3 When hired to carry an assistance dog, the owner should be asked where they would prefer their dog to be and their request should be accommodated by the driver.

12.4 Most assistance dogs are trained to lie in the front passenger foot well between the feet of their owner. If the vehicle is fitted with front and side air bags, it is essential that the dog is lying down at all times. Drivers should inform the passenger of this. The dogs are trained not to move and will not harm the driver in any way.

12.5 If the front foot well is not large enough to accommodate the dog, the assistance dog owner should be advised to travel in the rear of the vehicle with the dog in the foot well behind the front passenger seat. The seat should be pushed forward to make room for the dog. Ultimately, the passengers preference should be accommodated by the driver wherever possible.

12.6 Any animal belonging to or in the custody of any passenger should remain with that

passenger and be conveyed in the front or rear of the vehicle.

- 12.7 If the person needs assistance for themselves or their assistance dog to access or exit the vehicle, this should be provided by the licensed driver.

### **13.0 Lost and Found Property**

- 13.1 The driver must, following the termination of any hiring, or as practicable thereafter, ascertain if any property belonging to the hirer(s) has been left in the vehicle. If not immediately able to return any such property, the driver must hand any property to their operator. It is the operator's responsibility to notify the ~~local police~~ [Licensing Authority](#) of the item(s) within 24 hours, unless an alternative arrangement has been made with the owner of the property.

### **14.0 Medical Conditions**

- 14.1 The driver must notify the Council in writing without undue delay of any change in their medical condition that may affect their ability to safely drive a vehicle. This also includes the taking of any newly prescribed medication that carries the warning not to drive or operate any machinery or following the advice from a registered medical practitioner or other medical expert of a similar nature.

- 14.2 The following medical condition(s) must be notified to the Council, in writing, as soon as reasonably practicable after the driver becomes aware of any matter:

- Heart condition
- Deterioration of eyesight or hearing
- Abnormal blood pressure
- Alcohol or drug dependency
- Diabetes
- Mental or psychological disorders
- Epilepsy
- Serious physical injury or disability
- Sudden attacks of giddiness or fainting
- Any other condition affecting the ability to drive

- 14.3 The Driver must at any time, or at such intervals as the Council may reasonably require, produce a certificate in the form prescribed by the Council signed by a registered medical practitioner to the effect that he/she is or continues to be physically fit to be a driver of a private hire/hackney carriage vehicle.

### **15.0 Convictions, Cautions, Arrest etc.**

- 15.1 The driver must notify the Council in writing within seven days providing full details of any conviction, binding over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on them during the period of the licence. This includes any driving convictions or points endorsed on the drivers DVLA driver's licence. This also includes any fixed penalty notice, community protection notice,

injunction, restraining order, or any other penalty imposed. Failure to do so may result in action being taken against the licence.

- 15.2 Drivers must also notify the Council in writing within seven days of any action taken by any other licensing authority in respect of any licences held elsewhere, including suspension or revocation.

**16.0 Disclosure and Barring Service Online Update Service and Online DVLA system**

- 16.1 All drivers must subscribe to the Disclosure and Barring Service Online Update Service at time of initial DBS disclosure and maintain this subscription ongoing whilst a licensed driver. The subscription to this service must be activated within the prescribed timescale set out by the DBS service. Any costs associated with maintaining this subscription must be met by the driver.
- 16.2 The driver must give permission for the Council to undertake checks of their DBS and DVLA status should the Council consider it necessary to do so. The Council will use the update service to monitor the criminal record of licence holders at least every six months.

# Appendix C - Private Hire Vehicle Conditions

## 1.0 Introduction

1.1 All licensed private hire vehicles shall comply, in all respects, with the conditions of licensing set out below. The conditions of licence are supplementary to, and should be read in conjunction with, applicable statutory legislation

The conditions are considered to be reasonably necessary by North Northamptonshire Council in relation to private hire vehicles and all private hire vehicle licences will be granted subject to these conditions.

1.2 The conditions will be attached to every private hire vehicle licence unless specifically altered by the council. Additional conditions that are reasonably necessary will be attached to vehicle licences on a case-by-case basis.

1.3 In determining these conditions the council has had regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards July 2020.

1.4 These conditions are ancillary to and should be read in conjunction with applicable statutory legislation and policies.

1.5 Failure to comply with any of the conditions attached to a private hire vehicle licence may result in NNC Licensing Penalty Points being issued to the licence holder, or other action such as referral to the Licensing Sub Committee, with a view to potential suspension or revocation of the licence, or other action.

## 2.0 General Conditions

2.1 The licensee must notify the Council of the location where the vehicle is kept regularly when not in use and any authorised officer must be afforded such facilities as may be reasonably necessary to inspect and test the vehicle there.

2.2 After the vehicle has passed the Council test and has been licensed, no material alteration or change in the specification, design, condition or appearance of the vehicle can be made without written approval from the Council. At all times the vehicle must comply with the specifications for a licensed private hire vehicle detailed in the Hackney Carriage and Private Hire Licensing Policy.

2.3 The application of aftermarket tinted film to any window is not permitted.

## 3.0 Doors

3.1 All doors designed by the manufacturer to allow the access or egress of passengers must function correctly and be capable of being opened from the inside and the outside.

3.2 Tailgates and rear doors must only to be used for loading/unloading luggage or as an emergency exit, unless the vehicle has been designed, modified or adapted to carry wheelchair bound passengers, and has the relevant M1 or M2 Type Approval Certificate, in which case the rear doors may be used for loading those passengers only.

## **4.0 Ventilation**

- 4.1 The vehicle must have windows at the rear and on each side adjacent to any passenger seating.
- 4.2 The driver's window and all passenger windows must function correctly and be capable of being opened and closed by the driver and passengers.

## **5.0 Wheelchair Accessible Vehicles (WAV's)**

- 5.1 All equipment and devices used for or involved in the loading, unloading and secure transportation of wheelchair bound passengers must at all times function correctly and must be used in accordance with the manufacturer's instructions.
- 5.2 Access to and egress from the wheelchair carrying position must not be obstructed in any manner, at any time, except by wheelchair loading apparatus.
- 5.3 Wheelchair internal anchorage points and equipment must be of the manufacturers design and construction and comply with the M1 or M2 standards as specified in European Directive 76/115 EEC (as amended by 90/629 EEC) and not altered or modified in any way.
- 5.4 A suitable, separate, restraint (seat belt) must be available for the occupant of the wheelchair.
- 5.5 All access ramps or lifts must be able to support the weight of any wheelchair, occupant and helper and all such devices must have a minimum load rating of 300kg. Relevant information and manufacturers markings must be displayed on all lifting equipment and ramps.
- 5.6 Ramps, steps and lifts must be securely stored in the vehicle before driving off.
- 5.7 The vehicle must be fitted with a locking mechanism, or other device, that holds the wheelchair access door in the open position whilst a wheelchair is being loaded or unloaded.
- 5.8 Any equipment fitted to the vehicle for the purpose of lifting a wheelchair into the vehicle must have been tested in accordance with the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (S/I 1998/2307). Any such equipment must be maintained in efficient working order so as to be available for use at all times.
- 5.9 The licence holder must ensure that all drivers of wheelchair accessible vehicles have received sufficient training to be able to load/unload and convey wheelchair bound passengers in safety and comfort, with refresher training taking place as necessary. Records of this training must be kept and made available upon request from an authorised officer.

## **6.0 Seatbelts**

- 6.1 All private hire vehicles must be fitted with fully operational seat belts, one for each passenger to be carried. Each seat belt to be fully compliant with any relevant legislation and British Standard, except where the law specifically provides for an exemption. Seat belts must be used in accordance with the requirements of the legislation that is applicable

at the relevant time.

## **7.0 Fire Extinguishers**

~~7.1 The National Fire Chief Council (NFCC) recommend that licensing authorities requiring fire extinguishers to be provided in vehicles, should ensure that suitable and sufficient training is received by the drivers.~~

~~7.2 The NFCC's advice is that if a licensing authority elects not to require drivers to undertake training on the safe way to tackle a vehicle fire, vehicles should not be required to carry fire extinguishers and drivers advised to get out and stay out of the vehicle and call 999, rather than attempting to firefight.~~

~~7.3 Operators wishing to install fire extinguishers must ensure that their drivers are trained in accordance with 7.1 above. Operators not installing fire extinguishers must advise their drivers as in 7.2 and be able to provide evidence that they have done so.~~

7.1 The vehicle must be equipped with a fire extinguisher marked with the registration number or licence number of the vehicle. This must be securely mounted in a bracket, affixed to the vehicle, in the boot/luggage area of the vehicle where it is readily accessible to the driver and carried at all times. A notice indicating its location must be displayed within the vehicle where it can be clearly seen by passengers carried in the vehicle.

7.2 The fire extinguisher must be a 1.0kg dry powder or 1.0 litre AFFF (Aqueous Film Forming Foam) fitted with a gauge and conforming to BS EN3 1996.

7.3 The extinguisher must be checked every 12 months by a competent person, to ensure that it is in good working order. The certificate of inspection must be retained by the vehicle proprietor for at least 12 months and made available upon request by an authorised officer.

## **8.0 First Aid Kit**

8.1 A first aid kit must be readily available at all times.

8.2 The first aid kit must be of a suitable and comprehensive type that meets the requirements of British Standard BS8599-2 (medium sized kit) and be permanently and legibly marked with the registration number or licence number of the vehicle.

8.3 The contents of the first aid kit must be reviewed regularly to ensure that contents are within date and complete.

## **9.0 Tyres**

9.1 All tyres on the licensed vehicle must be in good condition and conform with the minimum legal requirements subject to an additional requirement that there must be at least 2mm tread depth at all times.

9.2 Tyres must be correctly inflated to the vehicle / tyre manufacturer's recommended pressure.

9.3 The vehicle must be equipped at all times with, a spare wheel or other manufacturers

standard equipment for the vehicle to deal with a punctured or damaged wheel or tyre (such as a gel or foam repair kit).

- 9.4 All replacement tyres fitted to licensed vehicles must be new (i.e. not have been used previously on any other vehicle), meet the vehicle manufacturers minimum specification for tyres and must have been fitted by a reputable vehicle maintenance company / contractor. Vehicle proprietors are required to retain invoices / receipts to show that any tyre that is purchased meets this requirement.
- 9.5 'Space saving' spare wheels must only be used in an emergency, and then only in accordance with the manufacturer's instructions. Should the use of a 'space saving' spare wheel become necessary during a period of hire then the journey may continue, but the wheel must be replaced before another journey carrying passengers commences. NOTE Space saver wheels have a maximum speed and distance restriction on them which must be adhered to.

## **10.0 Luggage**

- 10.1 Luggage and storage areas must be kept as free space for passenger's luggage.
- 10.2 Luggage must be suitably secured in place and must not obstruct any exit, or emergency exit.
- 10.3 Vehicles with open luggage space such as estate cars must be fitted with a suitable guard or cover between the luggage space and the passenger compartment, which must be in use whenever passengers are carried.
- 10.4 Vehicles with no clear demarcation between the passenger and luggage areas must be fitted with suitable restraining straps or other approved devices to secure the luggage and prevent it coming into contact with any passenger at any time (including in the case of an accident). These restraining straps or devices must be used whenever passengers luggage is being carried.

## **11.0 Maintenance and Condition of a Private Hire Vehicle**

- 11.1 No material alteration or change to the specification of the vehicle can be made without the prior written approval of the Council at any time.
- 11.2 The interior and exterior of the vehicle must be maintained in a clean, safe and proper manner, to the reasonable satisfaction of the Council.
- 11.3 Bodywork must be maintained to a good condition, paintwork must be sound, uniform across the vehicle, well maintained and free of corrosion, dents, scratches, chips and other signs of wear or deterioration, inferior re-spray work and 'cover up' temporary repairs.
- 11.4 The roof (including any sunroof or removable covering) must be watertight.
- 11.5 Fittings, furniture and additional equipment fitted in the vehicle must be kept in an acceptably clean condition, well maintained and in every way fit for public service. Items such as taxi-meters, radios, Sat-Nav's, PDA's, mobile phone holders and other ancillary items must be securely mounted in the vehicle in such a position as to not hinder or obstruct the driver's operation of, or view out of, the vehicle, or impede the seating of any passenger.

- 11.6 The seats must be properly cushioned, covered and free from cigarette burns, rips, splits, tears, stains or any other signs of deterioration or wear.
- 11.7 The floor must be covered with carpet, mat or other suitable material, properly secured and be free from cigarette burns, rips, splits, tears, stains, deterioration and wear.
- 11.8 The vehicle must be equipped with a suitable bulb-kit indelibly marked with the registration number or licence number of the vehicle to provide for the replacement of defective bulbs
- 11.9 The doors, windows and seats must function in accordance with the original manufacturer's specification.

## **12.0 Vehicle Safety Checks**

- 12.1 The proprietor/driver must undertake a daily safety check of the vehicle. As a minimum this must be a visual check on all lights, oil, water, tyres, mirrors, seat belts and cleanliness. A written record must be made of each safety check, details of faults recorded, and remedial action taken. The record must be signed by the person undertaking the safety checks and kept in the vehicle for a minimum of thirty days and then for a further six months by the proprietor. Template Daily Check Sheets are available on the councils website at: xxxxxx
- 12.2 If required by a Police Officer or authorised officer the driver must produce, to that officer, the recorded daily checks kept in the vehicle and the proprietor, on request by that officer, must produce those recorded checks in his possession and/or those kept in the vehicle.

## **13.0 Seats and Passengers**

- 13.1 The proprietor must not allow a greater number of passengers to be carried in the vehicle than the number specified in the licence.
- 13.2 In all licensed vehicles provided with a passenger side air bag, no child will be carried in a rear-facing carrier in the front passenger seat.
- 13.3 A notice must be displayed in the vehicle reminding passengers that it is a statutory requirement to wear the seat belts provided.
- 13.4 Assistance dogs must be conveyed in a licensed vehicle when requested by the dog's owner. Any dog so conveyed shall count as one person and no charge shall be levied for any such dog.
- 13.5 Any excess seating fixings which were removed or permanently capped before the vehicle was licensed, must not be replaced or exposed during the currency of the licence.
- 13.6 Any minibus or other vehicle in which the seating is intended to be fixed in one place, and which has potential for capacity for over nine seats, which has had excess seating removed to allow not more than eight passenger seats, must have any excess seating fixings permanently removed and holes or other fixings permanently capped (i.e. welded over or similar) before a licence can be issued. This requirement will not apply to vehicles purposely designed to allow for regular flexible changes in seating configurations, including accommodating wheelchairs, and seating that is fitted onto manufacturers purpose designed and installed runners or tracks.



## **14.0 Taxi-Meter**

- 14.1 The licence holder must ensure that where a private hire vehicle is fitted with a taxi meter: that the following conditions are complied with.
- 14.2 The tariffs with which the meter has been calibrated must be displayed in the vehicle in such a position as to be visible to passengers. Such a table must show full particulars of all tariffs calibrated on the meter including a statement that the Council has no control over the table of fares.
- 14.3 The vehicle licence holder must obtain and retain written certification of such calibration and sealing. This certification must be provided to an authorised officer of the Council upon request.
- 14.4 The taxi-meter must be located so that all letters and figures on the face are at all times plainly visible to any passenger;
- 14.5 A notice must be displayed within the vehicle in such a position as to be visible to passengers stating that if the meter is not used, the fare should have been agreed between the passenger(s) and operator before commencement of the journey. Any fare agreed in this way must be the fare that is charged at the end of the journey, unless the customer agrees to it being varied.
- 14.6 If a fare has not been agreed between the operator and the customer, then the fare charged must be that which is shown on the meter (if fitted).

## **15.0 Identification (Licence) Plate**

- 15.1 The identification plates issued by the Council, bearing the number of the licence granted in respect of the vehicle, must be:
- securely fixed on the outside rear and outside front of the vehicle.
  - kept in such a condition that the information shown is clearly visible to public view.
  - must be fixed in such a manner that they can be removed by an authorised officer of the Council or Police without causing damage to the vehicle.
- 15.2 The interior sign provided by the council must be displayed inside the windscreen of the vehicle, in such a position as to be clearly visible at all times to passengers.
- 15.3 Vehicle licence plates remain the property of the Council at all times and must be returned on surrender, suspension, revocation or expiry of the licence or if the vehicle is sold, or disposed of, out of the licensed trade. If a plate is lost or stolen it must be reported to the Police and evidence of this must be provided upon request by an authorised officer. Written notification of the lost or missing plates must also be submitted to Licensing Office within 24 hours of the lost or stolen plates being noted.

## **16.0 Signs, Notices and Advertising**

- 16.1 Members of the public can often confuse private hire vehicles with taxis, failing to realise that they are not available for immediate hire and that a private hire vehicle

driver can only fulfil pre-booked requests. This Authority considers that greater differentiation in signage will help the public to distinguish between the two elements of the trade.

- 16.2 Unless an exemption has been granted in writing, all private hire vehicles must display two permanently affixed standard design North Northamptonshire Council door signs in the upper-central area of both front doors. This signage will be supplied by the Council and must not be adapted, modified or obscured in any way.
- 16.3 No other signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever can be displayed in, on or from a private hire vehicle apart from the registration number, Council licence plates and signage permitted by this policy and Appendices. A private hire vehicle must not display any sign or notice which consists of or includes the word 'taxi' or 'cab' whether in the singular or plural or 'hire' or any word of similar meaning or appearance to any of those words whether alone or as part of another word. This includes any business names.
- 16.4 The standard door signs must be displayed in the correct orientation and must be maintained in good condition. If damage, defacing or wear etc is incurred the Licence holder must purchase replacement signage from the Council and replace the damaged / defaced / worn signs immediately.
- 16.5 In addition to the two standard door signs, vehicles will be permitted to display one small sign on the rear of the vehicle, stating the company name and telephone number only. The dimensions of this sign must not exceed 10cm by 10cm
- 16.6 Magnetic or other temporary type signage is not permitted.
- 16.7 No roof sign may be attached to or displayed on the licensed vehicle.
- 16.8 The foregoing provisions, of this condition, shall not apply to a sign in, on or from a private hire vehicle which:
- indicates membership of the AA, RAC or other similar motoring organisation; or
  - indicates that passengers should not eat or smoke in the vehicle. Signage in accordance with the Smoke free Workplace Regulations, vehicle requirements, must be affixed to the outside, or inside, of the vehicle indicating that smoking is prohibited in the vehicle; or
  - indicates that in-car CCTV surveillance is in use in the vehicle; or
  - indicates that the vehicle is suitable, and equipped, for the carriage of wheelchair bound passengers;
  - indicates that the driver of the vehicle is exempted through medical grounds from the requirement to carry assistance dogs.
  - Is required to be displayed by North Northamptonshire Council
- 16.9 In addition to the prescribed North Northamptonshire Council signage on both front doors, one commercial advertising panel is permitted on each rear passenger door of a licensed vehicle. Each panel must not exceed 45cm in height and 60 cm in width.

- 16.10 No advertisements suggesting that a private hire vehicle is available for immediate hire (or any similar wording) are permitted.
- 16.11 Advertising and additional signage must not be prejudicial or discriminatory against any group or individual – including, but not limited to; age, race, religion, disability, gender, sexual orientation or nationality, is likely to mislead, is inflammatory, offends or creates barriers between the driver of the vehicle and passengers, the public or other road users. The interpretation of the content of any advert shall be at the sole discretion of the Council.
- 16.12 All advertisements must meet current advertising standards requirements.
- 16.13 No other recognition symbols may be affixed to the licensed vehicle.

## **17.0 Vehicles Converted to run on Liquefied Petroleum Gas (LPG)**

- 17.1 A vehicle converted to run on LPG must display a warning sticker on the front and rear screens stating that the vehicle is fitted with an LPG tank

## **18.0 Copy of Licence Conditions**

- 18.1 A copy of these conditions must be carried in the vehicle at all times and must be available for inspection on request by any authorised officer, Police officer, hirer or passenger.

## **19.0 Change of Address**

- 19.1 The licence holder must notify the Council in writing, of any change of their home or business address during the period of the licence, within seven days of such change taking place.

## **20.0 Transfer of Private Hire Vehicle Licence**

- 20.1 Where a proprietor transfers their interest in respect of a private hire vehicle, written notice of such transfer, giving the name and address of the new proprietor, together with the original licence document, for endorsement with respect to the transfer must be submitted to the Licensing Office on the Councils prescribed form within seven days of the date of the transfer with the appropriate fee.

## **21.0 Insurance**

- 21.1 All licensed vehicle owners / operators are required to maintain adequate motor vehicle insurance cover at all times whilst a vehicle is licensed. This insurance must either name all individual licensed drivers of that vehicle, or provide full insurance cover for unnamed licensed drivers (such as a fleet policy) for that vehicle.
- 21.2 Private hire insurance must comply with Part VI of the Road Traffic Act 1988 and must be in force at all times for the duration of the licence. Public Liability Insurance (minimum cover £2m) is also required in respect of those vehicles licensed to carry passengers in wheelchairs.

21.3 The licence holder must produce, on request, a current, valid, Certificate of Motor Vehicle Insurance (or insurance cover note) which satisfies paragraph 22.1 and 22.2 above.

## **22.0 Vehicle Damage**

22.1 The proprietor must, as soon as reasonably practicable, but in any case within 72 hours, notify the Council of any accident involving the vehicle or, of any damage to the vehicle however caused, which affects the safety, performance or appearance of the vehicle or the comfort or convenience of persons carried therein. This notification must be in writing, on the Council's prescribed form and provide full details. The vehicle must not be used until the Council have inspected the vehicle.

22.2 A Council test may be necessary to demonstrate that the vehicle is roadworthy. The cost of such a test is to be paid by the proprietor. If the Council determined that the vehicle is unfit for use as a private hire vehicle, a suspension notice under section 68 will be issued.

## **23.0 Trailers**

23.1 The Council does not permit the use of trailers on licensed vehicles.

## **24.0 Items Left in Private Hire Vehicles**

24.1 The driver must search the vehicle after the completion of every journey carrying passengers, to establish whether any goods or property have been left behind.

24.2 If any property is found following such a search, drivers must wherever possible, make reasonable attempts to reunite lost property with its owner. In the event that this is not possible, the property should, as soon as possible be given to the Operator for safe keeping and written notification of the details and circumstances of the lost property submitted to the Licensing Authority.

# Appendix D - Hackney Carriage Vehicle Conditions

## 1.0 Introduction

1.1 All licensed hackney carriage vehicles shall comply, in all respects, with the conditions of licensing set out below. The conditions of licence are supplementary to, and should be read in conjunction with, applicable statutory legislation

The conditions are considered to be reasonably necessary by North Northamptonshire Council in relation to hackney carriage vehicles and all hackney carriage vehicle licences will be granted subject to these conditions.

1.2 The conditions will be attached to every hackney carriage vehicle licence unless specifically altered by the council. Additional conditions that are reasonably necessary will be attached to vehicle licences on a case-by-case basis.

1.3 In determining these conditions the Council has had regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards July 2020.

1.4 These conditions are ancillary to and should be read in conjunction with applicable statutory legislation and policies.

1.5 Failure to comply with any of the conditions attached to a hackney carriage vehicle licence may result in NNC Licensing Penalty Points being issued to the licence holder, or other action such as referral to the Licensing Sub Committee, with a view to potential suspension or revocation of the licence, or other action.

1.6 For the purpose of Hackney Carriage Licensing the district of North Northamptonshire is split into 4 Zones as below.

- Zone 1 - district previously known as East Northamptonshire
- Zone 2 – district previously known as the Borough of Corby
- Zone 3 – district previously known as the Borough of Kettering
- Zone 4 – district previously known as the Borough of Wellingborough

## 2.0 General Conditions

2.1 The licensee must notify the Council of the location where the vehicle is kept regularly when not in use and any authorised officer must be afforded such facilities as may be reasonably necessary to inspect and test the vehicle there.

2.2 The Council will only licence purpose built Hackney Carriage vehicles.

2.3 After the vehicle has passed the Council test and has been licensed, no material alteration or change in the specification, design, condition or appearance of the vehicle can be made without written authorisation from the Council. At all times the vehicle must comply with the specifications for a licensed hackney carriage vehicle detailed in the Hackney Carriage and Private Hire Licensing Policy.

2.4 The application of aftermarket tinted film to any window is not permitted.

### **3.0 Doors**

- 3.1 All doors designed by the manufacturer to allow the access or egress of passengers must function correctly and be capable of being opened from the inside and the outside.
- 3.2 Tailgates and rear doors must only to be used for loading/unloading luggage or as an emergency exit.

### **4.0 Ventilation**

- 4.1 The vehicle must have windows at the rear and on each side adjacent to any passenger seating.
- 4.2 The driver's window and all passenger windows must function correctly and be capable of being opened and closed by the driver and passengers.

### **5.0 Wheelchair Accessible Vehicles (WAV's)**

- 5.1 All equipment and devices used for or involved in the loading, unloading and secure transportation of wheelchair bound passengers must at all times function correctly and must be used in accordance with the manufacturers instructions.
- 5.2 Access to and egress from the wheelchair carrying position must not be obstructed in any manner, at any time, except by wheelchair loading apparatus.
- 5.3 Wheelchair internal anchorage points and equipment must be of the manufacturers design and construction and comply with the M1 or M2 standards as specified in European Directive 76/115 EEC (as amended by 90/629 EEC) and not altered or modified in any way.
- 5.4 A suitable, separate, restraint (seat belt) must be available for the occupant of the wheelchair.
- 5.5 All access ramps must be able to support the weight of any wheelchair, occupant and helper and all such devices must have a minimum load rating of 300kg. Relevant information and manufacturers markings must be displayed on all ramps.
- 5.6 Ramps and steps must be securely stored in the vehicle before driving off.
- 5.7 The vehicle must be fitted with a locking mechanism, or other device, that holds the wheelchair access door in the open position whilst a wheelchair is being loaded or unloaded.
- 5.8 The licence holder must ensure that all drivers of wheelchair accessible vehicles have received sufficient training to be able to load/unload and convey wheelchair bound passengers in safety and comfort with refresher training taking place as necessary. Records of this training must be kept and made available upon request from an authorised officer.

### **6.0 Seatbelts**

- 6.1 All hackney carriage vehicles must be fitted with fully operational seat belts, one for each passenger to be carried. Each seat belt to be fully compliant with any relevant legislation and British Standard, except where the law specifically provides for an exemption. Seat belts must be used in accordance with the requirements of the legislation that is applicable at the relevant time.

## **7.0 Fire Extinguisher**

- 7.1 The vehicle must be equipped with a fire extinguisher marked with the registration number or licence number of the vehicle. This must be securely mounted in a bracket, affixed to the vehicle, in the boot/luggage area of the vehicle where it is readily accessible to the driver and carried at all times. A notice indicating its location must be displayed within the vehicle where it can be clearly seen by passengers carried in the vehicle.
- 7.2 The fire extinguisher must be a 1.0kg dry powder or 1.0 litre AFFF (Aqueous Film Forming Foam) fitted with a gauge and conforming to BS EN3 1996.
- 7.3 The extinguisher must be checked every 12 months by a competent person, to ensure that it is in good working order. The certificate of inspection must be retained by the vehicle proprietor for at least 12 months and made available upon request by an authorised officer.

## **8.0 First Aid Kit**

- 8.1 A first aid kit must be readily available at all times.
- 8.2 The first aid kit must be must of a suitable and comprehensive type that meets the requirements of British Standard BS8599-2 (medium sized kit) and be permanently and legibly marked with the registration number or licence number of the vehicle.

## **9.0 Tyres**

- 9.1 All tyres on the licensed vehicle must be in good condition and conform with the minimum legal requirements subject to an additional requirement that there must be at least 2 mm tread depth at all times.
- 9.2 Tyres must be correctly inflated to the vehicle / tyre manufacturer's recommended pressure.
- 9.3 The vehicle must be equipped at all times with, a spare wheel or other manufacturers standard equipment for the vehicle to deal with a punctured or damaged wheel or tyre (such as a gel or foam repair kit).
- 9.4 All replacement tyres fitted to licensed vehicles must be new (i.e. not have been used previously on any other vehicle), meet the vehicle manufacturers minimum specification for tyres and must have been fitted by a reputable vehicle maintenance company / contractor. Vehicle proprietors are required to retain invoices / receipts to show that any

tyre that is purchased meets this requirement.

- 9.5 'Space saving' spare wheels must only be used in an emergency, and then only in accordance with the manufacturer's instructions. Should the use of a 'space saving' spare wheel become necessary during a period of hire then the journey may continue, but only for the maximum distance and at the maximum speed permitted for such a wheel. The wheel must be replaced at the earliest available opportunity.

## **10.0 Luggage**

- 10.1 Luggage and storage areas must be kept as free space for passenger's luggage.
- 10.2 Luggage must be suitably secured in place and must not obstruct any exit, or emergency exit.
- 10.3 Vehicles with open luggage space must be fitted with a suitable guard or cover between the luggage space and the passenger compartment which must be in use whenever passengers are carried.
- 10.4 Vehicles with no clear demarcation between the passenger and luggage areas must be fitted with suitable restraining straps or other approved devices to secure the luggage and prevent it coming into contact with any passenger at any time (including in the case of an accident). These restraining straps or devices must be used whenever passengers luggage is being carried.

## **11.0 Maintenance and Condition of a Hackney Carriage Vehicle**

- 11.1 No material alteration or change to the specification of the vehicle can be made without the prior written approval of the Council at any time
- 11.2 The interior and exterior of the vehicle must be maintained in a clean, safe and proper manner, to the reasonable satisfaction of the Council
- 11.3 Bodywork must be maintained to a good condition, paintwork must be sound, uniform across the vehicle, well maintained and free of corrosion, dents, scratches, chips and other signs of wear or deterioration, inferior re-spray work and 'cover up' temporary repairs.
- 11.4 The roof (including any sunroof or removable covering) must be watertight.
- 11.5 Fittings, furniture and additional equipment fitted in the vehicle must be kept in an acceptably clean condition, well maintained and in every way fit for public service. Items such as taxi-meters, radios, Sat-Nav's, PDA's, mobile phone holders and other ancillary items must be securely mounted in the vehicle in such a position as to not hinder or obstruct the driver's operation of, or view out of, the vehicle, or impede the seating of any passenger.
- 11.6 The seats must be properly cushioned, covered and free from cigarette burns, rips, splits, tears, stains or any other signs of deterioration or wear.



- 11.7 The floor must be covered with carpet, mat or other suitable material, properly secured and be free from cigarette burns, rips, splits, tears, stains, deterioration and wear.
- 11.8 The vehicle must be equipped with a suitable bulb-kit indelibly marked with the registration number or licence number of the vehicle to provide for the replacement of defective bulbs. Any bulbs used must be replaced in the kit as soon as is reasonably practicable
- 11.9 The doors, windows and seats must function in accordance with the original manufacturer's specification.

## **12.0 Vehicle Testing**

- 12.1 The proprietor/driver must undertake a daily safety check of the vehicle. As a minimum this must be a visual check on all lights, oil, water, tyres, mirrors, seat belts and cleanliness. A written record must be made of each safety check, details of faults recorded, and remedial action taken. The record must be signed by the person undertaking the safety checks and kept in the vehicle for ~~a minimum of thirty days~~ the day of the inspection and then for a further six months by the proprietor. Template Daily Check Sheets are available to download at: xxxxxxx
- 12.2 If required by a Police Officer or Authorised Officer the driver must produce, to that officer, the recorded daily checks kept in the vehicle and the proprietor, on request by that officer, must produce those recorded checks in his possession and/or those kept in the vehicle.

## **13.0 Seats and Passengers**

- 13.1 The proprietor must not allow a greater number of passengers to be carried in the vehicle than the number specified in the licence.
- 13.2 In all licensed vehicles provided with a passenger side air bag, no child will be carried in a rear-facing carrier in the front passenger seat.
- 13.3 A notice must be displayed in the vehicle reminding passengers that it is a statutory requirement to wear the seat belts provided.
- 13.4 Assistance dogs must be conveyed in a licensed vehicle when requested by the dog's owner. Any dog so conveyed shall count as one person and no charge shall be levied for any such dog.

## **14.0 Taxi-Meter**

- 14.1 The licence holder shall ensure that the vehicle is fitted with a taxi meter and that the following conditions are complied with:
- 14.2 Any meter fitted to the vehicle must be installed in accordance with the manufacturer's instructions. The tariffs with which the meter has been calibrated must be displayed in the vehicle in such a position as to be visible to passengers.

- 14.3 All taxi meters shall be so constructed, or programmed, that it is not possible for any person to manually alter the tariff rate without breaking affixed seals. Each meter must be set, calibrated, and sealed with a tamper-proof seal by a competent meter installer. The vehicle licence holder must obtain and retain written certification of such calibration and sealing. This certification must be provided to an authorised office of the Council upon request. The meter settings may be verified during the Council's vehicle test.
- 14.4 The taxi-meter shall be fitted with a key, flag or other device, the operation of which shall bring the machinery of the taxi-meter into action and cause the word "HIRED" to appear on the face of the taxi-meter.
- 14.5 Such key, flag or other device shall be capable of being located in such a position that the machinery of the taxi-meter is not in action and that no fare is recorded on the face of the taxi-meter.
- 14.6 When the machinery of the taxi-meter is in action there shall be recorded on the face of the taxi-meter, in figures clearly legible and free from ambiguity, the fare which the proprietor or driver is entitled to demand, and take, for the hire of the vehicle.
- 14.7 When the machinery of the taxi-meter is in action there shall be recorded on the face of the taxi-meter, in figures clearly legible and free from ambiguity, the fare which the proprietor or driver is entitled to demand, and take, for the hire of the vehicle.
- 14.8 The word "FARE" shall be printed on the face of the taxi-meter in plain letters so as to clearly apply to the fare recorded thereon.
- 14.9 The taxi-meter shall be so placed that all letters and figures on the face shall be, at all times plainly visible to any person travelling in the vehicle and, for that purpose, the letters and figures shall be suitably illuminated during any period of hiring. The switch for operating the light provided and the said illumination shall be incorporated in and operated in conjunction with the key, flag or other device which brings the machinery of the taxi-meter into action. No other method of operating the said light shall be employed.
- 14.10 The taxi-meter and all the fittings thereof shall be affixed to the vehicle with seals or other appliances so that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
- 14.11 If a fare has not been agreed between the driver (or operator) and the customer then the fare charged must be that which is shown on the meter. For all journeys starting and ending within North Northamptonshire, any agreed fare cannot be higher than the metered fare.
- 14.12 The taxi-meter tariff shall be set at a fare, no higher than that published within the Zone Area in North Northamptonshire where the vehicle is licensed. All vehicles fitted with a taxi-meter must display the appropriate tariff of fares in a place where it is clearly visible to passengers travelling in the vehicle, at all times whilst the vehicle is available for hire.

## **15.0 Identification (Licence) Plate**

- 15.1 The identification plates issued by the Council, bearing the number of the licence

granted in respect of the vehicle, must be:

- securely fixed on the outside rear and outside front of the vehicle.
- kept in such a condition that the information shown is clearly visible to public view.
- must be fixed on the bracket supplied by the Council unless alternative arrangements have been approved in writing the Council. Plates supplied for external display must not be displayed from inside the vehicle and in such a manner that they can be removed by an authorised officer of the Council or police without causing damage to the vehicle.

15.2 The interior sign provided by the Council must be displayed inside the windscreen of the vehicle, in such a position as to be clearly visible at all times to passengers.

15.3 Vehicle licence plates remain the property of the Council at all times and must be returned on surrender, suspension, revocation or expiry of the licence or if the vehicle is sold, or disposed of, out of the licensed trade. If a plate is lost or stolen it must be reported to the Police and evidence of this must be provided upon request by an authorised officer. Written notification of the lost or missing plates must also be submitted to Licensing Office within 24 hours of the lost or stolen plates being noted.

## **16.0 Signs, Notices and Advertising**

16.1 All Hackney Carriage vehicles must display two permanently affixed standard design North Northamptonshire Council door signs in the upper-central area of both front doors. This signage will be supplied by the Council and must not be adapted, modified or obscured in any way.

16.2 No other signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems or devices whatsoever can be displayed in, on or from a hackney carriage vehicle apart from the registration number, licence plates and signage permitted by this policy and Appendices.

16.3 The standard door signs must be displayed in the correct orientation and must be maintained in good condition. If damage, defacing or wear etc is incurred the licence holder must purchase replacement signage from the Council and replace the damaged / defaced / worn signs immediately.

16.4 In addition to the two standard door signs, vehicles will be permitted to display one small sign on the rear of the vehicle, stating the company name and telephone number only. The dimensions of this sign must not exceed 10cm by 10cm

16.5 Magnetic or other temporary type signage is not permitted.

16.6 The foregoing provisions, of this condition, shall not apply to a sign in, on or from a Hackney Carriage vehicle which:

- indicates membership of the AA, RAC or other similar motoring organisation; or
- indicates that passengers should not eat or smoke in the vehicle. Signage in accordance with the Smoke-free Workplace Regulations, vehicle requirements, must be affixed to the outside, or inside, of the vehicle indicating that smoking is

prohibited in the vehicle; or

- indicates that in-car CCTV surveillance is in use in the vehicle; or
- indicates that the vehicle is suitable, and equipped, for the carriage of wheelchair bound passengers;
- indicates that the driver of the vehicle is exempted through medical grounds from the requirement to carry assistance dogs.

16.7 In addition to the prescribed North Northamptonshire Council signage on both front doors, one commercial advertising panel is permitted on each rear passenger door of a licensed vehicle. Each panel must not exceed 45cm in height and 60 cm in width.

16.8 Advertising and additional signage must not be prejudicial or discriminatory against any group or individual – including, but not limited to; age, race, religion, disability, gender, sexual orientation or nationality, is likely to mislead, is inflammatory, offends or creates barriers between the driver of the vehicle and passengers, the public or other road users. The interpretation of the content of any advert shall be at the sole discretion of the Council.

16.9 All advertisements must meet current advertising standards requirements.

16.10 No other recognition symbols may be affixed to the licensed vehicle.

16.11 The licence holder shall affix and maintain, whilst the vehicle is licensed as a hackney carriage an illuminated roof sign, of a design and construction previously approved by the Council, bearing the word 'TAXI' and, if desired, a telephone number through which the vehicle may be hired. The sign is to be operated through the setting of the taxi-meter and must only be illuminated when the vehicle is available for hire.

## **17.0 Vehicles Converted to run on Liquefied Petroleum Gas (LPG)**

17.1 A vehicle converted to run on LPG must display a warning sticker on the front and rear screens stating that the vehicle is fitted with an LPG tank

## **18.0 Copy of Licence Conditions**

18.1 A copy of these conditions must be carried in the vehicle at all times and must be available for inspection on request by any authorised officer, Police officer, hirer or passenger.

## **19.0 Change of Address**

19.1 The licence holder must notify the Council in writing, of any change of their home or business address during the period of the licence, within seven days of such change taking place.

## **20.0 Transfer of Hackney Carriage Vehicle Licence**

20.1 Where a proprietor transfers their interest in respect of a hackney carriage vehicle, written notice of such transfer, giving the name and address of the new proprietor, together with the original licence document, for endorsement with respect to the transfer must be submitted to the Licensing Office on the Councils prescribed form within seven days of the date of the transfer with the appropriate fee.

## **21.0 Insurance**

21.1 All licensed vehicle owners / operators are required to maintain adequate motor vehicle insurance cover at all times whilst a vehicle is licensed. This insurance must either name all individual licensed drivers of that vehicle, or provide full insurance cover for unnamed licensed drivers (such as a fleet policy) for that vehicle;

21.2 Hackney carriage insurance must comply with Part VI of the Road Traffic Act 1988 and must be in force at all times for the duration of the licence. Public Liability Insurance (minimum cover £2m) is also required in respect of those vehicles licensed to carry passengers in wheelchairs

21.3 The licence holder must produce, on request, a current, valid, Certificate of Motor Vehicle Insurance (or insurance cover note) which satisfies paragraph 22.1 and 22.2 above

## **22.0 Vehicle Damage**

22.1 The proprietor must, as soon as reasonably practicable, but in any case within 72 hours, notify the Council of any accident involving the vehicle or, of any damage to the vehicle however caused, which affects the safety, performance or appearance of the vehicle or the comfort or convenience of persons carried therein. This notification must be in writing, on the Council's prescribed form and provide full details. The vehicle must not be used until the Council have inspected the vehicle.

22.2 A Council test may be necessary to demonstrate that the vehicle is roadworthy. The cost of such a test is to be paid by the proprietor. If the Council determined that the vehicle is unfit for use as a private hire vehicle, a suspension notice under section 68 will be issued.

## **23.0 Trailers**

23.1 The Council does not permit the use of trailers on licensed vehicles.

## **24.0 Items Left in Hackney Carriage Vehicles**

24.1 The driver must search the vehicle after the completion of every journey carrying passengers, to establish whether any goods or property have been left behind.

24.2 If any property is found following such a search, drivers must wherever possible, make

reasonable attempts to reunite lost property with its owner. In the event that this is not possible, the property should be retained by the driver for safe keeping and written notification of the details and circumstances of the lost property submitted to the Licensing Authority.

## **Appendix D - Hackney Carriage Vehicle Conditions**

### **Zone 1 - District previously known as East Northamptonshire Council**

In the area of zone 1 (previously known as the district of East Northamptonshire), all newly licensed hackney carriages shall comply, in all respects, with the conditions of licensing set out within Appendix D of this policy.

There are no limits to the number of new hackney carriage plates that can be applied for in zone 1.

Thirty five hackney carriage plate numbers have been reserved for vehicles with grandfather rights. These grandfather rights are for five years and are provided for only those vehicles currently licensed with the Council. These grandfather rights do not include vehicles subject to change of ownership during this period.

#### **Provisions Fixing the Stands of Hackney Carriages**

Within zone 1 there are hackney carriage stands in the following locations:

- College Street, Rushden on the south side between the point situated at 16.15m and 44.2 m respectively, in a westerly direction from the line of the curb on its junction with the west side of Alfred Street, for 5 vehicles with any overflow at:
- Alfred Street, Rushden additional hackney carriage stand west side of Alfred Street from a point 7.32m south of its junction with College Street for a distance of 27.43m in a southerly direction, for 6 vehicles
- John Street, Rushden east side from a point 10.06m north of its junction with Church Street for a distance of 11.89m in a northerly direction, for 2 vehicles

#### **Fares Table**

Applications for an increase in fares are to be submitted to the Licensing and Appeals Committee for consideration and determination.

Section 67 of the 1976 Act provides that when licensed hackney carriages are used in the district of zone 1 for private hire/hackney carriage purposes, the fares charged shall not be greater than as prescribed in the approved Fares Table.

#### **Byelaws**

The byelaws made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875, by the East Northamptonshire District Council apply to hackney carriages in zone 1. These are reproduced below.

# Zone 1 Byelaws

## Interpretation

1. Throughout these Byelaws “The Council” means the East Northamptonshire District Council and “The District” means the District of East Northamptonshire.

Provisions regulating the manner in which the number of each hackney carriage, corresponding with the number of its licence, shall be displayed

2. (a) The proprietor of a hackney carriage shall cause the plates bearing the name of the Licensing Authority, the permitted number of persons carried and the number of the licence granted to him in respect of the carriage to be affixed to the outside and inside respectively of the carriage.  
  
(b) A proprietor or driver of a hackney carriage shall:
  - (i) not wilfully or negligently cause or suffer any such plate to be concealed from public view while the carriage is standing or plying for hire;
  - (ii) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

## Provisions Regulating How Hackney Carriages are to be Furnished or Provided.

3. The proprietor of a Hackney Carriage shall;
  - (a) provide sufficient means by which any person in the carriage may communicate with the driver;
  - (b) cause the roof or covering to be kept water-tight;
  - (c) provide any necessary windows and a means of opening and closing not less than one window on each side;
  - (d) cause the seats to be properly cushioned or covered;
  - (e) cause the floor to be provided with a proper carpet, mat or other suitable covering;
  - (f) cause the fittings and the furniture generally and the exterior coach work to be kept in a clean condition, well maintained and in every way fit for public service;
  - (g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
  - (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use;
  - (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.



4. Every proprietor of a Hackney Carriage shall cause the same to be provided with a taximeter fitted with a flag or other device bearing the words "FOR HIRE" and so constructed, attached and maintained as to comply with the following requirements, that is to say;

- (a) The words "FOR HIRE" shall be exhibited on each side of the flag or other device in plain letters and the flag or other device shall be capable of being locked in a position in which the words are horizontal and legible.
- (b) When the flag or other device is so locked the machinery of the taximeter shall not be in action and the means of bringing it into action shall be by moving the flag or other device so that the words are not conveniently legible.
- (c) When the flag or other device is so locked that the aforesaid words are horizontal and legible no fare shall be recorded on the face of the taximeter.
- (d) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take in pursuance of the bylaw in that behalf for the hire or the carriage by distance.
- (e) The word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded therein.
- (f) The taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring.
- (g) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

5. The proprietor or driver of a Hackney Carriage shall secure that no advertisement whatsoever shall be displayed on the exterior of the carriage without written consent of the licensing authority.

**Provisions regulating the conduct of the proprietors and drivers of Hackney Carriages, plying within the District in their several employment's, and determining whether such drivers shall wear any and what badges.**

6. Every driver of a Hackney Carriage provided with a taximeter shall:

- (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the bylaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
- (b) as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the word "HIRED" is legible on the face of the

taximeter and keep the machinery of the taximeter in action until the termination of the hiring;

(c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purpose of the Road Traffic Act 1972 and also at any other time at the request of the hirer.

7. A proprietor or driver of a Hackney Carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.
8. The driver of a Hackney Carriage shall, when plying for hire in any street and not actually hired;
  - (a) proceed with reasonable speed to one of the stands fixed by the Bylaw in that behalf;
  - (b) if a stand at the time of his arrival is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
  - (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction;
  - (d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward;
  - (e) if a Hackney Carriage occupies the first or second position on one of the stands fixed by these Bylaws, the driver shall remain with the carriage ready to be hired at once.
9. A proprietor or driver of a Hackney Carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other person for the purpose.
10. The driver of a Hackney Carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
11. The proprietor or driver of a Hackney Carriage who has agreed or has been hired to be in attendance with the carriage at the appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
12. The driver of a Hackney Carriage when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
13. A proprietor or driver of a Hackney Carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.

14. If a badge has been provided by the Council and delivered to the driver of a Hackney Carriage he shall, when standing or plying for hire, and when hired, wear the badge in such a position and manner as to be plainly visible.
15. The driver of a Hackney Carriage so constructed to carry luggage shall, when requested by any person hiring or seeking to hire the carriage,
  - (a) convey a reasonable quantity of luggage;
  - (b) afford reasonable assistance in loading or unloading;
  - (c) afford reasonable assistance in removing it to or from the entrance of any building, station, or place at which he may take up or set down such person.

### **Provisions Fixing the Stands of Hackney Carriages**

16. Each of the several places specified in the following list shall be a stand for such number of Hackney Carriages as is specified in the list:
  - Rushden College Street, on the south side between the points 5 situated at 16.15m and 44.2m respectively, in a westerly direction from the line of the kerb on its junction with the west side of Alfred Street.
  - West side of 6 Alfred Street from a point 7.32m south of its junction with College Street for a distance of 27.43m in a southerly direction.
  - John Street, east side from a point 10.06m north of its junction with Church Street for a distance of 11.89m in a northerly direction.

### **Provisions fixing the rates or fares to be paid for Hackney Carriages within the District and securing the due publication of such fares**

17. The proprietor or driver of a Hackney Carriage shall be entitled to demand and take for the hire of the carriage the rate of fare prescribed by the following table, the rate or fare being calculated by distance unless the hirer express at the commencement of the hiring his/her desire to engage by time.

Provided always that where a Hackney Carriage furnished with a taximeter shall be hired by distance the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter, save for any extra charges authorised by the following table which it may not be possible to record on the face of the taximeter.

### **Fares for Distance**

See below;

18. (a) The proprietor of a Hackney Carriage shall cause a statement of the fares fixed by the bylaw in that behalf to be exhibited inside the carriage, in clearly distinguishable letters and figures.
  - (b) The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this bylaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

(c) Fares for Distance - See below

**Provisions securing the safe custody and re-delivery of any property accidentally left in Hackney Carriages and fixing the charges to be made in respect thereof.**

19. The proprietor or driver of a Hackney Carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.
20. The proprietor or driver of a Hackney Carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him,
  - (a) carry it as soon as possible and in any event within 38 hours, if not sooner claimed by or on behalf of its owner, to the Police Station, and leave it in the custody of the officer in charge on his giving a receipt for it.
  - (b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Police Station, whichever be the greater) but not more than five pounds.

**Penalties**

- 21 Every person who shall offend against any of these bylaws shall be liable on summary conviction to a fine not exceeding [Level 2 on the Standard Scale].

**Fares currently set as:**

**Mileage:**

If the distance does not exceed 1/2 of a mile (804.68m.) for the whole distance £2.80

If the distance exceeds 1/2 of a mile (804.68m.) for the first 1/2 of a mile £2.80

For each subsequent 1/15.5 of a mile (113.55yds/103.8m) or uncompleted part thereof 10 pence

**Waiting time**

For each period of 30 seconds or uncompleted part thereof 10 pence

**Extra charges**

For hiring commenced between midnight and 2am and 6am to 7am 50% of the fare

For hiring commenced between 2am and 6am 100% of the fare

|   |                  |
|---|------------------|
| For hiring between 6pm on Christmas Eve and 6am on the day following Boxing Day and 6pm on New Year's Eve and 6am on the day following New Year's Day | 100% of the fare |
| For hiring on Sundays and Bank Holidays   | 50% of the fare  |
| For each bicycle, perambulator, or any other package conveyed outside the carriage  | 10 pence         |
| Soiling charge  | £31.50           |

Dated: February 2022



## **ZONE 2**

### **District previously known as Corby Borough Council**

#### **Hackney Carriage**

Within the area of Zone 2 all hackney carriage vehicles will be wheelchair accessible.

All hackney carriage vehicles must be black in colour.

Section 16 of the Transport Act 1985 provides that the grant of a hackney carriage licence may be refused, for the purpose of limiting the number of licensed taxis if there is no significant demand for the services of hackney carriages which is unmet. In Zone 2 there is a limit on the total number of licensed Hackney Carriage vehicles and this has been set at a maximum of 114.

#### **Provisions Fixing the Stands of Hackney Carriages**

Each of the several places specified in the following list shall be a stand for such number of Hackney Carriages as is specified in the list:

#### **Position of Stand and Number of Hackney Carriages Permitted**

|   |    |
|---|----|
| Elizabeth Street - westerly side between Corporation Street and the exit from Market Square | 6  |
| Corporation Street - westerly end at junction with George Street                            | 16 |
| George Street - easterly side outside Social Club   | 10 |
| Sports & Leisure Club 10pm to 2.30am  | 12 |

#### **Fares Table**

Application for fares increase will be submitted to the Licensing Sub Committee for initial consideration and determination.

Section 67 of the 1976 Act provides that when licensed Hackney Carriages are used in the District of Zone 2 of North Northamptonshire Council for private hire/hackney carriage purposes, the fares charged shall not be greater than as prescribed in the approved Fares Table.

#### **Byelaws**

made under section 68 of the Town Police Clauses Act 1847 and section 171 of the Public Health Act 1875, by Corby Borough Council with respect to hackney carriages in the Borough of Corby.

## LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976

The Corby Borough Council adopted the provisions of Part II of the Local (Miscellaneous Provisions) Act 1976 on 4 February 1978, to be applied in the Corby Borough from 1 April 1978.

### Interpretation

1. Throughout these bye-laws “the Council” means Corby Borough Council and “the Borough” means the Borough of Corby.

Provisions regulating the manner in which the number of each hackney carriage, corresponding with the number of its licence, shall be displayed.

2. a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the inside of the carriage, on a plate affixed outside the carriage at the rear and by means of 3 inch high adhesive numbers affixed to the top near side corner of the windscreen.  
  
b) A proprietor or driver of a hackney carriage shall:-
  - i) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
  - ii) not cause or permit the carriage to stand or ply for hire with any such painting or marking so defaced that any figure or material particular is illegible.

Provisions regulating how hackney carriages are to be furnished or provided.

3. The proprietor of a hackney carriage shall:-
  - a) provide sufficient means by which any person in the carriage may communicate with the driver;
  - b) cause the roof or covering to be kept watertight;
  - c) provide any necessary windows and a means of opening and closing not less than one window on each side;
  - d) cause the seats to be properly cushioned or covered;
  - e) cause the floor to be provided with a proper carpet, mat or other suitable covering;
  - f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
  - g) provide means for securing luggage if the carriage is so constructed so as to carry luggage;
  - h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use; and
  - i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.



4. The proprietor of a hackney carriage shall cause any taximeter with which the carriage is provided to be so constructed, attached, and maintained as to comply with the following requirements, that is to say:-

a) the taximeter shall be fitted with a key, flag, or other device the turning of which will bring the machinery of the taximeter into action and ensure that the roof mounted light and "For Hire" sign are no longer illuminated;

b) such key, flag, or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;

c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council;

d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;

e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and

f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the Borough in their several employments, and determining whether such drivers shall wear any and what badges

5. The driver of a hackney carriage provided with a taximeter shall:-

a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the bye-law in that behalf locked in the position in which no fare is recorded on the face of the taximeter;

b) before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device, so that the roof mounted light, and 'For Hire' sign are no longer illuminated and keep the machinery of the taximeter in action until the termination of the hiring; and

c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is between half an hour after sunset and half an hour before sunrise, and also at any other time at the request of the hirer.

6. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.

7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-
  - a) proceed with reasonable speed to one of the stands appointed by the Council;
  - b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
  - c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction; and
  - d) from time to time when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
8. A proprietor or driver of a hackney carriage shall not make use of the services of any other person for the purpose of importuning any person to hire such carriage by calling out or otherwise.
9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
11. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage:-

Provided that the limit so imposed may (a) be exceeded by one person if the total number of persons conveyed include at least two children who are each under the age of twelve years, or (b) be exceeded by two persons if all of the persons conveyed are each under the age of twelve years.
12. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible.
13. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-
  - a) convey a reasonable quantity of luggage;
  - b) afford reasonable assistance in loading and unloading; and
  - c) afford reasonable assistance in removing it to or from the entrance of any building, station, or place at which he may take up or set down such person.

Provisions fixing the rates or fares to be paid for hackney carriages within the Borough, and securing the due publication of such fares.

14. The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Council, the rate or fare being calculated by distance and time unless the hirer expresses at the commencement of the hiring his desire to engage by time.

Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance and time the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter save for any extra charges authorised by the Council which it may not be possible to record on the face of the taximeter.

15. a) The proprietor of a hackney carriage shall cause a statement of the fares fixed by Council resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures.
- b) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages, and fixing the charges to be made in respect thereof.

16. The proprietor or driver of a hackney carriage shall, immediately after the termination of any hiring or as soon as practicable thereafter, carefully search the carriage for any property which may have been accidentally left therein.
17. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:-
- a) carry it within 24 hours, if not sooner claimed by or on behalf of its owner, to the Corby Police Station and leave it in the custody of the officer in charge of the office on his being given a receipt for it; and
- b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Corby Police Station, whichever be the greater) but not more five pounds.

#### Penalties

18. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding Level two on the standard scale and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction therefor.

#### Repeal of Bye-laws

19. The bye-laws relating to hackney carriages which were made by the Council on the 7th day of April 1983 and confirmed by one of Her Majesty's Principal Secretaries of State on the 15th day of July 1983 are hereby repealed.

The foregoing byelaws were made by the Council pursuant to due notice and the Council's Common Seal was hereunto Affixed the day of one thousand nine hundred and ninety-nine in the presence of:

..... Mayor  
.....

N Rudd  
Chief Executive

**Fares For Distance**

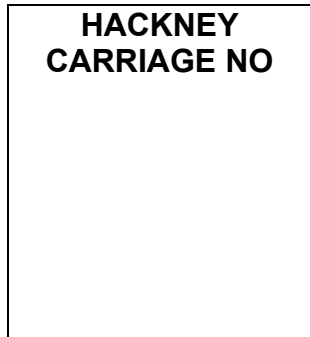
See attached sheet:

The proprietor of a Hackney Carriage shall cause a statement of the fares fixed by the bylaw in that behalf to be exhibited inside the carriage, in clearly distinguishable letters and figures.

The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this bylaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

- a) Fares for Distance - See attached sheet

**CORBYP**  
**WITH EFFECT FROM 24 NOVEMBER**  
**2017**  
**THE FOLLOWING FARES ARE**  
**AUTHORISED**  
**HACKNEY CARRIAGE FARES**



**H/C**

a) **MILEAGE**

If the distance does not exceed 387 yards (354 metres) for the whole distance. £2.20

If the distance exceeds 387 yards (354 metres) for the first 387 yards (354 metres) £2.20

Then for each subsequent 119 yards (109 metres) or uncompleted part thereof 10p

(b) **WAITING TIME**

For each period of 20 seconds  
or uncompleted part thereof

10p

(c) **EXTRA CHARGES**

- |       |   |                                      |
|-------|---|--------------------------------------|
| (i)   | For hiring commenced between the hours of 11.00pm and 5.00am                                      | 50% of the rate or fare at (a) above |
| (ii)  | For each hiring affected on all Bank Holidays   | 50% of the rate or fare at (a) above |
| (iii) | A soiling charge of <b>£25</b> will be applied where Hackney Carriage is soiled during operation. |                                      |

Journeys Ending Outside The Borough Of Corby

The fare for a journey ending outside the Corby Borough must be agreed between the passenger and the driver BEFORE the journey is started, if no prior agreement is reached the fare must be calculated using the above table.

Complaints

Please refer any complaints to the Regulatory Services Section giving the number of the taxi and the Drivers Badge Number.

For the purpose of clarification bank holidays to which c) ii) applies are: New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day (including official bank holidays when any of these fall at weekends) and any other national Bank Holiday recognised by Her Majesty's Government.

## **Appendix D - Hackney Carriage Vehicle Conditions**

### **Zone 3 - District previously known as Kettering Borough Council**

In the area of zone 3 (previously known as Kettering Borough Council), all newly licensed hackney carriages shall comply, in all respects, with the conditions of licensing set out within Appendix D of this policy.

#### **Provisions Fixing the Stands of Hackney Carriages**

Within zone 3, there are hackney carriage stands in the following locations:

- Horsemarket, Kettering east side of the central island in Horsemarket, in the bus bays between 20:00 and 06:00 only on any day for 10 taxis.
- Sheep Street, Kettering on the west side of Sheep Street immediately to the south of the junction with George Street (outside the hotel) for 3 taxis.
- Silver Street, Kettering on the west side of Silver Street immediately to the south of the junction with Gold Street for 4 taxis.
- Dalkeith Place, Kettering on the east side of Dalkeith Place 25 metres south of the junction with School Lane for 3 taxis.
- Newland Street, Kettering on the east side of Newland Street 25 metres north of the junction with Gold Street for 2 taxis.
- Tanners Lane, Kettering on the south side of Tanners Lane adjacent to the entrance to the shopping centre for 3 taxis.

#### **Fares Table**

Applications for an increase in fares are to be submitted to the Licensing and Appeals Committee for consideration and determination.

Section 67 of the 1976 Act provides that when licensed hackney carriages are used in the district of zone 3 for private hire/hackney carriage purposes, the fares charged shall not be greater than as prescribed in the approved Fares Table.

#### **Byelaws**

The byelaws made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875, by Kettering Borough Council apply to hackney carriages in zone 4. These are reproduced below.

# Zone 3 Byelaws

## Interpretation

1. Throughout these byelaws:-

“the Council means Kettering Borough Council”; and “the Borough” means the Borough of Kettering which comprises of the town of Kettering, and the parishes of Ashley, Brampton Ash, Braybrooke, Broughton, Burton Latimer, Cranford, Cransley, Desborough, Dingley, Geddington, Grafton Underwood, Harrington, Loddington, Newton, Orton, Pytchley, Rothwell, Rushton, Stoke Albany, Sutton Bassett, Thorpe Malsor, Warkton, Weekley, Weston-by-Welland and Wilbarston.

## **Provision regulating the manner in which the number of each hackney carriage, corresponding with the number of its licence, shall be displayed**

2. (i) The proprietor of a hackney carriage shall cause the number of the licence granted in respect of the carriage to be legibly painted or marked on the inside of the carriage, and on a plate affixed outside the carriage at the rear.
- (ii) A proprietor or driver of a hackney carriage shall:-
- a) not wilfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire;
  - b) not cause or permit the carriage to stand or ply for hire with any such painting, marking or plate so defaced that any figure or material particular is illegible.

## **Provisions regulating how hackney carriages are to be furnished or provided**

3. The proprietor of a hackney carriage shall:
- (a) provide sufficient means by which any person in the carriage may communicate with the driver;
  - (b) cause the roof or covering to be kept watertight;
  - (c) provide any necessary windows and means of opening and closing not less than one window on each side;
  - (d) cause the seats to be properly cushioned or covered;
  - (e) cause the floor to be provided with a proper carpet, mat or other suitable covering;

- (f) cause the fittings and furniture generally and the exterior of the coachwork to be kept in a clean condition, well maintained and in every way fit for public service;
  - (g) provide means for securing luggage if the carriage is so constructed as to carry luggage;
  - (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use;
  - (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.
4. The proprietor of hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:-
- (i) If the taximeter is fitted with a flag or other device bearing the words “FOR HIRE”:-
    - (a) the words “FOR HIRE” shall be exhibited on each side of the flag or other device in plain letters at least 38mm in height and the flag or other device shall be capable of being locked in a position in which the words are horizontal and legible;
    - (b) when the flag or other device is so locked the machinery of the taximeter shall not be in action and the means of bringing it into action shall be by moving the flag or other device so that the words are not conveniently legible;
    - (c) when the flag or other device is so locked that the aforesaid words are horizontal and legible no fare shall be recorded on the face of the taximeter.
  - (ii) If the taximeter shall be fitted with a key or other device bearing the words “FOR HIRE”:-
    - (a) the taximeter shall be fitted with a key or other device the tuning of which will bring the machinery of the taximeter into action and cause the word “HIRED” to appear on the face of the taximeter;
    - (b) such key or device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and no fare is recorded on the face of the taximeter.
  - (iii) When the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in figures clearly legible and free from ambiguity a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take in pursuance of the byelaw in that behalf for the hire of the carriage by distance.



- (iv) The word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon.
  - (v) The taximeter shall be so placed that all letters and figures on the face thereof may be at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring.
  - (vi) The taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.
5. The proprietor of a hackney carriage provided with a taximeter not fitted with a flag or other device bearing the words "FOR HIRE" shall cause the carriage to be provided with a sign so constructed as to comply with the following requirements, that is to say:-
- (a) the sign shall bear the words "FOR HIRE" in plain letters at least 38mm in height;
  - (b) the sign shall be capable of being so operated that it indicates clearly and conveniently to persons outside the carriage whether or not the carriage is for hire.

**Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the Borough in their several employments, and determining whether such drivers wear any and what badges**

6. The driver of a hackney carriage shall:-
- (i) if the taximeter is fitted with a flag or other device bearing the words "FOR HIRE":-
    - (a) when standing or plying for hire keep such flag or other device locked in the position in which the words are horizontal and legible;
    - (b) as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the flag or other device so that the words are not conveniently legible and keep the machinery of the taximeter in action until the termination of the hiring.
  - (ii) If the taximeter is not fitted with a flag or other device bearing the words "FOR HIRE":-
    - (a) when standing or plying for hire keep the taximeter locked in the position in which no fare is recorded on the face of the taximeter and

operate the sign provided in pursuance of byelaw number 5 so that the words "FOR HIRE" are clearly and conveniently legible by persons outside the carriage;

- (b) as soon as the carriage is hired whether by distance or by time, operate the said sign so that the words "FOR HIRE" are not conveniently legible by persons outside the carriage;
- (c) as soon as the carriage is hired by distance, and before commencing the journey, bring the machinery of the taximeter into action by moving the key or device fitted for the purpose so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the hiring.

(iii) Cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is during the hours of darkness as defined for the purposes of the Road Transport Lighting Act 1957 and also at any other time at the request of the hirer.

7. The driver of a hackney carriage for which stands are fixed by any byelaw in that behalf shall, when plying for hire in any street and not actually hired:-

- (a) proceed with reasonable speed to one of such stands;
- (b) if a stand, at the time of their arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
- (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction;
- (d) from time to time when any other carriage immediately in front is driven off or moved forward cause their carriage to be moved forward so as to fill the place previously occupied;
- (e) the driver of a hackney carriage shall not leave the taxi stand whilst the hackney carriage in their carriage is parked on the taxi stand and the said hackney carriage shall be available for hire at all times whilst parked on the taxi stand.

8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not, by calling out or otherwise, importune any person to hire such carriage and shall not make use of the services of any other persons for the purpose.

9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting the vehicle.

10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless

delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.

11. The driver of hackney carriage when hired to drive to any particular destination shall, subject to any directions given by the hirer, proceed to that destination by the shortest available route.
12. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
13. If a badge has been provided by the Council and delivered to the driver of a hackney carriage, either with the licence granted to him by the Council or afterwards, he shall, when standing, plying or driving for hire wear that badge in such a position and manner as to be plainly and distinctly visible. On termination or surrender of a driver's licence the driver shall return to the Council any badge which has been issued to them.
14. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any persons hiring or seeing to hire the carriage:-
  - (a) convey a reasonable quantity of luggage;
  - (b) afford reasonable assistance in loading and unloading;
  - (c) afford reasonable assistance in removing it to or from the entrance of any house, station or place at which they may take up or set down such a person.

#### **Provisions fixing the stands of hackney carriages**

15. Each of the several places specified in the current list of stands shall be a stand for such number of hackney carriages as is specified in that list.

#### **Provisions fixing the rates or fares to be paid for hackney carriages within the Borough, and securing the due publication of such fares**

16. The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate of fare prescribed by the current table of fares, the rate or fare being calculated by distance, unless the hirer expresses at the commencement of the hiring the desire to engage by time.

Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the face of the taximeter; save for any extra charges authorised by the current table of fares which may not be recorded on the face of the taximeter.

17. The proprietor of a hackney carriage for which any fares are fixed by any byelaw in that behalf shall:-
- (i) cause a statement of such fares to be painted or marked on the inside of the carriage, or on a plate affixed thereto, in clearly distinguishable letters and figures.
  - (ii) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not wilfully or negligently cause or suffer the letter or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

**Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages and fixing the charges to be made in respect thereof**

18. The proprietor or driver of a hackney carriage shall, immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.
19. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to them:-
- (i) carry it within 24 hours, if not sooner claimed by or on behalf of its owner, to a police station in the Borough, and leave it in the custody of the officer in charge of the station on their giving a receipt for it;
  - (ii) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the police station at which the property was left, whichever be the greater) but not more than five pounds.

**Penalties**

20. Every person who shall offend against any of these byelaws shall be liable on summary conviction to a fine not exceeding one hundred pounds and in the case of a continuing offence to a further fine not exceeding five pounds for each day during which the offence continues after conviction therefor.

**Fares For Distance**

See attached sheet:

- a) The proprietor of a Hackney Carriage shall cause a statement of the fares fixed by the bylaw in that behalf to be exhibited inside the carriage, in clearly distinguishable letters and figures.

- b) The proprietor or driver of a Hackney Carriage bearing a statement of fares in accordance with this bylaw shall not wilfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.
- c) Fares for Distance - See attached sheet

Fares currently set as:

**HACKNEY CARRIAGE FARE STRUCTURE**

**FARES FOR DISTANCE**

|  |  |
|--|--|
| <b>Tariff 1 Mileage:</b><br>If the distance does not exceed 6/12ths of one mile:-<br>for the whole distance  | <b>Fare</b><br>£2.40                     |
| <b>If the distance exceeds 6/12ths of one mile:-</b><br>for the first 6/12ths of one mile of the distance<br>for each subsequent twelfth of a mile or uncompleted part thereof   | £2.40<br>£0.20                           |
| <b>Waiting Time:-</b><br>Initial Waiting Time of 216 seconds<br>Then for each period of 36 seconds   | £0.20<br>£0.20                           |
| <b><u>Extra Charges</u></b>  |  |
| <b>Tariff 2</b> For hirings begun after 6am on a Sunday<br>For hiring's begun between 11pm and 6am except on Christmas Day, Boxing Day and New Year's Day<br>For hirings on Bank Holidays and other nationally recognized Public Holidays other than Christmas Day, Boxing Day and New Year's Day<br>For journeys carrying more than 4 people, providing they are licensed accordingly | + 50% of the above rates                 |
| <b>Tariff 3</b> For hirings begun 6pm on Christmas Eve to 6am the day following Boxing Day and 6pm on New year's Eve to 6am the day following New Year's Day<br>If these days fall on a Saturday or Sunday then this rate to extend to 6am following the appointed extra bank holiday days   | + 100% over the above rate               |
| ONLY <u>ONE</u> OF THE ABOVE EXTRA CHARGES PERMISSIBLE AT ANY TIME   |  |
| <b>Soiling charge</b> (may be charged <u>in addition</u> to the above extra charges)   | £50.00 (subject to extra tariff charges) |

## Appendix D - Hackney Carriage Vehicle Conditions

### Zone 4 - District previously known as the Borough Council of Wellingborough

In the area of zone 4 (previously known as the Borough of Wellingborough), all newly licensed hackney carriages shall comply, in all respects, with the conditions of licensing set out within Appendix D of this policy.

Hackney carriage plate numbers 1-29 are currently reserved for yellow saloon / estate / multi-purpose vehicles with grandfather rights. These grandfather rights are for five years and are provided for only those vehicles currently licensed with the Council. These grandfather rights do not include vehicles subject to change of ownership during this period.

#### Provisions Fixing the Stands of Hackney Carriages

Within zone 4 there are hackney carriage stands in the following locations:

24 hour ranks:

- Orient Way, Wellingborough;

|               |                  |
|---------------|------------------|
| Main Rank     | 6 vehicle spaces |
| Overflow Rank | 4 vehicle spaces |
- Commercial Way, Wellingborough 2 vehicle spaces

Night-time only ranks:

- Sheep Street, Wellingborough 2 vehicle spaces
- Silver Street, Wellingborough 2 vehicle spaces

#### Fares Table

Applications for an increase in fares are to be submitted to the Licensing and Appeals Committee for consideration and determination.

Section 67 of the 1976 Act provides that when licensed hackney carriages are used in the district of zone 4 for private hire/hackney carriage purposes, the fares charged shall not be greater than as prescribed in the approved Fares Table.

#### Byelaws

The byelaws made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875, by the Borough Council of Wellingborough apply to hackney carriages in zone 4. These are reproduced below.

## Zone 4 Byelaws

Made under section 68 of the Town Police Clauses Act 1847, and section 171 of the Public Health Act 1875, by the council of the Borough of Wellingborough with respect to hackney carriages in the Borough of Wellingborough

### Interpretation

1. Throughout these byelaws “the Council” means the Council of the Borough of Wellingborough and “the district” means the Borough of Wellingborough

### **Provisions regulating the manner in which the number of each hackney carriage corresponding with the number of its licence, shall be displayed**

2. (a) The proprietor of a hackney carriage shall cause the number of the licence granted to him in respect of the carriage to be legibly painted or marked on the outside and inside of the carriage, or on plates affixed thereto.  
  
(b) A proprietor or driver of a hackney carriage shall:-
  - (i) not willfully or negligently cause or suffer any such number to be concealed from public view while the carriage is standing or plying for hire; and
  - (ii) not cause or permit the carriage to stand or ply for hire with any such painting marking or plate so defaced that any figure or material particular is illegible.

### **Provisions regulating how hackney carriages are to be furnished or provided**

3. The proprietor of a hackney carriage shall:-
  - (a) provide sufficient means by which any person in the carriage may communicate with the driver;
  - (b) cause the roof or covering to be kept water-tight;
  - (c) provide any necessary windows and a means of opening and closing not less than one window on each side;
  - (d) cause the seats to be properly cushioned or covered;
  - (e) cause the floor to be provided with a proper carpet, mat or other suitable covering;
  - (f) cause the fittings and furniture generally to be kept in a clean condition, well maintained and in every way fit for public service;
  - (g) provide means for securing luggage if the carriage is so constructed as



to carry luggage;

- (h) provide an efficient fire extinguisher which shall be carried in such a position as to be readily available for use; and
- (i) provide at least two doors for the use of persons conveyed in such carriage and a separate means of ingress and egress for the driver.

4. The proprietor of a hackney carriage shall cause the same to be provided with a taximeter so constructed, attached and maintained as to comply with the following requirements, that is to say:-

- (a) the taximeter shall be fitted with a key, flag or other device the turning of which will bring the machinery of the taximeter into action and cause the word "HIRED" to appear on the face of the taximeter;
- (b) such key, flag or other device shall be capable of being locked in such a position that the machinery of the taximeter is not in action and that no fare is recorded on the face of the taximeter;
- (c) when the machinery of the taximeter is in action there shall be recorded on the face of the taximeter in clearly legible figures, a fare not exceeding the rate or fare which the proprietor or driver is entitled to demand and take for the hire of the carriage by time as well as for distance in pursuance of the tariff fixed by the Council;
- (d) the word "FARE" shall be printed on the face of the taximeter in plain letters so as clearly to apply to the fare recorded thereon;
- (e) the taximeter shall be so placed that all letters and figures on the face thereof are at all times plainly visible to any person being conveyed in the carriage, and for that purpose the letters and figures shall be capable of being suitably illuminated during any period of hiring; and
- (f) the taximeter and all the fittings thereof shall be so affixed to the carriage with seals or other appliances that it shall not be practicable for any person to tamper with them except by breaking, damaging or permanently displacing the seals or other appliances.

**Provisions regulating the conduct of the proprietors and drivers of hackney carriages plying within the district in their several employments, and determining whether such drivers shall wear any and what badges**

5. The driver of a hackney carriage provided with a taximeter shall:-

- (a) when standing or plying for hire, keep the key, flag or other device fitted in pursuance of the byelaw in that behalf locked in the position in which no fare is recorded on the face of the taximeter;
- (b) before beginning a journey for which a fare is charged for distance and time, bring the machinery of the taximeter into action by moving the said key, flag or other device so that the word "HIRED" is legible on the face of the taximeter and keep the machinery of the taximeter in action until the termination of the

hiring; and

- (c) cause the dial of the taximeter to be kept properly illuminated throughout any part of a hiring which is between half-an-hour after sunset and half-an-hour before sunrise, and also at any other time at the request of the hirer.
6. A proprietor or driver of a hackney carriage shall not tamper with or permit any person to tamper with any taximeter with which the carriage is provided, with the fittings thereof, or with the seals affixed thereto.
7. The driver of a hackney carriage shall, when plying for hire in any street and not actually hired:-
  - (a) proceed with reasonable speed to one of the stands appointed by the Council;
  - (b) if a stand, at the time of his arrival, is occupied by the full number of carriages authorised to occupy it, proceed to another stand;
  - (c) on arriving at a stand not already occupied by the full number of carriages authorised to occupy it, station the carriage immediately behind the carriage or carriages on the stand and so as to face in the same direction; and
  - (d) from time to time, when any other carriage immediately in front is driven off or moved forward cause his carriage to be moved forward so as to fill the place previously occupied by the carriage driven off or moved forward.
8. A proprietor or driver of a hackney carriage, when standing or plying for hire, shall not make use of the services of any other person for the purpose of importuning any person to hire such carriage.
9. The driver of a hackney carriage shall behave in a civil and orderly manner and shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from the vehicle.
10. The proprietor or driver of a hackney carriage who has agreed or has been hired to be in attendance with the carriage at an appointed time and place shall, unless delayed or prevented by some sufficient cause, punctually attend with such carriage at such appointed time and place.
11. A proprietor or driver of a hackney carriage shall not convey or permit to be conveyed in such carriage any greater number of persons than the number of persons specified on the plate affixed to the outside of the carriage.
12. If a badge has been provided by the Council and delivered to the driver of a hackney carriage he shall, when standing or plying for hire, and when hired, wear that badge in such position and manner as to be plainly visible.
13. The driver of a hackney carriage so constructed as to carry luggage shall, when requested by any person hiring or seeking to hire the carriage:-
  - (a) convey a reasonable quantity of luggage;
  - (b) afford reasonable assistance in loading and unloading; and

- (c) afford reasonable assistance in removing it to or from the entrance of any building, station or place at which he may take up or set down such person.

**Provisions fixing the rates or fares to be paid for hackney carriages within the district and securing the due publication of such fares**

14. The proprietor or driver of a hackney carriage shall be entitled to demand and take for the hire of the carriage the rate or fare prescribed by the Council, the rate or fare being calculated by a combination of distance and time unless the hirer express at the commencement of the hiring his desire to engage by time.

Provided always that where a hackney carriage furnished with a taximeter shall be hired by distance and time the proprietor or driver thereof shall not be entitled to demand and take a fare greater than that recorded on the taximeter, save for any extra charges authorised by the Council which it may not be possible to record on the face of the taximeter.

15. (a) The proprietor of a hackney carriage shall cause a statement of the fares fixed by council resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures.

(b) The proprietor or driver of a hackney carriage bearing a statement of fares in accordance with this byelaw shall not willfully or negligently cause or suffer the letters or figures in the statement to be concealed or rendered illegible at any time while the carriage is plying or being used for hire.

**Provisions securing the safe custody and re-delivery of any property accidentally left in hackney carriages, and fixing the charges to be made in respect thereof**

16. The proprietor or driver of a hackney carriage shall immediately after the termination of any hiring or as soon as practicable thereafter carefully search the carriage for any property which may have been accidentally left therein.

17. The proprietor or driver of a hackney carriage shall, if any property accidentally left therein by any person who may have been conveyed in the carriage be found by or handed to him:-

(a) carry it as soon as possible and in any even within 48 hours if not sooner claimed by or on behalf of its owner, to a police station in the Borough and leave it in the custody of the officer in charge of the station on his giving a receipt for it; and

(b) be entitled to receive from any person to whom the property shall be re-delivered an amount equal to five pence in the pound of its estimated value (or the fare for the distance from the place of finding to the Police Station, whichever be the greater) but not more than five pounds.

**Penalties**

18. Every person who shall offend against any of these byelaws shall be liable on

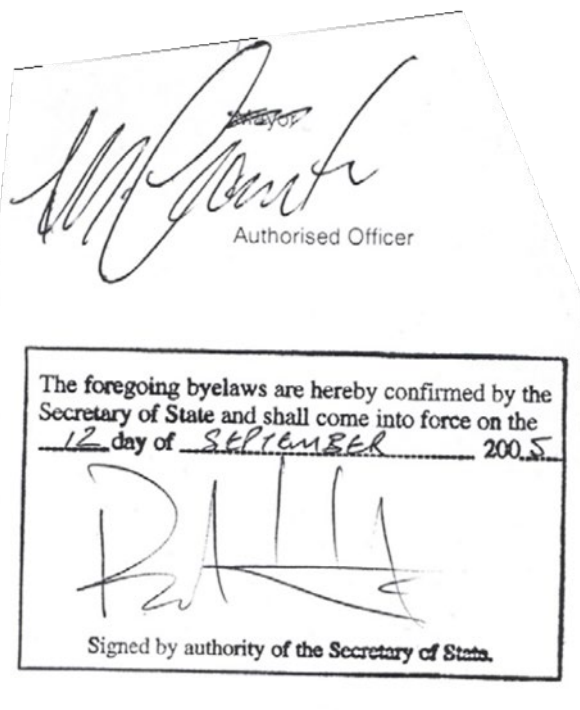
summary conviction to a fine not exceeding Level 2 on the Standard Scale and in the case of a continuing offence to a further fine not exceeding two pounds for each day during which the offence continues after conviction therefor.

### Repeal of Byelaws

19. The byelaws relating to hackney carriages which were made by the Borough Council of Wellingborough on the 26<sup>th</sup> day of November 1976 and which were confirmed by the Secretary of State on the 14<sup>th</sup> day of January 1977 are hereby repealed

**THE COMMON SEAL of THE  
BOROUGH COUNCIL OF  
WELLINGBOROUGH** was

Hereunto affixed in the presence of:-



### **Fares currently set as:**

|  |          |
|--|----------|
| If the distance does not exceed 541.54 yards:-<br>for the whole distance | £2.30    |
| If the distance exceeds 541.54 yards:-<br>for the first 541.54 yards     | £2.30    |
| for each subsequent 117.33 yards   | 10 pence |

### **Waiting Time**

|   |          |
|---|----------|
| For each period of 35 seconds or uncompleted<br>part thereof including periods during the journey<br>when the vehicle is stationary | 10 pence |
|---|----------|

### **Extra charges**

|  |                 |
|--|-----------------|
| For hirings begun between 6am and 11pm on a Sunday | 25% of the fare |
| For hirings begun between 11pm and 6am             | 50% of the fare |
| For hirings begun on Bank Holidays                 | 50% of the fare |

|   |                     |
|---|---------------------|
| For hirings begun between 6pm on Christmas Eve<br>and 6am on the day following Boxing Day and 6pm<br>on New Year's Eve and 6am on the day following<br>New Year's Day | 100% of the<br>fare |
|---|---------------------|

When conveying more than 4 passengers between the  
hours of 6am and 11pm to increase the fare by 50%

When conveying more than 4 passengers between the  
hours of 11pm and 6am to increase the fare by 100%

Only one of the above extra charges is permissible at any time

Journeys ending outside the Borough of Wellingborough will be metered unless an  
alternative tariff is agreed prior to the commencement of the journey.

No charge in excess of fifty pounds (£50) shall be made in the event  
of any hirer causing any damage to or soiling the vehicle hired in  
any way whether by vomiting, urinating, spitting or otherwise.

## **Appendix E – Private Hire Operators**

### **1.0 Conditions for Private Hire Operators**

- 1.1 The following conditions are considered to be reasonably necessary by North Northamptonshire Council in relation to private hire operator licences and all private hire operator licences will be granted subject to these conditions. These conditions are made by the Council in pursuit of the powers conferred by Part II of the Local Government (Miscellaneous Provisions) Act 1976 (as amended).
- 1.2 In determining these conditions the Council has had regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards July 2020.
- 1.3 These conditions are ancillary to and should be read in conjunction with applicable statutory legislation.
- 1.4 Failure to comply with any of the conditions attached to this licence may result in NNC Licensing Penalty Points being issued to the licence holder, or other action such as referral to the Licensing Sub Committee, with a view to potential suspension or revocation of the licence.

### **2.0 Operator's Licence**

- 2.1 The objective in licensing private hire vehicle operators is the safety of the public, who will be using operators' premises and the vehicles and drivers arranged through them.
- 2.2 Operator licences are not transferable. The operator must notify the Council in writing of any change in partnership, directorship, management or control of the business within five working days.
- 2.3 The standard length of a licence is five years for private hire vehicle operators. Any shorter duration licence will only be issued when the Council thinks it is appropriate in the specific circumstances of the case. For example, the licence holder's leave to remain in the UK is time-limited, the licensee has requested a shorter duration, or the licence is only required to meet a short-term demand. Private hire vehicle operator licences will not be issued on a 'probationary' basis.
- 2.4 The operator must notify the Council in writing within five working days of any other material change affecting the licence during its validity.
- 2.5 The operator must notify the Council, providing full details, of any conviction, binding over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on the licence holder (or if the operator is a company or partnership on any of the directors, secretary or partners) during the period of the licence, within fourteen days of the offence.

- 2.6 The operator must notify the Council in writing within fourteen days of any change of home address whether permanent or temporary.
- 2.7 The operator must inform the Council if they are going to be absent from the day to day running of the business for a period of two consecutive months or more. In doing this, the operator must give the name of the person that will be responsible for the running of the business on their behalf.

### **3.0 Operator checks**

- 3.1 Licensed operators (and in the case of a limited company, every director) must undertake a basic criminal record (DBS) disclosure check annually and submit the original disclosure certificate to the licensing authority. In the event that a basic disclosure certificate is not submitted annually, the private hire operator licence will be suspended until the basic disclosure(s) are received. This does not apply to any private hire operator who is also licensed as a driver, as the required enhanced disclosure for drivers is sufficient. However where the reliance is on the driver licence DBS check and this is not done, then both licences will be suspended until the results of a check are received.
- 3.2 The Council also considers it appropriate to ensure that private hire vehicle operators administer their business correctly. The Council will check open source information, cross checking information with Companies House and will request financial records to assist the Council in assuring itself that the company is suitable to be licensed.
- 3.3 Evidence of appropriate public liability insurance must be provided with the application.

### **4.0 Booking and dispatch staff**

- 4.1 Licensed operators must maintain a register of all staff that take bookings and/or dispatch vehicles. This register is to be available for inspection by an authorised officer.
- 4.2 Operators are required to obtain and review a basic criminal record check (DBS) on all individuals listed on their register of booking and dispatch staff (4.1 above) and this must be compatible with their policy on employing ex-offenders.
- 4.3 When individuals are employed to take bookings or dispatch vehicles for an operator they should be required, as part of their employment contract, to notify the operator of any convictions while they are employed in this role.
- 4.4 The booking and dispatch staff register is to be a 'living document' that maintains records of all those in these roles. The disclosure certificate should be no older than four weeks when viewed by the operator.

- 4.5 Where staff leave, their individual record is to be retained for a minimum of three years. All records in the register must be made available for inspection when requested by an authorised officer. This is to allow for the cross-referencing between the register and booking information.
- 4.6 A record that the operator has had sight of a DBS basic disclosure certificate is to be retained for the duration that the individual remains on the register. If an individual ceases to be on the register and is later re-employed, a new DBS basic disclosure certificate is to be requested and sight of this recorded.
- 4.7 Operators may outsource booking and dispatch functions, but they cannot pass on the obligation to protect children, vulnerable adults, or protection of personal data. Operators are required to evidence that comparable protections are applied by the company to which they outsource these functions.
- 4.8 Operators must have a documented policy on employing ex-offenders in roles that would be on the register as above. As with the threshold to obtaining a private hire vehicle operator's licence, those with a conviction for offences provided in the North Northamptonshire Criminal Records Policy may not be suitable to decide who is sent to carry a child or vulnerable adult unaccompanied in a car, or for handling sensitive personal information.
- 4.9 The operator shall ensure that they only make use of drivers and vehicles licensed by North Northamptonshire Council (except when sub-contracting bookings) and shall ensure that all drivers and vehicles engaged or employed by them comply with all licence requirements laid down by North Northamptonshire Council.
- 4.10 The operator shall notify the Council, in writing, within seven days of the engagement or employment of a new private hire driver, and of any additional private hire vehicles. The operator shall also inform the Council of the termination of engagement, employment or operation of such hackney carriage or private hire drivers or vehicles within seven days of the event.
- 4.11 All staff in customer facing roles should be trained in disability awareness, or have their knowledge and skills assessed, and be encouraged through targeted and general communications to uphold the highest standards of customer service. Training or assessment should include but not be limited to:
- The features of an inclusive, high quality service.
  - Appropriate attitudes, behaviours and skills.
  - Assistance that can be provided to all passengers.
  - The protected characteristics, and related Equality Act 2010 duties.
  - Understanding the different barriers that disabled people face when using private hire vehicles, and how they might be identified.
  - The role of private hire vehicles in enabling disabled people to be independent and the role of operators in facilitating this. How to communicate with people with different communication needs.



- How to assist people with a range of visible and less visible impairments.
- Legal obligations towards disabled passengers and the consequences of not complying with them.
- An assessment of the trainee's knowledge and skills.

## **5.0 Conditions**

- 5.1 The licence is not transferable and only applies to the premises specified on the licence.
- 5.2 Should the operator cease to carry on a private hire vehicle business they shall return their operator's licence to the Council within seven days.
- 5.3 The operator shall ensure that each private hire vehicle operated by them is:
- in a suitable mechanical condition
  - safe, comfortable, clean and presentable
  - at all times covered under a suitable valid motor vehicle insurance policy for the type of activity being undertaken and for the drivers using the vehicle
  - displaying the current vehicle licence plates in the manner required.
  - only driven by drivers licensed by North Northamptonshire Council.
- 5.4 While the driver of a vehicle is always legally responsible for its condition while in use, the Operator should have in place systems to ensure that vehicles are in sound condition and meet the requirements of this Council's conditions prior to being taken on the road. Drivers must be required to conduct a daily walkaround check as part of their core role, irrespective of their employment status with the company and complete the vehicle condition checklist (Appendix A) .
- 5.5 Where more than one driver will use the vehicle during the day's running, the driver taking charge of a vehicle should make sure it is roadworthy and safe to drive by carrying out their own walkaround check.
- 5.6 Drivers must be required to retain the vehicle checklist as proof that they have undertaken the required vehicle check and produce it on request to an officer of the Council or a police officer. Operators must regularly audit that checks are taking place and record the audit together with any sanctions for failure to comply. Drivers should be made aware that they may be subject to sanctions if they are unable to produce this. Further sanctions may result against them, as well as vehicle operators / proprietors, if they are found using a defective vehicle, especially if the condition of the vehicle is such that it is obvious no routine checks have occurred over a number of days.
- 5.7 The private hire operator licence granted by North Northamptonshire Council must be on display at all times, at the premises designated in the licence and a copy of these conditions must also be retained at the premises. The

operator shall make the licence and these conditions available for inspection by actual or potential fare paying passengers on request.

- 5.8 Where any property is left by a customer in the business premises the operator must endeavour to arrange to return such property to its rightful owner, failing which it must be dealt with in accordance with legal requirements and the police must be notified within twenty four hours.
- 5.9 The vehicles register (7.0) below) will be kept by the operator at the licensed operating address. The operator shall record detailed particulars of private hire vehicles operated by the operator. This register must be kept up to date at all times.
- 5.10 The operator must not fail or refuse to accept a booking by or on behalf of a disabled person accompanied by an 'assistance dog', when the reason for failure or refusal is that the disabled person will be accompanied by the 'assistance dog'.

## **6.0 Operator Vehicle Register**

- 6.1 The operator shall keep legible, hand-written or computerised records of the particulars of all private hire vehicles operated by him in accordance with Section 56(3) of the Local Government (Miscellaneous Provisions) Act 1976, including the:
- Vehicle registration mark
  - Make, model, colour
  - Number of passenger seats. (As authorised by the hackney carriage/private hire vehicle licence)
  - The hackney carriage/private hire licence number
  - The company call-sign for the vehicle
  - The vehicle proprietors name and address
  - Insurance particulars of all vehicles working on behalf of the operator
  - The date the vehicle was added to the operator's fleet
  - The date the vehicle was withdrawn from the operator's fleet

## **7.0 Operator Driver Register**

- 7.1 The operator shall keep legible, hand-written or computerised records of the particulars of all drivers of hackney carriage and/or private hire drivers operated by them, including:
- The name, address and company call-sign assigned to the driver
  - The date the driver starts working for the operator
  - The date the driver stops working for the operator
  - Any change of address of a driver during the course of his service with the operator

- Any illness, disability or condition which may affect a driver's ability to safely carry out their duties, where the operator becomes aware of any such condition
  - The North Northamptonshire Council hackney carriage/private hire driver licence number and expiry date of same
- 7.2 The operator shall retain the licence of any driver engaged by them, until such time as the driver ceases to be so engaged. Such licenses shall be made available for inspection by the Council or the Police at all reasonable times. The operator shall also ensure that all drivers engaged by them are in possession of the appropriate driver badge issued by North Northamptonshire Council.
- 7.3 All entries made in the private hire bookings register, the driver register and the vehicles register must be made in ink and all such entries must be legible and understandable to an authorised officer of the Council.
- 7.4 Any accidents or damage sustained to a private hire vehicle which materially affects the safety, performance or appearance of the vehicle must be notified to the Council on the official accident form as soon as practicable and in any case within seventy two hours.

## **8.0 Business Premises**

- 8.1 The operator must only conduct business from the office at the address specified on the licence. Any operator wishing to conduct business from any additional address(es) (e.g. secondary booking offices) must make application in writing to the Council's licensing team and await approval before making use of any additional premises. This is in addition to any other consents required. The Council reserves the right for an authorised officer to inspect all such premises for suitability and compliance with the requirements of these conditions.
- 8.2 The operator must not cause or permit the business premises to be used by any other person(s) for any other purpose than that connected with the conduct or operation of the private hire business. This condition will not apply if the business premises is the residential address of the licensed operator
- 8.3 The operator must not conduct his business, nor employ or utilise any person to conduct his business in any premises, the use of which have not been approved by the Council.
- 8.4 The licensed operating premises must be maintained in a suitable clean and safe condition at all times.
- 8.5 Any telephone facilities, radio equipment or PDA systems provided must be maintained in a sound condition and any defects must be repaired promptly.

## **9.0 Record keeping**

9.1 The operator must keep an accurate record of every booking of a private hire vehicle or hackney carriage accepted by him/her. The loss of records by theft or otherwise must be reported to the Council in writing within twenty four hours, and immediately to the police in the event of theft being suspected. Separate records must be kept at each premises from which the operator conducts business. The records must always be kept at the business premises and not removed.

9.2 All such records must be in English, permanent, legible and preserved for a period of 3 years following the date of the last entry. Records must be kept in one of the following forms: -

- a bound book with consecutively numbered pages (loose leaf registers are not acceptable) written in ink
- or on continuous stationery which has been generated in the form of an instantaneous print out by a computerised system. The operator must ensure that adequate supplies of continuous stationery and ink cartridges are maintained, and that the printer is always appropriately replenished to ensure that full and legible booking details are printed, or
- a computerised recording system which automatically generates a permanent entry that cannot be modified after the booking has been made. All computerised records must be available for inspection on request.
- any electronic records must be backed up at least every twenty four hours to a separate secure data storage and retrieval system.

9.3 Irrespective of the system used, the operator must, at the time the booking is taken ensure that the following information is recorded:

- the name, address and telephone number of the hirer;
- the date and time the booking was received (and any subsequent cancellation);
- the time of the journey, together with the journey date (if different from the booking date);
- the address or name of the premises from which it is to commence (i.e. the point of pick up of the passenger(s));
- the address or place of destination;
- the name of the driver;
- the driver's licence (badge) number;
- the vehicle registration number of the vehicle;
- the name of any individual that responded to the booking request;
- the name of any individual that dispatched the vehicle;
- remarks (including details of any sub-contracting to another licensed operator)

- 9.4 These booking records are to be retained for a minimum of three years and are to be made available for inspection when requested by an authorised officer or Police Officer.
- 9.5 Where any bookings are sub-contracted either by the operator to another licensed operator or are accepted by the operator from another operator, a full record of the booking (in line with ~~10.4~~ 9.3 above) and notes must be included; including the name of the sub-contractor and contact information.
- 9.6 No alterations to records may be made – any amendment must be made to the original record by way of an addition.
- 9.7 The records of bookings must be maintained and kept up to date at all times and must be made available for inspection at all reasonable times without notice by any duly Authorised Officer of the Council or any Police Officer. Such officers must be permitted to photograph and / or remove such records from the premises if so required. Printed copies of records must be made available on request.
- 9.8 Personal information must not be used for any other purpose other than that for which it was collected without the express permission of the individual to which the information relates.
- 9.9 Telephone numbers provided by customers so that they can be alerted / updated by SMS text message with regard to a booking they have made must only be used for this purpose. The information must not be retained by the operator other than within the register after the text message has been sent, and / or used for any other purpose (such as unsolicited marketing calls).
- 9.10 Private hire operators have a duty under data protection legislation to protect the information they record. The Information Commissioner's Office provides comprehensive on-line guidance on registering as a data controller and how to meet their obligations.

## **10.0 Complaints**

- 10.1 Operators are to have a written complaints procedure. The procedure must state that all written complaints must be responded to within a maximum of twenty eight days. The procedure is to appear on the operator's website (where used) and is to be displayed in any premises to which the public have access.
- 10.2 The operator must keep a register of all complaints made to them.
- 10.3 The register is to be readily available at all times and must be produced for inspection on request by an authorised officer. Records shall be retained for a minimum of three years.
- 10.4 The register shall contain the following details:

- name, address and telephone number of the complainant
  - nature of complaint
  - any action taken as a result of the complaint
- 10.5 The operator is to inform the Council immediately of any complaints received (verbal or written) relating to a driver or dispatcher at the company, whether employed or self-employed of a serious nature (including but not limited to sexual matters, violence or verbal abuse including racial).
- 10.6 The operator shall be ultimately held accountable for the conduct of their licensed drivers and staff. Where repeated complaints are received about an individual driver or member of staff in their employ, the operator is required to take appropriate action to ensure further complaints are not received and record the action taken.

## **11.0 Hiring**

- 11.1 All private hire bookings accepted by the operator shall be carried out promptly at the appointed time, date and place.
- 11.2 The operator shall make provision for his private hire drivers to convey any assistance dog(s) accompanying a passenger, at the hirer's request unless any approved exemptions are in place.
- 11.3 The operator must not accept any booking for a particular private hire vehicle which would require the vehicle to carry more passengers than it is licensed to carry. This includes all school contracts. ~~Where a contract is in place for transporting children under 13 they must not sit in the front passenger seat at any time.~~ The operator must ensure that seat belt legislation is complied with at all times.
- 11.4 The operator must not operate a private hire vehicle without the driver of such being licensed by North Northamptonshire Council. The operator must personally examine the drivers' licences issued by the Council and satisfy themselves as to their validity.

## **12.0 Insurance**

- 12.1 The operator must ensure that public liability insurance is in force throughout the validity of the licence for each and every operating base open to the public to a minimum cover of £5 million.
- 12.2 Where the operator directly employs licensed taxi drivers, employer's liability insurance should also be in place.
- 12.3 Certificates of valid liability insurance must be produced on demand to any authorised officer.

## Appendix F – Special Occasion Vehicles

- 1.1 The following conditions are considered to be reasonably necessary by North Northamptonshire Council in relation to private hire vehicle licence applications for Executive / Special Occasion Vehicles licences and applications for exemptions from displaying licence plates. All licences for such vehicles will be granted subject to these conditions.
- 1.2 In determining these conditions the Council has had regard to the Department of Transport Statutory Taxi & Private Hire Vehicle Standards July 2020.
- 1.3 These conditions are ancillary to and should be read in conjunction with applicable statutory legislation.
- 1.4 The conditions of licence are made pursuant to Section 48 of the Local Government (Miscellaneous Provisions) Act 1976,
- 1.5 Failure to comply with any of the conditions attached to this licence may result in NNC Licensing Penalty Points being issued to the licence holder, or other action such as referral to the Licensing Sub Committee, with a view to potential suspension or revocation of the licence.

### 2.0 Conditions

- 2.1 The vehicle will be inspected annually to ensure that the vehicle remains in immaculate condition internally and externally. This inspection is by an authorised officer of the Council and is in addition to the standard Council tests.
- 2.2 The normal conditions applying to the licensing of vehicles, operators and drivers will apply, except where inconsistent with these special conditions.
- 2.3 Owners of vehicles converted from a standard production model must retain the original documentation to confirm that the conversion was approved by the original manufacturer and that the conversion was undertaken by a converter/modifier under an approved Scheme. This documentation must be produced on request by an authorised officer of the Council.
- 2.4 Any imported vehicle must get vehicle approval to show that the vehicle meets environmental and safety regulations. This approval is required to register the vehicle. The registration certificate indicates the approval status of the vehicle. Where a registration certificate does not show an approval status the vehicle will not be considered for licensing.
- 2.5 Vehicles with a partition between the driver and passenger compartment must only be fitted with a clear glass partition to enable full visibility into the rear of the vehicle. The glass should meet the relevant British/ European Standard or its American equivalent. Solid partitions will not be permitted. Where a partition is fitted, the front passenger seat will not be included in the seating capacity and must not be used for the transport of passengers. This requirement is to prevent the driver from risk of attack.

- 2.6 Partitions must not be installed after the vehicle has been tested.
- 2.7 Stretched Limousine style vehicles must be fitted with a 'Life' safety hammer which must be securely located in the driver's compartment.
- 2.8 All forward facing seats must be fitted with three point all age inertia reel, lap and diagonal seat belts. All other seatbelts fitted to any other seat must be present and working correctly. Appropriate conformity certification for a seatbelt may be required at the discretion of an authorised officer of the Council.
- 2.9 No fare paying passengers are to be carried in the front of the vehicle.
- 2.10 No form of entertainment shall be permitted without written consent from this Authority. The proprietor must ensure that the appropriate licences are held for any form of entertainment to be provided for passengers (such as a premises licence for film, music etc and a Performing Rights Society licence for recorded music).
- 2.11 The following activities are prohibited in the vehicle:
- Striptease
  - Lap dancing
  - Pole dancing
  - Any other activity or performance of a similar kind
- 2.12 Any alcoholic drinks provided in the vehicle shall only be sold/supplied under the terms of an appropriate licence. Alcohol shall only be served whilst the vehicle is stationary in non-breakable receptacles (e.g. plastic). At all other times, bottles are to be stored in a secure manner.
- 2.13 Alcohol shall not be available in the vehicle when used for bookings for groups of passengers under 18 years. Bookings for groups of passengers under 18 years shall only be provided with non-alcoholic beverages from plastic glasses and bottles.
- 2.14 Children under the age of 16 years must be accompanied by either a parent/guardian or an appropriate adult. Any person/escort provided by the licence holder must be Disclosure and Barring Service (DBS) checked. The details of the persons travelling and the name and contact details of the person responsible for the booking must be completed and maintained by the driver. A copy of the form must be carried by the driver.



## Appendix G – Penalty Points System

- 1.1 North Northamptonshire Council operates a points-based system, which allows minor breaches of the rules to be recorded and considered in context, while referring those with persistent or serious breaches to the licensing committee. This has the benefit of consistency in enforcement and makes better use of the licensing committee's time. North Northamptonshire Council's Enforcement Policies will be fully considered by the enforcing officer when determining the manner in which any breach of the legislation or the requirements of this policy are dealt with. Where it is decided that the use of penalty points is appropriate, they will be issued in accordance with the rate in the attached schedule.
- 1.2 Before penalty points are issued there must be sufficient evidence to prove the offence or breach of conditions. Evidence for penalty points is considered 'on the balance of probability', not the higher threshold of 'beyond reasonable doubt'.
- 1.3 Each case will be considered on its merits.
- 1.4 When points are issued by an authorised officer, the owner or driver will be sent written confirmation within five working days. There is a right of appeal to the Licensing Sub Committee. However, anyone wishing to appeal should be aware that the committee may decide to increase points or apply another sanction, should they feel there is merit in doing so.
- 1.5 Points incurred will remain on the record for a fixed period. The usual duration of a driver and private hire vehicle operator licence is three and five years respectively. To ensure that all past behaviour is taken into account when considering whether to grant a new licence, the points will remain on the record from the date of the incident for 3 years for drivers and 5 years for private hire vehicle operators. The Council will however consider whether a review is undertaken within a shorter period for example, a year in situations where points are incurred; as this may indicate rapidly deteriorating standards or unsatisfactory conduct.1.6 Any driver, proprietor or operator accumulating twelve points within the designated period will be required to appear before a hearing of the Licensing Sub Committee for a review of the conduct of the licensee and whether further action is necessary to address any concerns..
- 1.6 When a driver, proprietor or operator is brought before a Licensing Sub Committee that Panel may exercise one of the following options:-
  - (i) Extend the two year period in which points remain live;
  - (ii) Issue written warning;
  - (iii) Suspension of licence(iv)
  - (v) Undertaking additional training as well as or instead of any of the above
  - (vi) Revoke the licence;
  - (vii) Take no further action;
  - (viii) Any other action the sub committee deems appropriate

- 1.8 Any driver, operator or proprietor required to appear before a Licensing Sub Committee having accumulated twelve points shall be entitled to make representations to the Panel or be legally represented at the hearing.
- 1.7 Any driver, proprietor or operator given a period of suspension or having their licence revoked shall be entitled to appeal to Magistrates Court within twenty one days of notification of the Sub Committee's decision.
- 1.8 When a Licensing Sub Committee hearing has been held, any points accumulated will be deemed as spent unless the Licensing Sub Committee decides otherwise.
- 1.9 If the Licensing Sub Committee decides that any points will remain live they must stipulate the point (date) at which they will expire.
- 1.10 Nothing in this penalty points system will stop the Council from taking action under any other appropriate legislation.
- 1.11 This penalty points system will be reviewed two years after implementation and as necessary thereafter.
- 1.12 Any breaches of the vehicle licence conditions which result in penalty points being awarded, will be applied to the driver and/or the operator / proprietor as deemed appropriate in that particular case.

## **Private Hire/Hackney Carriage Vehicle Licences**

### **Will be issued to the vehicle owner or operator**

|  |   |
|--|---|
| Failing to display clearly licence plates on exterior of vehicle.  | 4 |
| Failing to display clearly interior licence plate so that it is visible to passengers.   | 4 |
| Carrying more persons than permitted by the vehicle licence.   | 8 |
| Fixing the exterior licence plates to the vehicle other than in a manner authorised by the Council when not undertaken by the Council.   | 4 |
| Failing to notify changes affecting the particulars on the vehicle registration document in writing to the Council e.g. change of address.   | 4 |
| Proprietor of a licensed vehicle exhibiting business advertising details on rear doors exceeding the prescribed limits.  | 3 |
| Fixing any form of advertising on the inside of the vehicle without written consent.   | 4 |
| Failing to have a dry powder fire extinguisher in vehicle in such a position affixed by a bracket to be readily available for use with the vehicle registration number clearly marked and legible. | 4 |
| Failing to provide a first aid kit in the vehicle in such a position to be readily available for use with the vehicle registration number clearly marked and legible.                              | 4 |
| Affixing a roof sign on a licensed private hire vehicle.   | 6 |
| Failing to display notice in vehicle requiring passengers to wear the seat belts provided.   | 3 |
| Permitting a child under the age of 13 years to use a front passenger seat.  | 6 |
| Permitting a child to be carried in a rear facing carrier in the front passenger seat in a vehicle fitted with a passenger side airbag.  | 6 |
| Licensed vehicle proprietors failing to ensure the seats are clean and in a good state of repair.  | 3 |
| Licensed vehicle proprietor failing to ensure the vehicle floor and coverings are clean and in a good state of repair.   | 3 |
| Licensed vehicle proprietor failing to ensure the fittings, furniture and the vehicle exterior are kept in a clean and well maintained condition.  | 3 |
| Failing to permit inspection and test by a Council authorised officer at any time.   | 6 |

|  |   |
|--|---|
| Failure to return a plate after notice has been given following expiry, revocation, or suspension of a private hire vehicle licence.   | 6 |
| Failure to undertake daily vehicle checks recorded on the inspection form.   | 4 |
| The driver of a licensed vehicle failing to ensure the safety of persons conveyed in or entering or alighting from the vehicle.  | 6 |
| Failing to carry out necessary repair work after road side check reveals the need for some.  | 6 |
| <b>Hackney Carriage Vehicles Only</b>  |   |
| Proprietor of a hackney carriage vehicle failing to notify the Council within 24 hours of taximeter being broken.  | 6 |
| The proprietor of a hackney carriage vehicle transferring hackney carriage plate to another vehicle without advising the Council within 14 days                                      | 6 |
| Hackney carriage proprietor failing to provide sufficient means by which any person in the carriage may communicate with the driver.   | 3 |
| Proprietor of a hackney carriage failing to provide taxi meter bearing the words 'For Hire' and so constructed, attached and maintained to comply with requirements                  | 3 |
| Failing to ensure that the word 'Taxi' is exhibited on the roof sign in plain letters which are legible.   | 3 |
| Proprietor of a hackney carriage failing to ensure that taxi meter is not in operation when the 'Taxi' sign is illuminated.  | 3 |
| Proprietor of a hackney carriage failing to ensure that correct fare and the word FARE is displayed clearly and legibly on the meter including in the hours of darkness.             | 6 |
| Proprietor of a hackney carriage failing to ensure that a meter fixed to a hackney carriage shall be sealed so that no person can tamper with the meter except by breaking the seal. | 6 |
| A proprietor or driver of a hackney carriage vehicle, when standing or plying for hire shall not call out or otherwise importune any person to hire a carriage.                      | 3 |
| The proprietor of a hackney carriage vehicle failing to cause a statement of fares to be exhibited inside the carriage in clearly distinguishable letters and figures.               | 3 |

## **Hackney Carriage/Private Hire Driver Conditions**

|  |    |
|--|----|
| Using vehicle as private hire vehicle without a licence for that vehicle.  | 12 |
| Lending or parting with a hackney carriage driver's licence.   | 8  |
| Failure to present a hackney carriage or private hire vehicle for inspection on request by an authorised officer of the Council.   | 6  |
| Making a false statement or withholding information to obtain a hackney carriage/private hire driver's licence.  | 12 |
| Failure to surrender a driver's licence after suspension, revocation or refusal to renew.  | 12 |
| Private hire drivers and vehicles, using or waiting on a Hackney Carriage rank.  | 4  |
| Obstruction of an authorised officer of the Council or a Police Officer.   | 12 |
| Failure to comply with a requirement of an authorised officer of the Council or a Police Officer.  | 6  |
| Failure to give information or assistance to an authorised officer of the Council or a Police Officer.   | 6  |
| Giving false information on an application for a hackney carriage/private hire drivers licence.  | 12 |
| Failure to notify change of address of a licensed driver within 7 days.  | 4  |
| Failing to take a hackney carriage fare.   | 6  |
| Carrying other persons in a private hire vehicle or hackney carriage vehicle other than with the consent of the hirer.   | 4  |
| Being under the influence of alcohol or drugs when driving a hackney carriage or private hire vehicle.   | 12 |
| Failure to return licence and licence plates when vehicle ceases to be used as a hackney carriage or private hire vehicle.   | 6  |
| Recklessly and dangerous driving of a hackney carriage or private hire vehicle leading to injury or danger.  | 12 |
| Licensed driver failing to notify the Council of any cautions, convictions, including any pending convictions or fixed penalties within 7 days of notification. This includes any Road Traffic Act offences. | 8  |
| Driver failing to ensure that at all times when driving for hire that the driver is clean and smartly dressed.   | 4  |

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| The driver behaving in an abusive, aggressive, threatening or intimidating manner to any passenger, officer of the Council or contracted garage personnel.   | 6  |
| The proprietor or driver of a hackney carriage hired to be at a certain place and time failing so to be without sufficient cause or failing to notify the hirer in good time that they will be unable to keep the booking.                 | 4  |
| The driver of a hackney carriage failing to take the shortest route to any destination unless given other directions by the hirer.   | 6  |
| Proprietor or driver of a hackney carriage or private hire vehicle carrying more than the prescribed number of persons specified on the plate.   | 8  |
| Licensed driver failing to wear the provided badge in a position and manner to be plainly visible.   | 4  |
| Licensed driver refusing or failing to carry, load or unload a reasonable quantity of luggage when requested by the hirer.   | 4  |
| Interfering with a taxi meter with intent to mislead.  | 12 |
| The driver of a hackney carriage when plying for hire on a rank and not actually hired failing to remain with the vehicle  | 6  |
| Hackney carriage and/or private hire driver failing or refusing to carry an assistance dog for the disabled or visually impaired when requested by the dog's owner unless the driver holds an Exemption Certificate issued by the Council. | 8  |
| Charging a fare for the carriage of an assistance dog or wheelchair for the disabled or visually impaired.   | 6  |
| Failing to provide reasonable assistance to passengers with a disability.  | 4  |
| Failure to report an accident to the Council within 72 hours or failure to subsequently submit the completed accident form within 7 days   | 6  |
| Failure to return a plate after notice has been given following expiry, revocation, or suspension of a private hire vehicle licence.   | 6  |
| Licensed driver failing to check the vehicle after a hiring for property inadvertently left and failing to notify the lost property to their Operator or to the Police station within 24 hours when not claimed sooner by the owner.       | 3  |
| Smoking in the licensed vehicle.   | 12 |
| Using or permitting the use of an E-cigarette/vaping cigarette or equivalent in the licensed vehicle.  | 6  |
| Using personal information such as mobile phone numbers inappropriately.   | 6  |

Hackney carriage and/or private hire driver failing to keep the Council informed within 7 days of the Operator he/she is working for.

4

## **Private Hire Licensed Operator**

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|--|----|
| Proprietor of private hire vehicle using an unlicensed driver.   | 12 |
| Operating a vehicle as a private hire vehicle without a Private Hire Operator Licence.   | 12 |
| Operating a vehicle as a private hire vehicle when the driver is not licensed as a private hire driver.  | 12 |
| Operator refusing to accept a booking by or on behalf of a disabled person accompanied by an 'assistance dog' when the reason for failure or refusal is that the disabled person will be accompanied by the 'assistance dog'.  | 6  |
| Failure to have in place suitable public liability insurance on display in the public waiting area.  | 6  |
| Failure to report an accident to the Council within 72 hours or failure to subsequently submit the completed accident form within 7 days.  | 6  |
| Failure of a Private Hire Operator to keep proper and legible (in ink or computerised) records of all bookings, or failure to produce them on request of an authorised officer of the Council or a police officer, or failure to keep above records for a period of 3 years after the last entry.  | 8  |
| Failure of a Private Hire Operator to keep the up to date, legible (in ink or computerised) private hire vehicles register, or failure to produce them on request of an authorised officer of the Council or a police officer, or failure to keep above records for a period of 3 years after the last entry.  | 8  |
| Failure of a Private Hire Operator to keep the up to date, legible (in ink or computerised) booking staff register, or failure to produce them on request of an authorised officer of the Council or a police officer, or failure to keep above records for a period of 3 years after the last entry.  | 8  |
| Failure of a Private Hire Operator to produce his/her licence on request.  | 4  |
| Failure to return a plate after notice has been given following expiry, revocation, or suspension of a private hire vehicle licence.   | 6  |
| Private Hire Operator who ceases to carry on a private hire vehicle business failing to return the operator's licence to the Council without delay.  | 12 |
| Private Hire Operator failing to notify the Council within 10 working days of any change of home address, whether permanent or temporary.  | 6  |
| Private Hire Operator failing to notify the Council, providing full details, of any conviction, binding over, caution, warning, reprimand or arrest for any matter (whether or not charged) imposed on him / her (or if the Operator is a Company or Partnership on any of the Directors, Secretary or Partners) during the period of the licence within 10 working days of the offence. | 8  |



|   |   |
|---|---|
| Private Hire Operator failing to notify the Council, in writing, within 7 days of the engagement or employment of a new hackney carriage / private hire driver.   | 4 |
| Private Hire Operator failing to notify the Council in writing, within 7 days of the termination of engagement or employment of hackney carriage / private hire drivers.  | 4 |
| Private Hire Operator failing to inform the Council if they are going to be absent from the day to day running of the business for a period of 2 consecutive months or more. In doing this, the operator must give the name of the person that will be responsible for the running of the business on their behalf. | 6 |
| Operator of private hire vehicle failing without good reason to ensure that a booked vehicle attends at the appointed time and place.   | 4 |
| Operator of private hire vehicle failing to retain Private Hire Driver Licence as long as the driver remains in his employ.   | 3 |
| Private Hire Operator failing to make available for inspection at reasonable times original private hire driver licences held by him/her.   | 3 |
| The operator of private hire vehicle failing to maintain vehicles used under the licence in a very high standard of mechanical efficiency with the bodywork free from rust and dents; the interior and exterior in a good state of repair and cleanliness.  | 4 |
| Operator failing to ensure that their licensed drivers are clean or smartly dressed.  | 4 |
| Private Hire Operator failing to ensure that the drivers of private hire vehicles do not ply the streets for hire or use hackney carriage stands.   | 4 |
| Private Hire Operator failing to ensure that the conduct of their licensed drivers remains free from repeated complaints.   | 4 |
| Private Hire Operator failing to return the Private Hire Driver Licence to the licensed driver when no longer employed by the operator.   | 6 |
| Private Hire Operator failing to notify the Council in writing of any change in partnership, directorship, ownership, management or control of the business within 5 working days.  | 6 |
| Private Hire Operator failing to notify the Council in writing within 5 working days of any other material change affecting the licence during its validity.  | 4 |

## **Appendix H - National Taxi Database (NR3)**

### **1.0 Introduction**

- 1.1 The Local Government Association has commissioned the development of a national register of hackney carriage and private hire vehicle driver licence refusals and revocations, the 'National Register of Refusals and Revocations' or NR3. The NR3 contains information relating to any refusal to grant, or revocation of, a private hire, hackney carriage or dual drivers' licence. This information is important in the context of a subsequent application to another authority for a drivers' licence by a person who has had their licence refused or revoked in the past. North Northamptonshire Council has signed up to use NR3. This means that when an application for a private hire, hackney carriage or dual drivers' licence is refused, or when an existing drivers' licence is revoked, that information will be placed upon the register.

### **2.0 Scope**

- 2.1 This document covers how North Northamptonshire Council will use NR3 and how the Council will comply with data protection requirements.
- 2.2 In this document, the 'first authority' refers to a licensing authority which made a specific entry onto the National Register of Refusals and Revocations; the 'second authority' refers to a licensing authority which is seeking more detailed information about the entry.

### **3.0 General Principles**

- 3.1 When an application for a new drivers' licence, or renewal of an existing drivers' licence is received, the Council will make a search of the NR3. If details are found that appear to relate to the applicant, a request will be made to the authority that entered that information for further details.
- 3.2 Any information that is received from any other authority in relation to an application will only be used in relation to that application, and the determination of it, and will not be used for any other purpose. Any data that is received will only be kept for as long as is necessary in relation to the determination of that application. This will include the period of processing that application, making a decision, notifying the applicant of the outcome of that decision, and the appeal processes. Any such data will be kept for a period of no more than thirty five days from the date of the service of the written notification of the determination of the application.

- 3.3 Where an appeal to the magistrates' court is made, the data will be retained until that appeal is determined or abandoned. Where the appeal is determined by the magistrates' court, there is a further right of appeal to the Crown Court. In these circumstances, the data will be retained for a period of no more than thirty five days from the date of the decision of the magistrates' court. If an appeal is made to the Crown Court, the data will be retained until that appeal is determined or abandoned. Where the appeal is determined by the magistrates' court or the Crown Court, it is possible to appeal the decision by way of case stated. Accordingly, the data will be retained for a period of no more than thirty five days from the date of the decision of the Crown Court (if the decision was made by the magistrates' court, the retention period has already been addressed). If an appeal by way of case stated is made, the data will be retained until all court proceedings relating to that appeal by way of case stated (which will include potential appeals to the Court of Appeal and Supreme Court) have been determined.
- 3.4 The data will be held securely in accordance with the Council's general policy on the secure retention of personal data. At the end of the retention period, the data will be erased and/or destroyed in accordance with the Council's data protection policy at: <https://www.northnorthants.gov.uk/your-council/information-governance-policies>

#### **4.0 Searching NR3 for new applicants or renewals**

- 4.1 When an application is made to North Northamptonshire Council for the grant of a new, or renewal of a Hackney Carriage and/or Private Hire Driver Licence, the Council will carry out a search on NR3.
- 4.2 The Council will then retain a clear written record of every search that is made of the register. This will detail:
- the date of the search;
  - the name or names searched;
  - the reason for the search (new application or renewal);
  - the results of the search; and
  - the use made of the results of the search (this information will be entered to the register at a later date).
- 4.3 This record will not be combined with any other records (i.e. combined with a register of licences granted) and will be retained for the retention period of twenty five years.
- 4.4 If the Council discovers any match (i.e. there is an entry in the register for the same name and identifying details) a request will be made to the authority that entered those details (the first authority) for further information about that entry. That request will also include details of North Northamptonshire Council's data protection policy in relation to the use of any data that is obtained as a result of this process.

4.5 This request will be made in writing in accordance with the form at the end of this document. It will be posted or emailed to the contact address of the authority that entered those details (the first authority) which will be detailed in the register.

#### **5.0 Responding to a request made for further information regarding an entry on NR3**

5.1 When the Council receives a request for further information from another authority a clear written record will be made of the request having been received. This record will not be combined with any other records (i.e. combined with a register of licences granted) and will be retained for the retention period of twenty five years.

5.2 The Council will then determine how to respond to the request and will not simply provide information as a blanket response to every request.

5.3 The Council will conduct a Data Protection Impact Assessment. This will consider how the other authority (the second authority) will use the data, how it will store that data to prevent unauthorised disclosure, the retention period for that data, and the mechanism for erasure or destruction of the data at the end of that period. It is expected that if the second authority has adopted a policy similar to this, that should be a reasonably straightforward process.

5.4 If the Council is satisfied that the other authority's (the 2nd authority) data protection procedures are satisfactory; consideration will then be given as to what information will be disclosed. This will be determined by an officer who has been trained to discharge this function. Any disclosure must be considered and proportionate, taking into account the data subjects' rights and the position and responsibilities of a hackney carriage and/or private hire driver. Data is held on the NR3 register for a period of twenty five years, but North Northamptonshire Council (the 1st authority) will not disclose information relating to every entry. Each application will be considered on its own merits.

5.5 The Council will disclose information relating to a revocation or refusal to grant a drivers' licence in accordance with the timescales contained within North Northamptonshire Council's policy. Where the reason for refusal to grant or revocation relates to a conviction which is within the timescales determined in this policy (Appendix A - Criminal Records and Suitability), the information will be disclosed. Where the reason for refusal to grant or revocation relates to a conviction which is outside the timescales determined in these guidelines, the information will not be disclosed. However, in every case, consideration will be given to the full circumstances of the decision and there may be occasions where information is provided other than in accordance with this policy.

5.6 Any information about convictions will be shared in accordance with this policy under schedule 1, part 2, paragraph 12 of the Data Protection Act (DPA) 2018; that is:

Regulatory requirements relating to unlawful acts and dishonesty etc

12(1) This condition is met if—

(a) the processing is necessary for the purposes of complying with, or assisting other persons to comply with, a regulatory requirement which involves a person taking steps to establish whether another person has—

(i) committed an unlawful act, or

(ii) been involved in dishonesty, malpractice or other seriously improper conduct,

(b) in the circumstances, the controller cannot reasonably be expected to obtain the consent of the data subject to the processing, and

(c) the processing is necessary for reasons of substantial public interest.

(2) In this paragraph—

“act” includes a failure to act;

“regulatory requirement” means—

(a) a requirement imposed by legislation or by a person in exercise of a function conferred by legislation, or

(b) a requirement forming part of generally accepted principles of good practice relating to a type of body or an activity.

5.7 The officer will keep a clear written record of every decision that is made as a result of a request from another authority. This will detail:

- the date the request was received
- how the data protection impact assessment was conducted and its conclusions
- the name or names searched
- whether any information was provided
- if information was provided, why it was provided (and details of any further advice obtained before the decision was made)
- if information was not provided, why it was not provided (and details of any further advice obtained before the decision was made) and
- how and when the decision (and any information) was communicated to the requesting authority.

This record will not be combined with any other records and will be retained for the retention period of twenty five years

**6.0 Using any information obtained as a result of a request to another authority**

- 6.1 When the Council receives information as a result of a request that has been made to another authority, it will take that information into account when determining the application for the grant or renewal of a hackney carriage and/or private hire driver licence. This will be in accordance with the usual process for determining applications.
- 6.2 The Council will make and then retain a clear written record of the use that is made of the results of the search (this information will be added to the register detailed above). Information that is received may warrant significant weight being attached to it, but it will not be the sole basis for any decision that the Council will make in relation to the application.

# Appendix I - Exemptions from Displaying Licence Plates

## 1.0 Exemptions from Displaying Licence Plates

- 1.1 Under Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976 the Council may in certain circumstances exempt a vehicle from displaying licence plates and at the same time exempt the driver from displaying a badge.
- 1.2 Plate exemption will only be available for certain vehicles operating in certain circumstances. The licence plate is there as a readily visible method to identify a licensed vehicle and to protect public safety. However it is acknowledged that there may be grounds where the display of plates may work to the disadvantage of the customer, a situation acknowledged by the Council.
- 1.3 The Council will therefore accept applications for the display of plates to be exempted where the vehicle is considered to be a luxury class vehicle providing corporate services to businesses and individuals. Exemptions will not be given to vehicles carrying out normal private hire duties which includes vehicles such as limousines used for parties, proms, etc.
- 1.4 If an exemption is granted from displaying licence plates, the following additional conditions will be added to the private hire vehicle licence, in addition to the relevant standard licence conditions for all private hire vehicles:
  - When operating under the discreet plate policy the windscreen badge issued by the Council will be displayed at the nearside of the front windscreen at all times.
  - The Exemption Notice issued by the Council in respect of the licensed private hire vehicle will be carried in the vehicle at all times and will be produced upon request to an authorised officer of the Council or any Police Officer.
  - Other than the windscreen badge, the proprietor will not display in, on or from the vehicle any advertisement, signage, logos or insignia advertising the operating company or the vehicle's status as a private hire vehicle.
  - When issued with an Exemption Notice, the vehicle will not be required to display any other signs which the Council may at any time require private hire vehicles to display other than one smoke free sign. This sign must be placed discreetly but visible to occupants of the vehicle.
  - If a taximeter is installed within the vehicle and is used to calculate the fare, it shall be installed in such a manner that it can be concealed from normal view when operating under plate exemption.

- During the period of the exemption notice, the driver shall not wear the private hire driver's badge but will have it on their person and make it available for inspection by an authorised officer of the Council, a Police Officer or a passenger, on request.
- 1.5 At all times during the period of the exemption notice, the driver of the vehicle will be a member of the Chauffeur's Guild and will be appropriately dressed in either a formal chauffeur's uniform or a business suit with collar and tie. The Authority will accept more informal clothing where there is evidence to show that this was requested by the hirer.
  - 1.6 When issued, the discreet plate is required to be displayed in the lower nearside corner of the front windscreen at all times. The licence plates are to be carried in the boot of the vehicle at all times.
  - 1.7 The exemption only applies to work for business clients or similar and not routine private hire work including events such as prom nights.
  - 1.8 Failure to comply with these requirements will result in the exemption being rescinded.



# **APPENDIX J - In-Vehicle Visual and Audio Recording – CCTV in Hackney Carriage and Private Hire Vehicles**

## **1.0 Introduction**

- 1.1 This appendix relates to the use of surveillance cameras, also known as Closed Circuit Television (CCTV), in licensed vehicles. The content is designed to facilitate the use of surveillance cameras in licensed vehicles, to protect drivers and passengers, whilst ensuring licence holders respect passenger privacy.
- 1.2 Proprietors / Operators of vehicles licensed by North Northamptonshire Council will be permitted to voluntarily install CCTV, upon approval under this policy and subject to adherence with this policy throughout the duration of the proprietor's / operator's licence.
- 1.3 Licence holders are advised that school transport contracts may preclude the installation of CCTV in their vehicle.
- 1.4 This protection is intended to come from:
  - Visible surveillance cameras deterring individuals from committing a crime through the knowledge that evidence of it will be recorded.
  - Occupants of the vehicle feeling reassured that crimes, as well as malicious complaints against drivers, are less likely to occur in an environment protected by surveillance cameras.
  - Informing investigations by the Council and police.
- 1.5 The absence of CCTV in a licensed vehicle does not indicate that the owner of the vehicle has failed to pay attention to passenger or driver safety.

## **2.0 Legality**

- 2.1 The ICO and Surveillance Commissioner have given the strongest possible advice that mandatory CCTV is very difficult for licensing authorities to justify.
- 2.2 The Council considers that CCTV in licensed vehicles as a mandatory requirement would not be proportionate. As such, CCTV is not a licence requirement of North Northamptonshire Council; however this policy outlines the requirements for those wishing to voluntarily install CCTV.
- 2.3 This policy has been produced in consideration of The Data Protection Act (2018), General Data Protection Regulations (GDPR) and Article 8 of the European Convention on Human Rights. The policy has regard to The Local Government Association's 'Developing an approach to mandatory CCTV in licensed vehicles and PHVs'.

- 2.4 Data recorded by any CCTV system must be handled in accordance with The Data Protection Act and GDPR. The Information Commissioner's Office (ICO) is the UK regulator for all matters relating to the use of personal data.
- 2.5 It is contrary to the Motor Vehicle (Construction and Use) Regulations, 1986, for equipment to obscure the driver's view of the road through the windscreen.

### **3.0 Compliance, Regulation and Complaints**

- 3.1 The Surveillance Camera Commissioner (SCC) works to encourage compliance with the 'Surveillance camera code of practice'. Licence holders should follow the Surveillance Camera Commissioner's 'Passport to Compliance' to plan, implement and operate a system which complies with the Surveillance Camera Code of Practice. Licence holders are also recommended to obtain third party certification with the Surveillance Camera Commissioner.
- 3.2 The Information Commissioner's Office (ICO) is the regulatory body responsible for enforcing compliance with privacy and data protection legislation. Licence holders should have regard to the Information Commissioner's Office Code of Practice, 'In the picture: A data protection code of practice for surveillance cameras and personal information'.
- 3.3 If a passenger wants to request CCTV footage relating to them, they should make a Subject Access Request (SAR) to the Data Controller detailed on the signage in the vehicle. Signage is covered in greater detail in this document, under the section 'Signage and Advising of CCTV'. Information on how to make a valid SAR is available at <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>
- 3.4 If a passenger has an issue with their journey relating to the use of CCTV, they should contact the Data Controller in the first instance, using the details displayed on the CCTV signage within the vehicle.
- 3.5 If the Data Controller fails to resolve the issue, the complainant may escalate this to the ICO at <https://ico.org.uk/make-a-complaint/>

### **4.0 ICO Registration as Data Controller**

- 4.1 The ICO defines a 'data controller' as the individual or organisation which has ultimate responsibility for how personal data is collected and processed.
- 4.2 For the purpose of the installation and operation of in-vehicle CCTV, the data controller is the vehicle licence holder. The licence holder must be registered with the Information Commissioner's Office and be able to evidence continuous registration throughout the lifetime of the licence.

4.3 Registration with the Information Commissioner's Office requires renewal on an annual basis, and payment of the appropriate fee.

## 5.0 Data Processors

5.1 A data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes data on behalf of the data controller, in response to specific instructions. Where a service provider is authorised for the remote storage and/or management of CCTV data, they will act as a 'data processor'.

5.2 There must be a formal written contract between the data controller and data processor. The contract must contain provisions covering security arrangements, retention/deletion instructions, access requests and termination arrangements.

## 6.0 Audio Recording

6.1 The Council cannot justify audio recording within its licensed vehicles as a proportionate solution to prevent and record crime. As such, CCTV systems must not be used to record conversations as this is highly intrusive to people's data rights and unjustified in meeting the purpose of preventing and evidencing crimes. You should choose a system without this facility where possible and system that comes equipped with an independent sound recording facility must be turned off or disabled in some other way.

## 7.0 Signage and Advising of CCTV

7.1 Any vehicle fitted with CCTV must display clearly visible and readable signage informing passengers that such a system is fitted. This signage must be displayed so as to minimise obstruction but must be visible both outside and inside of the windows of every passenger door of the vehicle.

7.2 The signage must contain:

- The purpose for using the surveillance system, "in the interests of public safety, crime detection and crime prevention".
- The name and contact number of the Data Controller, which should be the vehicle licence holder. **North Northamptonshire Council is not the Data Controller.**
- The Data Controller's ICO Registration Number.

7.3 If signage is lost or removed, new signage must be installed prior to any licensable activities being undertaken.

7.4 The driver should also verbally advise passengers that CCTV is in operation where necessary e.g. where people may have visual impairments and/or hearing difficulties.

## **8.0 Storage of Data**

8.1 Data must be handled securely in a way that 'ensures appropriate security', including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

8.2 CCTV footage must be encrypted to prevent unauthorised access. Data should be deleted after thirty one days, unless it has been legitimately shared, in which case it should be deleted when appropriate on the conclusion of the request.

8.3 Digital screens within the vehicle for the purposes of viewing footage are prohibited.

## **9.0 Sharing Data**

9.1 The licence holder must comply with valid information requests, in consideration of The Data Protection Act (2018) and General Data Protection Regulations (GDPR).

9.2 Data must be shared securely and requests must be fulfilled without charge.

9.3 Data must only be shared where there is a valid lawful reason, for example:

- where a crime report has been made involving the specific vehicle and the Police have formally requested that data.
- when a substantive complaint has been made to the licensing authority regarding a specific vehicle / driver and that complaint is evidenced in writing (and cannot be resolved in any other way).
- where a data request is received from an applicant e.g. Police or social services, that has a legal basis to have access to the data requested to assist them in an investigation that involves a licensed vehicle or driver.
- a Subject Access Request (SAR) compliant within the GDPR. The DPA gives individuals the right to see information held about them, including CCTV images of them. More information on the Data Controller's responsibilities relating to SARs is available on the ICO website.

9.4 This list is not exhaustive; it is the responsibility of the Data Controller to consider the lawfulness of requests to share information in line with UK Data Protection Law.

9.5 The uploading of footage to social media does not have a lawful basis and it is expressly prohibited by this policy. This includes, by way of examples, but is not limited to: YouTube, WhatsApp, Instagram, TikTok, Facebook and Twitter. Where licence holders have shared footage, they may be liable to criminal prosecution. Unlawful sharing is a breach of UK Data Protection law and is considered a breach of this policy.

## **10.0 Breaches of Policy**

10.1 Failure to comply with this appendix to the policy may result in the operator, proprietor and/or vehicle licence being reviewed by the Council.

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**CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE  
HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

North Northamptonshire Council is reviewing its policies in respect of Hackney Carriage and Private Hire Licensing, as it is currently operating under the four former sovereign council policies and conditions in respective areas of North Northamptonshire.

A draft policy and conditions have been formulated by combining the four sovereign policies and conditions as far as possible, whilst incorporating relevant updated guidance and statutory requirements.

Due to the complex nature of combining and updating four separate policies and licensing conditions, it is not possible to map existing changes from the previous policies to the new draft one. As such, this consultation has been devised to permit the widest possible scope of responses, as we want to implement a new policy and conditions which fairly balances the interests of all parties and stakeholders, whilst maintaining appropriate standards.

Due to the scope of this consultation it has been set up to be managed via electronic media. However, should anyone require paper copies of any documentation, please contact the relevant licensing team for that area using the contact details overleaf.

The consultation is running for 8 weeks from 1<sup>st</sup> June to 27<sup>th</sup> July 2022

Responses can only be accepted in writing and must be submitted by 5pm on the closing date above. Late responses will not be accepted. The process for consultation, review and implementation of the amended policies is outlined below:

- Consultation for 8 week period;
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- Policy ratified by Full Council;
- New policies and conditions of licensing come into force









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| 4 | <b>Appendix C</b>               |  |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b>   |
|   | 3.2                             | <p>“Tailgates and rear doors must only to be used for loading/unloading luggage or as an emergency exit, unless the vehicle has been designed, modified or adapted to carry wheelchair bound passengers, and has the relevant M1 or M2 Type Approval Certificate, in which case the rear doors may be used for loading those passengers <b>only</b>.”</p> <p>If a small WAV is being used for a non-wheelchair passenger or a passenger who has transferred from a wheelchair or mobility scooter, the rear tailgate (and ramp) may well be used to load luggage or an empty wheelchair or mobility scooter.</p> | We have been doing this for 9 years.  | In our experience over the last 9 years, the rear tailgate of a small WAV’s is often used to load luggage and/or an empty wheelchair / mobility scooter. |
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| 5 | Appendix D                      |                |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 6 Appendix E |                                 |                |                                       |  |
|              | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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Please provide the following information:-

Name of respondent ..... [redacted] .....

Representing Organisation (if applicable).....

North Northamptonshire Council Licence holder? YES                      If Yes please state licence number ... [redacted] .....

Contact telephone number ... [redacted] .....

Contact e-mail address ..... [redacted] .....

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All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled “**Taxi Consultation response**”.

Or by post to:  
North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering,  
Northants NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

If you require this document or any related consultation documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or

Telephone: 01933 231966

**CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE  
HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

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|----------|--|--|---|--|
| 1        | <b>Licensing Policy</b>                    |  |   |  |
|          | <b>Section Reference Number</b>            | <b>Comment on Policy Section</b>   | <b>Likely Impact or Justification For Comment</b>   | <b>Reference to Evidence (if applicable)</b> |
|          | <b>5.12.1 Knowledge Test</b>               | While I understand why a knowledge test is needed, it is difficult to understand why seasoned private hire drivers, who have been doing this work for years with no issues, are also being made to sit the test. | It will cause unnecessary stress and paperwork for these drivers, when in reality they have shown through their work, they have the needed knowledge and English proficiency.   |  |
|          | 5. 12.2 Safeguarding training              | If the council require drivers to undergo a safeguarding course, it should be provided or paid for by the council.   | All major employers provide the necessary training courses required for the job. Or at least reimburse the cost of these courses.   |  |
|          | 5. 12. 3 Driving assessment practical test | Existing drivers have already sat and passed this test   | It is somewhat arbitrary the council are repeating this test for existing drivers, at the drivers own expense, when they have already shown they have the needed driving skills needed. This will again place yet another financial strain on existing drivers for something they have already shown competency in  |  |
| Page 271 | 5. 12.4 Equality and diversity training    | If the council require drivers to undergo this training, it should be provided or paid for by the council.   | All major employers provide the necessary training courses required for the job. Or at least reimburse the cost of these courses  |  |
|          | 6.1.1 Vehicle age                          | A four year requirement for a vehicle when first registering will place a large financial strain on drivers.   | Existing drivers who are due for renewal and have vehicles older than 10 years will have to buy a replacement vehicle. In this current economic crisis when the price of living has increased massively, the requirement to buy a vehicle less than 4 years will be almost impossible for people who are already struggling financially. If possible, raising this age would be more feasible for drivers, with regular vehicle testing such as MOT to ensure the vehicle functions safely. |  |
|          | 6.2.16                                     | Electric vehicles  | Finding charging ports for electric vehicles will prove very difficult, especially when it is expected all private hire vehicles will be electric or hybrid vehicles in the future. Before setting this as a rule, the council should wait to see whether this would be a feasible expectation. It is also another financial strain on drivers, again making it impossible for drivers to afford in this current economic crisis.   |  |





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| 3 Appendix B |                                 |                             |   |  |
|              | <b>Section Reference Number</b> | <b>Comment</b>              | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|              | 2.8                             | Handing licence to employer | A self employed driver may be employed by different operators. I do not see why self employed drivers must hand in their license to one operator, especially when this is not required in other fields of work. |  |
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|  | Section Reference Number | Comment | Likely Impact or Justification | Reference to Evidence (if applicable) |
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Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?

Please continue on a separate sheet if necessary

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Representing Organisation (if applicable).....

North Northamptonshire Council Licence holder? **YES/NO**      If Yes please state licence number ... [redacted] .....

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Telephone: 01933 231966



North  
Northamptonshire  
Council

## **CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

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| 1 | Licensing Policy         |  |  |                                       |
|---|--------------------------|--|--|---------------------------------------|
|   | Section Reference Number | Comment on Policy Section                                  | Likely Impact or Justification For Comment   | Reference to Evidence (if applicable) |
|   | 6.9.3                    | Highly unlikely to be able to operate under such outgoings | <p>This would have a huge impact on my employee and me personally and I also count my family being directly harmed by this policy if it were to go ahead. My vehicle is 12 years old. In fact I have just sold my previous vehicle which was 3 years old as I deemed it unfit for purpose. Break downs constantly huge repayments even when it was broken down not to say paying an employee this not paying myself.</p> <p>The practicality of an Electric Hackney vehicle and the running costs frighten me and others in the trade may I suggest.</p>   |                                       |
|   | 6.9.6                    | Exceptional Condition                                      | <p>This seems wholly discriminatory as my own vehicle now is in outstanding condition for age. This in my opinion should be across the board regardless of age.</p>  |                                       |
|   | 6.1.1.4                  | 10 year old rule   | <p>Companies who have converted vehicles such as Cabs Direct and Sentinel and KPM are slowly going out of business which leads me to the LEVC option the only option. I understand that the government has an electric mandate but I and you know that this is unrealistic. Provide the taxi trade with hard evidence that there will be sufficient charging points across the whole of North Northants. The costs of owning or should I say lease as you will never ever be able to afford one. They currently cost £68 thousand pounds. Even with a five thousand pound deposit the monthly repayments are over 1000 pounds. If you were sick or dare I say to take a holiday these costs still need to be made.</p> <p>I for one would never put myself or my family under such duress.</p> |                                       |
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2 Appendix A

| Section Reference Number | Comment | Likely Impact or Justification | Reference to Evidence (if applicable) |
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**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

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Please continue on a separate sheet if necessary

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Please note responses received from this consultation may be published in public reports.

If you do not wish your comments to be attributed to you or your organisation in any published report please tick the box below. Please be aware that any submission may still be disclosable:

Thank you for taking the time to respond to this consultation exercise.

Please note that all comments must be received in writing by North Northamptonshire Council by **5pm on 27<sup>th</sup> July 2022**. Any comments received after this date will not be considered as part of the consultation review.

All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled “**Taxi Consultation response**”.

Or by post to:  
North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering,  
NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

If you require this document or any related consultation documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or

Telephone: 01933 231966

**CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE  
HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

North Northamptonshire Council is reviewing its policies in respect of Hackney Carriage and Private Hire Licensing, as it is currently operating under the four former sovereign council policies and conditions in respective areas of North Northamptonshire.

A draft policy and conditions have been formulated by combining the four sovereign policies and conditions as far as possible, whilst incorporating relevant updated guidance and statutory requirements.

Due to the complex nature of combining and updating four separate policies and licensing conditions, it is not possible to map existing changes from the previous policies to the new draft one. As such, this consultation has been devised to permit the widest possible scope of responses, as we want to implement a new policy and conditions which fairly balances the interests of all parties and stakeholders, whilst maintaining appropriate standards.

Due to the scope of this consultation it has been set up to be managed via electronic media. However, should anyone require paper copies of any documentation, please contact the relevant licensing team for that area using the contact details overleaf.

The consultation is running for 8 weeks from 1<sup>st</sup> June to 27<sup>th</sup> July 2022

Responses can only be accepted in writing and must be submitted by 5pm on the closing date above. Late responses will not be accepted. The process for consultation, review and implementation of the amended policies is outlined below:

- Consultation for 8 week period;
- Consultation responses considered, amendments made where appropriate and draft report compiled for Licensing and Audit Committee; Recommendations from Licensing and Audit Committee to Full Council;
- Proposed amendments and draft policies considered by Full Council;.
- Policy ratified by Full Council;
- New policies and conditions of licensing come into force

| 1        | Licensing Policy         |  |  |                                       |
|----------|--------------------------|--|--|---------------------------------------|
|          | Section Reference Number | Comment on Policy Section  | Likely Impact or Justification For Comment   | Reference to Evidence (if applicable) |
|          | 1.0.7                    | Why are you implanting changes from the DFT Best Practice Guide which is has only just finished consultation         | This document has caused problems for councils up and down the country. John Garford (Vice Chairman for Institute of Licensing) has published in the recent edition of Taxi-Point magazine "Never in my 18 years have I seen the trade and councils on the same page on issues". He goes on to say "Hopefully enough respondents to the consultation will convince the DFT that this is not best practice and will only be guidance and therefore won't be adopted"<br>It seems that most councils understand this document has many flaws and have moved away from some of its guidance but unfortunately NNC has adopted it word for word. |                                       |
| Page 301 | 1.0.8                    | What disability groups were consulted  | The consultation process has been a complete nightmare. The documents are near impossible to find on the NNC website and when you do have to scroll through hundreds of pages of information   |                                       |
|          | 1.1.7                    | If your retaining 4 zones why put <b>Retention of these zones will be reviewed following adoption of this policy</b> | Cllr Ekins has already said in a meeting with the trade that the zones will be removed to make it 1 zone.  |                                       |
|          | 5.12.1.2                 | Knowledge Test   | Again, this has been confirmed by Cllr Ekins in a meeting with the trade that any person undertaking a test will have to know the area of 381sq miles of North Northamptonshire. How do you expect any person to be able to know this? We have already seen a mass reduction of drivers in the trade and drivers continue to leave every week.   |                                       |
|          | 6.1.1                    | Vehicle Age limited to a maximum 4 years old   | How many perfectly good vehicles are going to be taken off the road due to this ridiculous rule? Again as its an aging industry these owners will simply hand back their plates. Who are you going to replace them with?<br>Anyone new coming into the industry will 1 <sup>st</sup> have to pass an impossible knowledge test then face cost of up to £600 just to get their licence (which could take up to 3 months). Then pay out £30000 min to buy a vehicle which is 4 year old that meets NNC criteria only for it to   |                                       |

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|          |        |   | be deemed worthless 6 years later as it 10 years old and cant be used by anyone else.   |  |
|          | 6.2.16 | Electric Vehicles from 2025   | Where is the charging infrastructure? These vehicles are a minimum £70000 from new. At the end of ten years what am I supposed to do with the vehicle?? Scrap it?? I can't sell it on as no-one will take it. I'm tied into a finance plan for 5 years so even if at the end of the 5 years if I try to trade it in it has no trade in value as councils a minimum 4 year age policy.                                     |  |
|          | 6.3.6  | Hackney's must be black in colour   | Why do they need to be black in colour? These are some of the most easily identifiable vehicles on the planet. They come in a range of colour as standard from the manufacturer.  |  |
| Page 302 | 6.3.13 | From 1 April 2025 all new licence applications must be for zero emission vehicles such as self-charging hybrids, fully electric vehicles or hydrogen-fuelled vehicles only. At time of writing plug-in hybrids are not deemed appropriate as they do not have sufficient range to support licensed vehicle use and will spend more time on the fossil fuel engine undermining the aims of this policy | Ok what hackney are we supposed to buy as this rules out the only electric vehicle on the market (LEVC). Nissan Dynamo has stop producing their fully electric vehicle (and it was too small for purpose). Mercedes are yet to launch a fully electric model but when they do the price is expected to be £80000 minimum (with finance £100000). Who actually thought this through before submitting it in the policy???? |  |
|          |        | No licences for vehicles fuelled by petrol only or diesel only will be renewed after 31 December 2030. This overrides the upper age policy so whatever the age of the vehicle, the licence will not be renewed when the licence expires after this date   | I've just spent £40000 on a new euro 6 spec Mercedes taxi in March 2022 and now it has to be scrapped at 8 years old. Is Diesel fuel no longer going to be available in 2030???   |  |
|          | 6.4.4  | Drivers of Wheelchair vehicles to be trained  | Whilst I agree that this is a good thing, where is the training done? What credentials does this person have to say that they are authorised to train individuals. I could quite easily show another driver how to use the accessibility functions of my taxi but that does not mean I'm qualified as a trainer.  |  |
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2 **Appendix A**

|  | Section Reference Number | Comment | Likely Impact or Justification | Reference to Evidence (if applicable) |
|--|--------------------------|---------|--------------------------------|---------------------------------------|
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| 3 | <b>Appendix B</b>               |                |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 5 | <b>Appendix D</b>               |   |   |  |
|   | <b>Section Reference Number</b> | <b>Comment</b>                                      | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|   |                                 | Position of stands Sports and Social Club – 12 cabs | If this is referring to the old Sports & Social Club, it was turned into a care home many years ago. There is no rank there. What about the ranks on Cardigan Place, Train Station, Asda???   |  |
|   | 5                               | Table of fares                                      | The proprietor of a hackney carriage shall cause a statement of the <b>fares fixed by Council</b> resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures<br>Interesting as the council keeps saying that we can change our meters and charge lower. How can we do that if the fares are fixed???? |  |
|   | 5.8                             | Wheelchair training                                 | Whilst I agree that this is a good thing, where is the training done? What credentials does this person have to say that they are authorised to train individuals. I could quite easily show another driver how to use the accessibility functions of my taxi but that does not mean I'm qualified as a trainer.                          |  |
|   | 12.0                            | Vehicle inspection checksheets                      | Whilst most drivers will know how to do this what training is going to issued to ensure EVERY driver has been adequately trained to do these checks? I'm sure you will want to penalise drivers who fail to do it and you will have to prove that training has been given.  |  |
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This is an absolute joke. Your asking drivers to look through these policies and respond to them when you'd need a law degree to understand them. Drivers are struggling to apply for their licence renewals online never mind respond to a complex policy like this.

Why even pretend like we have a voice on these issues when the decision has already been predetermined.

Please continue on a separate sheet if necessary

Page 314

In order to minimise the opportunity of multiple responses from one individual or organisation, anonymised responses will be highlighted as such and may not be given as much weight or credence as other responses. The same will apply to those responses which are not anonymised but which are clearly duplicated.

Please provide the following information:-

Name of respondent ..... [REDACTED] .....

Representing Organisation (if applicable).....Corby Hackney Owners Association.....

North Northamptonshire Council Licence holder? YES                      If Yes please state licence number ..... [REDACTED] .....

Contact telephone number ..... [REDACTED] .....

Contact e-mail address ..... [REDACTED] .....

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Kettering,  
NN16 8TL.



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|              |                                 |  |   |  |
|--------------|---------------------------------|--|---|--|
| 1            | <b>Licensing Policy</b>         |  |   |  |
|              | <b>Section Reference Number</b> | <b>Comment on Policy Section</b>   | <b>Likely Impact or Justification For Comment</b>               | <b>Reference to Evidence (if applicable)</b> |
|              | 4.1.2                           | An operator has been advised that the grandfather rights are either 5 years or when the vehicle reaches 10 years old – whichever comes first. Grandfather rights as stated in 4.1.2 are for 5 years from the date this policy is implemented as long as the vehicle has continuously been licenced in that time. So regardless of the vehicle age Grandfather rights will exist for 5 years. |   |  |
|              | 4.1.10                          | The test for drivers for each area I assume is for new drivers only for each area. So existing hackney drivers for WB zone 4 would not have to sit a test in their own area – they would only need a test if they wanted to ply for hire in Ketteirng?   | This section needs to be reworded if this is for “new” drivers. |  |
| Page 3 of 17 | 4.2.1                           | There needs to be a defined timeline for processing new applications – not just processed without delay. As staff are still not back full time in offices this does cause delays as there are only limited appointments.   |   |  |
|              | 4.0.2                           | Dual Badges? Currently WB have 2 separate badges with 2 charges. If badges start at different months currently – when the first expires and a dual badge is applied for, will a pro-rata refund be given for the 2 <sup>nd</sup> badge?  |   |  |
|              | 5.6.6                           | States only DBS’s applied through NNC will be accepted – this would be for new applications once the policy is implemented? Drivers already on the update service under their “old” councils should automatically be accepted too under the transfer to NNC?   |   |  |
|              | 5.12.1.12                       | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years       |   |  |

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|  |                 | without cause for concern.  |   |  |
|  | 5.12.2.2        | Safeguarding Test – all drivers in Wellingborough should have passed this test in early 2020 as we were all requested to attend a course, therefore all drivers should already have this certificate.   |   |  |
|  | 5.12.3.5        | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a complaint made against them which warrants a retest. Nothing short of an insult to drivers who have held their badges for years, along with extra costs incurred.  |   |  |
|  | 6.1.1.4         | There needs to be a caveat in this section regarding “grandfather rights” of existing vehicles. The council should consider the maximum age of vehicles as buying a vehicle potentially every 10 years would have a huge impact on a business – especially small businesses. A suggestion would be a maximum of 12 years and after 10 years an additional test is carried out on the vehicle. A second suggestion would be that some councils have adopted is that where vehicles are hybrid or Euro 6 diesels these are accepted for a longer maximum period as they are already vehicles with better emissions.   | The cheapest 8 seater vehicle brand new – euro 6 is £35000 – if you then added interest at 6% over 5 years you’d add another £10,500 approx to the cost of the vehicle – making it £46500 which is a huge investment for any business and if a business is expected to change a vehicle every 10 years it would no longer be viable.<br>Looking at the main players of new taxis as at today none of the companies are offering full electric 8 seaters either. They are only offering hybrids at a cost of around £43 to £47,000 – again a huge investment which small companies cannot sustain every 10 years.  |  |
|  | 6.2.7 and 6.2.9 | You state in 6.2.7 that MPV vehicles are allowed allowing 4-8 passengers. Yet in 6.2.9 you state that seating in PH vehicles must be permanent, not be folded away and a clear route out of the vehicle.<br>The definition of an MPV - What is an MPV (multi-purpose vehicle)? MPV is short for multi-purpose vehicle – a type of car generally favoured by families due to a more practical interior than a regular hatchback’s, often coming in five- and seven-seat forms. Most MPV’s are 7 seats including the drivers’ seats with fold down seats to get into the back row. If we are allowed MPV’s then as they are mainly manufactured as 7 seats with fold down seats then they should be allowed. Most MPV’s | The majority of 6 to 8 passenger vehicles are all forward facing seats – therefore to get into the back row you need to flip a seat. If these are not allowed then you eliminate a vast selection of vehicles from being used as taxis, all of which are manufactured in this way and are safe for passengers.<br>The only alternative is a 9 seater conference seating configuration at a cost of over £45000 brand new which would see many individuals and small businesses not being able to afford and put out of business.<br>Most passengers travelling to airports also prefer forward facing seats and not travelling in a backward position.<br>There is no justification for not allowing manufactured purpose built MPV’s with fold down seats. |  |

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|        |  | hold just as high NCAP ratings as other vehicles so there is no safety issue with using one as a taxi.  |   |  |
| 6.2.16 |  | <p>April 2025 new vehicles either hybrid or fully electric. Following on from the above point on MPV's – to have an 8/9 seater on the road fully electric with full access would cost in the region of £60,000 – the LDV E80 is the only one I can find that offers this – unless you go for the TX which entry price is the same. It's not "fuel" efficient – only does 120 miles to the charge which would not get you to Heathrow and back without having to stop and charge it. You therefore would end up having to increase prices to pay for the charge waiting time for the driver, so the customers would end up paying more. You may even have to stop en route to Gatwick if there was a traffic jam or you had to divert as Gatwick from WB is approx. 110 miles. Opting for smaller 4-seater would be better value but still the best miles per charge is approx. 280 but then the boot size is too small to hold 4 cases.</p> <p>Such a high investment will certainly see a good majority of small taxi companies and individuals giving up as it would be no longer cost effective to invest. The taxi trade is currently way short of workers, and this would just place it into dire straits.</p> | <p>According to Zap map there are only 7 charging areas currently in Wellingborough covering the whole borough and 42000 across the uk. According to EV-Charger by 2030 there needs to be 2.3 million charging points in the UK – which is 700 new installs every day by 2030. Yet the government has only advised there will be 300,000 by 2030 – which is an extra 258000 in th UK over today's current figure, which by the same percentage as above gives WB an extra 42 charging points for the whole borough.</p> <p>The infrastructure will be totally insufficient as at 2030 to allow potentially up to 200 taxis to charge their vehicles alongside the general public. The infrastructure needs to be in place before you dictate by 2030 we all need to have either fully electric or hybrid vehicles.</p> <p>The cost of installing electric points at home/work premises is between £800 and £1100 – again a cost that we take the brunt off. If an operator has a fleet of say 5 cars that's up to £5500.00 further investment on top of the cost of the vehicles.</p> <p>I would suggest that Euro 6 vehicles and current hybrid vehicles are allowed to continue past 2030 / 10 year rule to allow more time for a more concrete infrastructure.</p> |  |
| 6.4.4  |  | This is for new drivers and new vehicles??  |   |  |
| 6.5.1  |  | Renewals 6 weeks in advance as 28-day turnaround? Tests on vehicles cannot be done until the 1 <sup>st</sup> day of the month the vehicle expires (so we have been told) – so a vehicle expiring on 31 <sup>st</sup> July cannot go in for its council test at the earliest the 1 <sup>st</sup> July – so the 6 weeks cannot be adhered to unless the council is changing this rule at the test centres. Currently in WB it's 5 working days – so why does it need to be 28 days?   |   |  |
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2 **Appendix A**

|          | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
|----------|---------------------------------|---|---------------------------------------|--|
| Page 320 | 2.2                             | There is no reason why a hackney or PH driver having held their licence and being accepted as fit and proper should have to sit a driving or theory test at renewal – unless there has been a complaint made against that person which justifies a retest or they have had points on their licence since the last renewal. A money-making opportunity that is not a necessity |                                       |  |
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| 3 | <b>Appendix B</b>               |   |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
|   | 9.1                             | Any passengers under the age of 13? What if the passengers are part of a school contract and all passengers apart from the passenger assistant who has to sit in the back are all under the age of 13 years old. There needs to be a caveat to this showing this exception. |                                       |  |
|   | 6                               | All DBS's should be checked for Adult & Children Workforce so that all areas are covered and allows drivers to also work on school contract work without having to obtain a further DBS.  |                                       |  |
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| 4       | <b>Appendix C</b>               |  |                                       |  |
| Page 32 | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
|         | 15.1                            | Plates on front of the vehicle. On most vehicles the only place to fix the plate correctly is by the grill. However this may cause issues as the air to the grill is blocked which in turn can cause mechanical problems. There needs to be a solution as to the best place where this can be placed without damaging the vehicle. |                                       |  |
|         | App B 13.1<br>App C 24.2        | Lost property – one says to give to Police after 24 hours / other says licensing Team – surely, they should be the same?   |                                       |  |
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| 5 Appendix D |                                 |                |                                       |  |
|              | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 8 | <b>Appendix G</b>               |                |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 9 | <b>Appendix H</b>               |                |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |

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| 10 | <b>Appendix I</b>               |                |                                       |  |
|    | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |







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Please provide the following information:-

Name of respondent ..... [REDACTED] .....

Representing Organisation (if applicable)... [REDACTED] .....

North Northamptonshire Council Licence holder? YES                      If Yes please state licence number ..... [REDACTED] .....

Contact telephone number ..... [REDACTED] .....

Contact e-mail address ..... [REDACTED] .....

Please note responses received from this consultation may be published in public reports.

If you do not wish your comments to be attributed to you or your organisation in any published report please tick the box below. Please be aware that any submission may still be disclosable:

Thank you for taking the time to respond to this consultation exercise.

Please note that all comments must be received in writing by North Northamptonshire Council by **5pm on 27<sup>th</sup> July 2022**. Any comments received after this date will not be considered as part of the consultation review.

All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled “**Taxi Consultation response**”.

Or by post to:  
North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering,  
NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

If you require this document or any related consultation documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or

Telephone: 01933 231966

**CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE  
HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

North Northamptonshire Council is reviewing its policies in respect of Hackney Carriage and Private Hire Licensing, as it is currently operating under the four former sovereign council policies and conditions in respective areas of North Northamptonshire.

A draft policy and conditions have been formulated by combining the four sovereign policies and conditions as far as possible, whilst incorporating relevant updated guidance and statutory requirements.

Due to the complex nature of combining and updating four separate policies and licensing conditions, it is not possible to map existing changes from the previous policies to the new draft one. As such, this consultation has been devised to permit the widest possible scope of responses, as we want to implement a new policy and conditions which fairly balances the interests of all parties and stakeholders, whilst maintaining appropriate standards.

Due to the scope of this consultation it has been set up to be managed via electronic media. However, should anyone require paper copies of any documentation, please contact the relevant licensing team for that area using the contact details overleaf.

The consultation is running for 8 weeks from 1<sup>st</sup> June to 27<sup>th</sup> July 2022

Responses can only be accepted in writing and must be submitted by 5pm on the closing date above. Late responses will not be accepted. The process for consultation, review and implementation of the amended policies is outlined below:

- Consultation for 8 week period;
- Consultation responses considered, amendments made where appropriate and draft report compiled for Licensing and Audit Committee; Recommendations from Licensing and Audit Committee to Full Council;
- Proposed amendments and draft policies considered by Full Council;.
- Policy ratified by Full Council;
- New policies and conditions of licensing come into force

|   |                                 |   |   |  |
|---|---------------------------------|---|---|--|
| 1 | <b>Licensing Policy</b>         |   |   |  |
|   | <b>Section Reference Number</b> | <b>Comment on Policy Section</b>  | <b>Likely Impact or Justification For Comment</b>   | <b>Reference to Evidence (if applicable)</b> |
|   | 4.1.10 & 5.12.1.1               | I feel it is Unnecessary for current licence holders to be expected to pass a knowledge test for areas the already work in  | Financial burden, no clear guidance of what will happen if knowledge test is failed....will this result in the council making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced   |  |
|   | 5.12.2.1                        | No costing identified or details of what actions will be taken if you fail the test   | Unknown Financial burden , no clear guidance of what will happen if safeguarding test is failed or how the NNC will support the applicant....will this result in NNC making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced |  |
|   | 5.12.3                          | I feel that as a licensed and active driver for the last 33 years without any accidents or convictions a further driving test is irrelevant unless NNC have received complaints regarding driving standards. As a UK licence holder I fail to see how driving a Taxi supersedes the National driving test Do NNC consider the current National driving test and standard unacceptable if so how can a driver be permitted to drive for the remainder of their licence ? | Financial burden, no clear guidance of what will happen if knowledge test is failed....will this result in the council making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced   |  |
|   | 5.12.4.1                        | What relevance does this course have for existing drivers if they can continue to operate until licence renewal   | Unnecessary financial burden and contradicting requirements   |  |
|   | 6.1.1.1                         | The vehicle standard should be taken into account not the age   | The age of a vehicle does not determine the condition or standard, this poses an unnecessary financial burden on the applicant  |  |
|   | 6.1.1.4                         | The vehicle standard should be taken into account not the age   | The age of a vehicle does not determine the condition or standard, this poses an unnecessary financial burden on the applicant  |  |
|   | 6.3.12                          | In the policy objectives 3.1 it states "to encourage a sustainable mixed fleet of vehicles" yet this statement is contradicted in section 6.3.12 "all hackney carriage vehicles being licenced for the  | Huge financial burden and contradicting statements<br><br>Example of costs to purchase a new LEVC Hackney carriage taxi   |  |

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|  |                     | first time within North Northamptonshire Council must be wheelchair accessible  | <p>Vehicle price £57,795<br/> Deposit £3,750<br/> Monthly repayment 60 x £788.74<br/> Final Payment £18,883<br/> Total amount paid over 5 years £69,979.40 including 6% credit charge</p> <p>Please note this is the vehicle only and does not cover electric maintenance insurance etc</p> <p>If you include purchase and insurance the cost would be in excess of £1,333 per month before you turn a wheel...How many hours do you think a driver would be forced to work to cover these cost and make a living. Drivers would be forced to work excessive hours putting the public and other road users at risk</p> |  |
|  | 6.9.7               | Drivers cannot maintain a vehicle to a standard where they can guarantee no issues are found. The policy should only cover issues that are of a dangerous nature. | <p>Example: how can a vehicle refused to be licenced as its failed a test due to a headlight blown, this is something that could happen at anytime<br/> High risk and potential for immediate financial burden and driver becoming unemployed</p>  |  |
|  | Appendix D 2.2      | The council will only licence purpose built hackney carriage vehicle  | This contradicts the outline of the policy and the grandfather rights in zone 4  |  |
|  | Vehicle testing 2.1 | 30 days written records must be kept in the vehicle   | This is unreasonable due to restricted storage compartments. This also adds to the environmental impact and paper records should be reduced  |  |
|  | Overall scope       | It would appear that this policy hadn't been considered to reflect the local trade  | Further comments below   |  |
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**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

The financial impact of this policy will deplete the overall fleet of hackney carriage and private hire vehicles by adding additional financial burden into a struggling industry where drivers are barely achieving earnings equivalent to that of the National minimum living wage.

If the cost of a new hackney carriage taxi and insurance are considered alone, the breakdown would be as follows

Annual cost to purchase and insure £15,996

Breakdown of working days

52 weeks @5 days= 260

Statutory public holidays = 8

20 days annual holidays as per government guidelines

Approx. 10 days to include vehicle tests & maintenance

Total working days 222 days

Required earnings to cover vehicle purchase and insurance

£15,996 / 222 days = £72.05 per day

If a driver was to do 3 jobs per hour @ an average of £6 per job his taking would equate to £144 per day based on a 40 hr week. Therefore after taking out expenses for vehicle purchase and insurance alone would be left with £71.95 (x5 = £359.75 per week) to pay all other expenses and live. Based on other deductions/cost I would estimate a drivers earnings to be around £35 per day x 5 = £175 per week....an average earning of £4.37 per hour after expenses

Do you think you could manage?

2022 Min wage = £9.50 x 40hrs £380 per week

This increases to £10.32 per hour in 2023 £412.80 per week

Unfortunately after serving the local council and providing a flawless service to the local community and charities for the last 33 years I would be forced to cease trading and close my business that has been part of my family within the borough of Wellingborough since the launch of the Hackney Carriage licences.

When other people of a similar age are looking to retire I am afraid I will be looking to join the unemployment queue

I would also like to Note:

The current locations of the taxi stands in Wellingborough are not suitable for disabled or physically impaired people and should be considered to be moved to an accessible area (Market street) where the inclines are reduced. I would respectfully request that NNC assess the gradient to access the current stands and prioritise the relocation to assist disabled or physically impaired people, rather than isolating them even further by depleting the local taxi trade.



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|----------|---------------------------------|--|---|--|
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|          | <b>Section Reference Number</b> | <b>Comment on Policy Section</b>   | <b>Likely Impact or Justification For Comment</b>   | <b>Reference to Evidence (if applicable)</b> |
|          | 2.6                             | Licence Holders would need sufficient time (to be agreed by both parties) to implement such changes from their existing Licence criteria   | Without sufficient time it would impact directly on individuals income and livelihood   |  |
| Page 340 | 3.2                             | Setting standards is essential and long overdue in the interest of safeguarding their passengers/clients, and should be discussed one on one with a credible operator who is presently running their business and meeting all the existing requirements of their Local Licencing Authority | Without this duty of care and safety standards may be compromised   |  |
|          | 3.2                             | Assessing “fit and proper” persons is in place with Local Licencing Authorities at the present time.   | There does not appear, within the current Licencing process, for regular and ongoing policing of driving standards as they appear to deteriorate considerably once licences have been granted. It is likely that Local Licencing Authority may need to monitor/police driving standards by implanting the requirement of “blackbox” technology to record speeding, acceleration, bad driving etc.   |  |
|          | 4.1.2                           | This is noted but needs further clarification viz a viz “Exceptional Age Vehicles”   | Exceptional Age Vehicles are usually of a “classic/specialist genre” i.e. Stretched Limousines and purchased by the Operator to meet the needs of a specific market sector clientele. Thus, by definition, require ongoing investment in order to maintain them in as close to concours condition as can be achieved. Therefore “grandfather rights” would need to last longer than 5 years with this type of vehicle in order for the Operator to achieve a return on his investment |  |
|          | 6.1.1.1                         | Purchase of a specialist vehicle e.g. Stretched  | Again we would refer to “classic/specialist genre” (as  |  |

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|  |         | Limousine or Classic Car/Vehicle may (and with classic cars – does) mean that it is more than 4 years old.  | per 4.1.2. above) which would mean that the licenced vehicle would likely be more than 4 years of age. Thus, given that operators meet all the other “exceptional age vehicles” requirements laid down by the local Licencing Authority, as Operators we cannot see why this would or should be a problem. |  |
|  | 6.1.2.4 | Operators will need as a matter of urgency, clarification on reference to a Class 6 MOT for Stretched Limousines  | We are unable to find any reference to a “Class 6 MOT”<br><br>It is important to note that at the present time Stretched Limousines undertake their MOTs as a Class 4 which allows for vehicles carrying up to 8 passengers.   | DVLA Website used as point of reference/evidence |
|  | 6.2.1   | An imported vehicle over 10 years of age is EXEMPT from an IVA (Individual Vehicle Approval.)   | As stated on the DVLA website  | DVLA Website used as point of reference/evidence |
|  | 6.2.7   | It would appear that no reference has been made or is given to Stretched Limousines   | Stretched Limousines carrying 8 passengers MAXIMUM plus the driver; this section appears to have been overlooked   |  |
|  | 6.2.13  | By definition a stretched limousine cannot carry luggage other than small items of hand luggage that can be easily accommodated/carried with and by the passengers. | The original car was designed to take 4 passengers plus their luggage. Now – a stretched limousine carries 8 passengers and thus there is no room for luggage per say.   |  |
|  | 6.2.14  | As an operator we would like clarification as to the need for this.   | The conversion would have been carried out, safety inspections would have been carried out by servicing garage and MOT stations as appointed by the Local Licencing Authority, so we would need to understand why additional expense would have to be incurred to do this and the rationale’.              |  |

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| <p>6.2.16</p> | <p>This important issue affects any and ALL drivers. However, there are a number of important factors that appear to have been omitted or overlooked. Working to eliminate any form of pollutant is a universal goal – however there are those of us in the Private Hire Business (as an example) are very aware of this issue and make every endeavour to minimise our carbon footprint. However, it is important for policy makers within ALL Licencing Authorities to have a full and complete technical awareness of the issues relating to general transportation.</p> | <p>In our particular case our stretched limousine was purchased with an LPG conversion. It's emissions are far LOWER than most conventional petrol engine vehicles. I believe this needs to be taken into account on two counts :</p> <ol style="list-style-type: none"> <li>1. LPG</li> <li>2. Emissions</li> </ol> <ul style="list-style-type: none"> <li>• From 1.4.2025 – no mention has been made relating to synthetic fuels which are presently being designed and developed to significantly reduce emissions.</li> <li>• Such fuels are being developed by companies such as Shell, McLaren &amp; Porsche plus others and thus for Licencing Policy purposes more than justify investigation on a local level.</li> <li>• At this point in time, there is not available an electric/hydrogen stretched limousine!</li> <li>• The Licencing Authority should be prepared to commit, at the earliest possible opportunity, to a sufficient number of electric charging points and assess their practical locations and specifically for use by Private Hire and Hackney Carriages ONLY. These would need to take full cognizance of the technical differences with electric vehicles, i.e. connections and charging power.</li> <li>• Licencing Authorities MUST appreciate and take full cognizance of the extremely high costs of electric vehicles at this point in time and the ability of the Operators to afford the vehicles and the high costs of making the transitions to electric vehicles.</li> <li>• At present the lifespan of the batteries is unknown; this could potentially impact on the purchase of a pre-owned electric vehicle which in turn could create an added financial burden</li> </ul> | <p>As operated by Vista Limousines &amp; Events V885 EPN Lincoln Town Car Stretched Limousine</p> <p>For illustration Shell offer such a scheme as does <a href="#">Federation of British Historic Vehicle Clubs:</a></p> |
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|     |  |   | <p>to the Operator!</p> <ul style="list-style-type: none"> <li>• We must therefore ask the question - will exceptions be made for “Exceptional Age Vehicles?”</li> <li>• On an environmental level – it is important to balance this subject out by recognising that there are organisations and schemes that will offset the carbon footprint by planting trees</li> <li>• Whilst the policy is commendable for investing efforts in the reduction of pollution, it is important not to skirt over or overlook the ethical side effects and the overall environmental damage caused by the mining of materials for batteries/electric vehicles. Lithium leaves pools of toxic waste behind, nickel and cobalt are being mined by children and in bad humanitarian conditions</li> </ul> <p>These are issues that need to be addressed as a whole, not in part on a national or local level, nor indeed just for Private Hire.</p> <p>This is a critical issue and a circular one and involves far more than policy implementation for Private Hire. “Doing one’s bit” requires the same effort by the super powers if the whole plant is to benefit.</p> |   |
| 6.5 |  | <p>Why has the length of time for an application increased to at least 6 weeks?</p> | <p>This is not practical from a planning view point as the second or third test (as required by Licencing) will keep moving</p>   | <p>Example: Any car that requires by Licencing to have 2 combined tests per year, i.e. 6 months apart, then the first test will be at 6 months and thereafter would be at 4 or 5 months, and that will keep rolling forward making planning very difficult for the Operators and possibly the Test Centres.</p> |

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|  | 6.6.3  | Full clarification of this point in respectfully requested                        | Essential understanding necessary for those Operators who may wish to sell their businesses or an Owner/Driver who may wish to sell his vehicle   |  |
|  | 6.9.9. | Point 1V  | Generally there will be some sign of rust on most vehicles of any age, including those under 5 years of age. Weather conditions and bad road maintenance all contribute to damage to any coatings on the underside of a car which can lead to rusting and often very quickly by virtue of the weather conditions in the UK  | Any rust or deterioration issues should be identified at the time of the MOT and should be dealt with at that time. There are technical issues attached to these points i.e. surface rust versus severe rusting that can cause structural issues. Any such issues can occur BETWEEN TESTS. |
|  | 6.9.10 | Judging the merits of the condition of the vehicle                                | Who makes that judgement and based on what knowledge base/qualification?  |  |
|  | 8.1.3  | This point needs revisiting by Licencing.   | If an Operator elects to purchase an imported Special Occasion Vehicle which has been in the UK for some time, how can that Operator evidence legal importation? Certain assumptions have to be made by the Operator therefore Licencing would need to issue certain guidelines. One also has to assume that if a vehicle has a V5 then it will have been imported legally! |  |
|  | 8.1.5. |   | This can also easily be proven by the VIN   |  |
|  | 8.1.7  | Full clarification of this point in respectfully requested                        | SVA has been replaced by the IVA. Will Licencing now please confirm that this will be a voluntary IVA   |  |
|  | 8.1.8  | Inspection by Authorised Officer of the Council                                   | Who makes that judgement and based on what knowledge base/qualification?  |  |
|  | 8.1.11 | How does an Operator acquire conformity certification for seat belts, if required | This is the first time this Operator has seen such a request/requirement and presumably this would be covered by the vehicle's insurance policy.  |  |



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|          | 8.1.12 | Driver/Passenger partitions  | Some stretched limousines are only built with a solid partition and usually these are left down. In such a case where it needs to be raised would CCTV be an acceptable option or would it need to be disconnected. If it is disconnect then the hirer will not be afforded privacy if they should request it.   |  |
|          | 8.2.4  | We belie this may be affected by GDPR and Commercially Sensitive Information | If a client wishes absolute privacy when arranging a hire, Operators are obliged to adhere to such requests. In addition billing arrangements between companies should remain Company Confidential.  | Our own experience of Celebrity request and a specific request from a member of the public |
| Page 345 | 8.2.6  | Exemption from display of plates viz a viz type of work undertaken           | <p>This is an important consideration when hire is made by celebrity/dignitaries etc. (and the associated security implications.)</p> <p>Equally for obvious reasons, neither weddings, nor funerals should be expected to utilise limousines with external plates, neither function requires operator to have PHV and our limousines are used for both event types.</p> <p>We need to understand the reasoning behind the need for American stretched Limousines and “novelty vehicles” to be plated as this is not something we are aware of with other Licencing Authorities.</p> |  |

Please use additional lines or a separate sheet if necessary

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| 2        | <b>Appendix A</b>               |  |  |   |
|          | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b>  |
| Page 346 | Table 1                         | <p>Serious issues surrounding the following :</p> <p>“Convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person”</p> | <p>As a general statement this is understandable however, totally impractical and totally unjust. EACH APPLICATION should be thorough evaluated by qualified individuals who have a FULL understand or the specific case and other licencing requirements e.g. PSV.</p> <p>If an applicant has served their time specifically relating to the issue of death, and have actually been reissued with other passenger carrying licences i.e. PSV and are also able to carry passengers in non-PHV vehicles i.e. for weddings, then it is not logical for them to be denied another licence as this restricts their ability to earn a living.</p> <p>Simple example:</p> <p>A wedding limousine WHICH IS NOT on a Private Hire Licence can be driven by such an individual</p> <p>The same wedding limousine WHICH DOES CARRY a Private Hire Licence - CANNOT be driven by that same individual</p> <p>It must be borne in mind that such an individual effectively carries a “life sentence” by causing said death, and it is unjust and unfair that they should be penalised still further, especially when they are undertaking the same employed Licenced (PSV) chauffeuring/driving duties elsewhere and not requiring a Private Hire Licence.</p> <p>Equally when that individual is able to provide references of his driving/chauffeuring experience within the Royal Household and for senior officials of The Police Force, full cognizance should be taken of their</p> | <p>Specific reference is offered by virtue of this Operators direct experience with a highly qualified applicant during 2022.</p> |

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|   |  |  | <p>trust and confidence in being driven safely.</p> <p>We do feel, however, that a sensible but reasonable period between the return/removal of licence/points, the full discharging of the sentence, should be seriously considered in order NOT to make a nonsense of such policies/examples as shown and highlighted above.</p> |  |
| <p>Please use additional lines or a separate sheet if necessary</p> |  |  |  |  |

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| 3  | <b>Appendix B</b>               |   |  |  |
|  | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> |
|  | 3.7                             | In the first instance the Driver should report directly to his Operator and the Operator then report to Licencing, Police, Crimestoppers. | Paper trail especially if a serious incident occurred or likely to occur. Accessibility to these agencies 24/7 – not always possible. Ongoing support from the Operator should this prove necessary. |  |
| Please use additional lines or a separate sheet if necessary |                                 |   |  |  |

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| 4  | <b>Appendix C</b>               |  |   |  |
|  | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|  | 11.2                            | All Private hire Vehicles should be specifically SANITISED between hires.  | Prevention of spread of Covid-19 and similar pandemics, viruses. Mere cleaning cannot guarantee to be clean enough. |  |
|  | 11.3                            | Natural day to day wear and tear will occur on all vehicles and Licencing need to set a minimum standard acceptable which can be policed and monitored during the routine Council test | To meet the requirements of 11.3  |  |
|  | 17.0                            | Full clarification and reasoning of this point in respectfully requested   |   |  |
| Please use additional lines or a separate sheet if necessary |                                 |  |   |  |

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| 5  | <b>Appendix D</b>               |                |                                       |  |
|  | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 6  | <b>Appendix E</b>               |   |  |  |
|  | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> |
|  | 4.9                             | Sub-contracting - how do you wish this to work. We would need to know whether the sub-contractor operators under North Northants Conditions and paperwork or the condition of whoever they are Licenced with. | Clarification for record keeping and to ensure no breach of licencing conditions.  |  |
|  | 9.2 and 9.4                     | Why has the period of record keeping increased from 12 months to 3 years. What is the edict for retaining records for such a long period.   | GDPR, any inspection during the following 2 years will only show records for 12 months – not 3 years – as anything over 12 months old will have been destroyed as per GDPR requirements. |  |
|  | 9.5                             | Full clarification point referring to “10.4 above” is respectfully requested  | Does it refer to another appendix?   |  |
| Please use additional lines or a separate sheet if necessary |                                 |   |  |  |

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| 7  | <b>Appendix F</b>               |  |  |  |
|  | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> |
|  | 2.4                             | We would reiterate that a vehicle over 10 years of age is exempt from an IVA | As previously noted  | DVLA website                                 |
|  | 2.5                             |  | As previously covered  |  |
|  | 2.14                            | Full clarification and reasoning of this point in respectfully requested     | Earlier in the document the referenced age is 13 years and we need to know which it should be. |  |
| Please use additional lines or a separate sheet if necessary |                                 |  |  |  |



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| 8  | <b>Appendix G</b>               |                |                                       |  |
|  | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 9  | <b>Appendix H</b>               |                |                                       |  |
|  | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
| Please use additional lines or a separate sheet if necessary |                                 |                |                                       |  |

| 10   | <b>Appendix I</b>               |  |   |  |
|--|---------------------------------|--|---|--|
|  | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|  | 1.3 and 1.7                     | Previously limousines have been exempt from displaying external Licence Plates | For example a PROM is NOT a private hire duty per say but considered a “life event” and therefore a special occasion hire. As limousines that we also use for weddings, having an external licence plate would not be acceptable to the client (Bride/Groom/Entourage) and indeed weddings are NOT covered by the Private Hire Licence rules and regulations  |  |
| Page 355   | 1.5                             | Why specifically the Chauffeurs Guild?   | Livery/clothing MUST be at the discretion of the Client – who may request full livery or lounge suits or casual, depending on their function. Therefore it is for the Operator in liaison with the hirer at the booking stage to evaluate which is required on a “bespoke” basis. It would also make it more difficult to find quality drivers/chauffeurs as the financial burden of that membership may prohibitive. We are aware that the Chauffeurs Guild can also provide temporary drivers in which case do they also have to be licenced with North Northants |  |
| Please use additional lines or a separate sheet if necessary |                                 |  |   |  |

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| 11   | <b>Appendix J</b>               |                |                                       |  |
|  | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
| Please use additional lines or a separate sheet if necessary |                                 |                |                                       |  |

**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

In no particular order of priority we would comment as below :

1. It is overdue for ALL licencing to be generic to the whole of England
2. It is overdue for each Hire category to be clearly identified separately i.e.
  - Private Hire
  - Hackney Carriage
  - Executive Hire
  - Chauffeured Hire

for greater clarity to the Operators, even though much of the policy will be common to all 4 area

3. Licencing for all English Licencing Authorities need to be the same for each Council as there is clearly disparity between many in basic areas e.g. medicals – in one Council area we find a one page document required and in the adjoining Council area a 6 page document is required!!
4. With all due respect to Council Officers, Private Hire and Hackney Carriages need to be overseen within each Licencing Authority by an individual with a good comprehension of :
  - Vehicles, including specialist vehicles
  - DVLA Regulations
  - Technical elements i.e. fuels, vehicle engines, emissions, technological advances
  - Comprehensive understanding (and ideally experience) of running a Private Hire business or similar
  - Regular liaison and collaboration (where appropriate) with industry associations e.g. LPHCA | The Licensed Private Hire Car Association <https://lphca.co.uk> and/or <https://www.thenlca.co.uk>
  - National Limousine and Chauffeurs Association dealing directly with operators regulated according to UK Transport Law
5. It would be appreciated if consultations between Licencing Authorities and Operators for the purpose of policy discussions regarding the fast changing technological issues around emissions, fuels etc., autonomous vehicles and the financial implications and ramifications and burdens on Licenced Operator/Drivers could be arranged

6. It would be appreciated if ALL Councils Rules & Regulations thereby making it easier to sub-contract into a different area by virtue of ALL Licencing Rules & Regulations being the same. This may facilitate locally Licenced Drivers being able to work in other areas e.g. A North Northamptonshire Driver could take work in for example Oxford without having an Oxford Licence, simply because he would be operating within an identical set of Rules.
7. To achieve this the Driver would be required to purchase the Licence specifically in the area in which he resides (thereby not affecting the Council's income), but still be able to undertake work for a Licenced Operator within another area/s.
8. We feel it is important that a named spouse or partner should be allowed to drive a vehicle which is under his or her partners Private Hire Licence Number to alleviate the financial burden of having to purchase a second car for the family for such basic drives as shopping, school runs etc. (but obviously they could not use it for Private Hire assignments.)
9. We feel that this document should be considered the foundation for a National Industry Sector Standard, but it is very apparent within the Consultation document itself, that no mention has been made of Limousine Hire BROKERS!
  - So, how are these "policed" by the Licencing Authority (whose rules and regulations applied to the rest of us) in terms of checking that they are meeting all the rules and regulations of their local Licencing Authority?
  - There is at least one Limousine operator in the Wellingborough area that does not appear on the Council Register and MAY be utilising limousines that are not licenced with any Authority.
  - Also as a "bonifide" address is given in the area and on its website (Google shows this as a field in a lane in Wollaston!) and is also shown on Yell.com and Google!! As it is advertising specific event services including Proms etc., should this company not have an Operators Licence and adhere to the Authority Rules as applied to other Operators in the Area. It is also important to note that they are using an 0800 telephone number which could be anywhere in the country.
  - We believe this to be a National issue regarding Limousine Brokers per say.

In order to minimise the opportunity of multiple responses from one individual or organisation, anonymised responses will be highlighted as such and may not be given as much weight or credence as other responses. The same will apply to those responses which are not anonymised but which are clearly duplicated.

Please provide the following information:-

Name of respondent [REDACTED]

Representing Organisation (if applicable) **MANAGING DIRECTOR, VISTA LIMOUSINES & EVENTS LTD**

North Northamptonshire Council Licence holder? YES

If Yes please state licence number [REDACTED]

Contact telephone number [REDACTED]

Contact e-mail address [REDACTED]

Please note responses received from this consultation may be published in public reports.

Page 359  
If you do not wish your comments to be attributed to you or your organisation in any published report please tick the box below. Please be aware that any submission may still be disclosable:

Thank you for taking the time to respond to this consultation exercise.

Please note that all comments must be received in writing by North Northamptonshire Council by **5pm on 27<sup>th</sup> July 2022**. Any comments received after this date will not be considered as part of the consultation review.

All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled "**Taxi Consultation response**".

Please mark the envelope to Kettering Licensing - Taxis

Or by post to:  
North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering, NN16 8T

If you require this document or any related consultation documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or  
Telephone: 01933 231966

**CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE  
HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

North Northamptonshire Council is reviewing its policies in respect of Hackney Carriage and Private Hire Licensing, as it is currently operating under the four former sovereign council policies and conditions in respective areas of North Northamptonshire.

A draft policy and conditions have been formulated by combining the four sovereign policies and conditions as far as possible, whilst incorporating relevant updated guidance and statutory requirements.

Due to the complex nature of combining and updating four separate policies and licensing conditions, it is not possible to map existing changes from the previous policies to the new draft one. As such, this consultation has been devised to permit the widest possible scope of responses, as we want to implement a new policy and conditions which fairly balances the interests of all parties and stakeholders, whilst maintaining appropriate standards.

Due to the scope of this consultation it has been set up to be managed via electronic media. However, should anyone require paper copies of any documentation, please contact the relevant licensing team for that area using the contact details overleaf.

The consultation is running for 8 weeks from 1<sup>st</sup> June to 27<sup>th</sup> July 2022

Responses can only be accepted in writing and must be submitted by 5pm on the closing date above. Late responses will not be accepted. The process for consultation, review and implementation of the amended policies is outlined below:

- Consultation for 8 week period;
- Consultation responses considered, amendments made where appropriate and draft report compiled for Licensing and Audit Committee; Recommendations from Licensing and Audit Committee to Full Council;
- Proposed amendments and draft policies considered by Full Council;.
- Policy ratified by Full Council;
- New policies and conditions of licensing come into force



|   |                                 |   |  |  |
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| 1 | <b>Licensing Policy</b>         |   |  |  |
|   | <b>Section Reference Number</b> | <b>Comment on Policy Section</b>  | <b>Likely Impact or Justification For Comment</b>  | <b>Reference to Evidence (if applicable)</b> |
|   | 4.1.2                           | An operator has been advised that the grandfather rights are either 5 years or when the vehicle reaches 10 years old – whichever comes first. Grandfather rights as stated in 4.1.2 are for 5 years from the date this policy is implemented as long as the vehicle has continuously been licenced in that time. So regardless of the vehicle age Grandfather rights will exist for 5 years.                      |  |  |
|   | 4.1.10                          | The test for drivers for each area I assume is for new drivers only.. So existing ph drivers in WB would not have to sit a test, surely 1 area 1 policy regulated by each area  | This section needs to be reworded if this is for “new” drivers.<br>Tests should be the same across the whole NNC authority, administed by each office, harmonising the policies into 1. Not divided up creating chaos and losing yet more drivers. |  |
|   | 4.2.1                           | There needs to be a defined timeline for processing new applications – not just processed without delay. As staff are still not back full time in offices this does cause delays as there are only limited appointments.  | Potential new drivers lose interest in applying due to time lag.   |  |
|   |                                 |   |  |  |
|   | 5.6.6                           | States only DBS's applied through NNC will be accepted – this would be for new applications once the policy is implemented? Drivers already on the update service under their “old” councils should automatically be accepted too under the transfer to NNC?  | Unfair additional costs, update service meant to eradicate this. Time for new dbs is getting worse up to 6 weeks or more, therefore unfair.  |  |
|   | 5.12.1.12                       | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years without cause for concern. |  |  |

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|          | 5.12.2.2        | Safeguarding Test – all drivers in Wellingborough should have passed this test in early 2020 as we were all requested to attend a course, therefore all drivers should already have this certificate.   |   |  |
|          | 5.12.3.5        | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years, along with extra costs incurred.  | Loss of drivers who can earn more elsewhere, difficult to recruit.  |  |
| Page 362 | 6.1.1.4         | There needs to be a caveat in this section regarding “grandfather rights” of existing vehicles. The council should consider the maximum age of vehicles as buying a vehicle potentially every 10 years would have a huge impact on a business – especially small businesses. A suggestion would be a maximum of 12 years and after 10 years an additional test is carried out on the vehicle. A second suggestion would be that some councils have adopted is that where vehicles are hybrid or Euro 6 diesels these are accepted for a longer maximum period as they are already vehicles with better emissions. | The cheapest 8 seater vehicle brand new – euro 6 is £35000 – if you then added interest at 6% over 5 years you’d add another £10,500 approx to the cost of the vehicle – making it £46500 which is a huge investment for any business and if a business is expected to change a vehicle every 10 years it would no longer be viable.<br>Looking at the main players of new taxis as at today none of the companies are offering full electric 8 seaters either. They are only offering hybrids at a cost of around £43 to £47,000 – again a huge investment which small companies cannot sustain every 10 years.  |  |
|          | 6.2.7 and 6.2.9 | You state in 6.2.7 that MPV vehicles are allowed allowing 4-8 passengers. Yet in 6.2.9 you state that seating in PH vehicles must be permanent, not be folded away and a clear route out of the vehicle.  | The majority of 6 to 8 passenger vehicles are all forward facing seats – therefore to get into the back row you need to flip a seat. If these are not allowed then you eliminate a vast selection of vehicles from being used as taxis, all of which are manufactured in this way and are safe for passengers.<br>The only alternative is a 9 seater conference seating configuration at a cost of over £45000 brand new which would see many individuals and small businesses not being able to afford and put out of business.<br>Most passengers travelling to airports also prefer forward facing seats and not travelling in a backward position.<br>There is no justification for not allowing manufactured purpose built MPV’s with fold down seats. |  |
|          | 6.2.16          | April 2025 new vehicles either hybrid or fully electric. Following on from the above point on   | According to Zap map there are only 7 charging areas currently in Wellingborough covering the whole borough   |  |

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|       |  | <p>MPV's – to have an 8/9 seater on the road fully electric with full access would cost in the region of £60,000 – the LDV E80 is the only one I can find that offers this – unless you go for the TX which entry price is the same. It's not "fuel" efficient – only does 120 miles to the charge which would not get you to Heathrow and back without having to stop and charge it. You therefore would end up having to increase prices to pay for the charge waiting time for the driver, so the customers would end up paying more. You may even have to stop en route to Gatwick if there was a traffic jam or you had to divert as Gatwick from WB is approx. 110 miles. Opting for smaller 4-seater would be better value but still the best miles per charge is approx. 280 but then the boot size is too small to hold 4 cases.</p> <p>Such a high investment will certainly see a good majority of small taxi companies and individuals giving up as it would be no longer cost effective to invest. The taxi trade is currently way short of workers, and this would just place it into dire straits.</p> | <p>and 42000 across the uk. According to EV-Charger by 2030 there needs to be 2.3 million charging points in the UK – which is 700 new installs every day by 2030. Yet the government has only advised there will be 300,000 by 2030 – which is an extra 258000 in th UK over today's current figure, which by the same percentage as above gives WB an extra 42 charging points for the whole borough.</p> <p>The infrastructure will be totally insufficient as at 2030 to allow potentially up to 200 taxis to charge their vehicles alongside the general public. The infrastructure needs to be in place before you dictate by 2030 we all need to have either fully electric or hybrid vehicles.</p> <p>The cost of installing electric points at home/work premises is between £800 and £1100 – again a cost that we take the brunt off. If an operator has a fleet of say 5 cars that's up to £5500.00 further investment on top of the cost of the vehicles.</p> <p>I would suggest that Euro 6 vehicles and current hybrid vehicles are allowed to continue past 2030 / 10 year rule to allow more time for a more concrete infrastructure.</p> |  |
| 6.4.4 |  | This is for new drivers and new vehicles??  |   |  |
| 6.5.1 |  | <p>Renewals 6 weeks in advance as 28-day turnaround? Tests on vehicles cannot be done until the 1<sup>st</sup> day of the month the vehicle expires (so we have been told) – so a vehicle expiring on 31<sup>st</sup> July cannot go in for its council test at the earliest the 1<sup>st</sup> July – so the 6 weeks cannot be adhered to unless the council is changing this rule at the test centres. Currently in WB it's 5 working days – so why does it need to be 28 days?</p>   |   |  |
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| <b>2 Appendix A</b> |  |  |  |
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| <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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| 2.2 | There is no reason why a PH driver having held their licence and being accepted as fit and proper should have to sit a driving or theory test at renewal – unless there has been a complaint made against that person which justifies a retest or they have had points on their licence since the last renewal. A money-making opportunity that is not a necessity | Additional costs are unfair and off putting for drivers. |  |
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| <b>Page 364</b> |  |  |  |
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| 3 | <b>Appendix B</b>               |   |   |  |
|   | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|   | 9.1                             | Any passengers under the age of 13? What if the passengers are part of a school contract and all passengers apart from the passenger assistant who has to sit in the back are all under the age of 13 years old. Also size of passenger should be taken into account, 11 year olds are adult size. There needs to be a caveat to this showing this exception. | 8 seats become 6, etc as lose 2 seats if rule applied, size should be criteria. not age, as per guidelines.   |  |
|   |                                 | All DBS's should be checked for Adult & Children Workforce so that all areas are covered and allows drivers to also work on school contract work without having to obtain a further DBS.  | Would ensure all passengers across the spectrum feel safe knowing enhanced DBS covers adult and child workforce. Currently drivers can carry any vulnerable passenger without an enhanced adult & child which could cause an issue should something untoward occur. |  |
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| 4 Appendix C |                                 |  |   |  |
|              | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> |
|              | 15.1                            | Plates on front of the vehicle. On most vehicles the only place to fix the plate correctly is by the grill. However this may cause issues as the air to the grill is blocked which in turn can cause mechanical problems. There needs to be a solution as to the best place where this can be placed without damaging the vehicle. | The badge in the front window should suffice and is renewed when the licence is renewed, preventing issues with the grills and ventilation. |  |
|              | App B 13.1<br>App C 24.2        | Lost property – one says to give to Police after 24 hours / other says licensing Team – surely, they should be the same?   |   |  |
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| 7 | <b>Appendix F</b>               |                |                                       |  |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |









|  | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

To ensure a fair and equal system all areas within NNC should adhere to the same conditions which would then be implemented in each area. Costs should be realistic and fair, currently we have lost a lot of good drivers through covid, where the said drivers found they could use their skills and earn far more money.

DBS must be the enhanced child and adult workforce to maintain and safeguard all passengers, currently drivers who work for the education transport have to have this. Other drivers have a lesser check but still carry vulnerable passengers within their daily runs. The update service should be adhered to as, at present, it is quicker and cheaper to process for the driver and the NNC.

To encourage new drivers is proving extremely difficult and the more obstacles and higher costs put in place the less likely we are to recruit new drivers.

Currently the loss of taxi and private hire drivers is between 40 and 50%.

The only losers then are the public, who are encouraged to use public transport rather than their own vehicles in order to help the environment.

Providing vehicles of 10 years plus are tested 4 monthly and meet the criteria they should be allowed to continue, this would help as it takes a long period of time to get one's money back from new.

Electric vehicles, apart from costs, do not help fulfil contracts as distances are insufficient and become less when faced with traffic jams, traffic lights etc. Drivers will not be able to earn sufficient money to keep going with the present offerings, eventually this might happen.

Re front seat passengers in a full vehicle, some children are almost adult size and some adults are small. Size and common sense should prevail.

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In order to minimise the opportunity of multiple responses from one individual or organisation, anonymised responses will be highlighted as such and may not be given as much weight or credence as other responses. The same will apply to those responses which are not anonymised but which are clearly duplicated.

Please provide the following information:-

Name of respondent ..... [REDACTED] .....

Representing Organisation (if applicable)...Phoenix Cars.....

North Northamptonshire Council Licence holder? YES/NO      If Yes please state licence number ... [REDACTED] .....

Contact telephone number ..... [REDACTED] .....

Contact e-mail address ..... [REDACTED] .....

Please note responses received from this consultation may be published in public reports.

If you do not wish your comments to be attributed to you or your organisation in any published report please tick the box below. Please be aware that any submission may still be disclosable:     

Thank you for taking the time to respond to this consultation exercise.

Please note that all comments must be received in writing by North Northamptonshire Council by **5pm on 27<sup>th</sup> July 2022**. Any comments received after this date will not be considered as part of the consultation review.

All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled “**Taxi Consultation response**”.

Or by post to:  
North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering,  
NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

If you require this document or any related consultation documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or

Telephone: 01933 231966





Email received 27/07/22 – 14:41

This is my response to the consultation process

Listed below are responses to individual Policy proposals. My overall honest opinion is that you will not have a sufficient number of Hackney or Private drivers within two years, by all accounts the Country is already short. I understand the Council making policies to ensure public safety, but by overkill, you are making the situation worse... What happens to the young girls who cannot get home on a weekend night out due to a shortage of drivers?? New applicants will not go simply not bother, a Driving test alone, Advance at that! Seriously, you cannot book a normal driving test at present let alone an Advanced test, and you're expecting new applicants and existing drivers to take one.

5.6.6 DBS... Saying will only be accepted through North Northants. Well, that's great, I couldn't apply through East Northants at the time, they asked us to go externally, so I did I went through Beds Boro as I was at the time helping with some school contract work. It's an enhanced check, through the same channels so why cannot I use this? It's already on the update system

[5.12.3.5](#) Driver tests/Knowledge. All of us registered currently with East Northants would have completed a Knowledge test that is compatible to the area we are operating from, which of course is East Northants, why on earth do I need to know about Kettering/Corby area, the same applies to a driver licensed in their area, why do they need to know about Rushden & Higham. We have technology nowadays, Sat Nav, google maps, and even maps on your phone, please move on with the times

[5.12.3.5](#) Advance driving test... I totally disagree with this proposal, this one proposal as already mentioned above will bring the trade to its knees. I have however no objection to drivers having lessons throughout their period of the license. (Maybe once a year, which could be then passed on to the Council) You could make it mandatory for new drivers to have at least one observatory lesson before issuing a license??

This should never be a test, but if the assessor thinks the driver's driving is really bad then he should be reported to the Council with immediate effect. Extra lessons should then be taken straight away until the said assessor is confident that the driver is now capable. If after three more lessons he still thinks the driver's driving is so bad, then I am afraid it's time to revoke his license or not issue one!!! But under no way should this be a test you have to pass. I think that's so wrong

[6.1.1.1](#) Vehicle Age... I run a Mercedes as I have exempt plates and carry out Executive work. I would have normally changed my car, as I do on average every two years. Due to the Pandemic, I will run the car for another year due to the mileage not being as high as it would have been and also the **FACT** that used car prices are so high at present. I am currently in discussion with my garage regarding spending £3,500 on a timing chain and new turbo to give me the best chance of the car will give me a good full year. Next year going by your suggested policy I will have to buy a car not older than 2019, at present that would not be sustainable at current prices on the forecourts. The fares we charge would have to go up around 30% to cover the extra cost. I don't think you have thought this one through properly, yet again you haven't allowed for the last two years of the Pandemic. I would however support a policy of **FIVE** years, with a review in another 2/3 years of reverting back to fours if the economic environment supports it?

6.2.16 Electric Vehicles... I am dead against this proposal, it's a nonsense, far too early to implement a badly thought out policy The Government law is 2030 for **NO NEW COMBUSTION ENGINES**. We are not a metropolitan area, our area is mainly rural. Again the Electric vehicle in my line of work will be out of my reach financially. Most local drivers will also struggle with the four-year rule buying an Electric car. The Electric car is still in it's infancy, we need better range, and of course, so they are more affordable, at least change this rule until 2030 with a possibility of a review then?

8.20 Exemption Plates... Business proposal?? I run on exempt plates have just submitted my renewal and was asked to supply some kind of evidence. So I did I listed most of the companies I carry out work for. Surely there is no need to go further than this? I can't ask my clients for some sort of proof, that would be so unprofesional, who the hell thought this one up? I except for car needs to be "Immaculate" too, but you have to have a little tolerance, for god's sake, they are working cars, you will get the odd stone chip, (Gritter lorries!) or dare I say a little scratch. You can't afford to have the car resprayed every two or three months. I have just had my Alloy wheels renewed, yes they did need doing and at great expense, I took the decision knowing I was keeping the car

6.10.2 Plates... I travel to Heathrow and all the major airports every day, I think I have only ever seen plates displayed on the front of a licensed vehicle only once. Now bearing in mind this doesn't actually affect me? Why? Why the need to put plates on the front of the vehicle. A decent plate on the back of the vehicle is more than enough to notify the public it is a licensed vehicle

That's it, I could have written more, but I thought it was July 31st it ended, my mistake so I have listed what I think is important, not only for myself but as a trade moving forward. I haven't even mentioned the safeguard and diversity training also part of your license renewal or application. surely these could be rolled into half a day and attended at the same time? More bureaucracy that is overload, I am not saying we shouldn't be aware and yes maybe attend a seminar, but tests, really?

**As already stated and I keep every email I send, yes everyone. If you go ahead and don't listen, mark my words there will be a major shortage of drivers within two years, if not before.** I know many of the independent drivers running around Rushden who will not renew. They are so popular because the main companies are so bad. So please at least take some of my points on board after all I have been in the business since January 1991

Regards

██████████

East Northants ██████████

| 5 Appendix D              |                     |  |                                       |
|---------------------------|---------------------|--|---------------------------------------|
| Section Reference Number  | Comment             | Likely Impact or Justification                 | Reference to Evidence (if applicable) |
| 15.1                      | Front Plate         | Blocking Air vents and blocks various sensors. | Manufacture                           |
| 2.2                       | Need Saloon Hackney | Need saloon for elderly passengers.            |                                       |
| <del>6.1.1</del><br>6.1.1 | vehicle age         | Expensive to buy 4 years old car               |                                       |
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| 4 Appendix C             |               |  |                                       |
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| Section Reference Number | Comment       | Likely Impact or Justification                 | Reference to Evidence (if applicable) |
| 15.1                     | Front Plate   | Blocking Air vents and Blocks various sensors. | Manufacture                           |
| 6.1.1                    | Vehicle Age   | Too expensive to buy 6 years old cars.         |                                       |
| 6.2.9                    | M.P.V vehicle | Allow greater like eg. zcfm + VW Touran        |                                       |
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Do you have any other general comments or observations on the Council's Draft Taxi and Private Hire Licensing Policy and Conditions?

Allow Saloon Hackney carriage vehicles for elderly Passengers.  
Allow 6 seater vehicles like Vauxhall Zafira because  
purpose built vehicles are very expensive for me to buy.

Please continue on a separate sheet if necessary

In order to minimise the opportunity of multiple responses from one individual or organisation, anonymised responses will be highlighted as such and may not be given as much weight or credence as other responses. The same will apply to those responses which are not anonymised but which are clearly duplicated.

Please provide the following information:-

Name of respondent [REDACTED]

Representing Organisation (if applicable).....

North Northamptonshire Council Licence holder?  YES  NO If Yes please state licence number ..... [REDACTED]

Contact telephone number [REDACTED]

Contact e-mail address [REDACTED]

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Council

## **CONSULTATION ON DRAFT NORTH NORTHAMPTONSHIRE HACKNEY CARRIAGE AND PRIVATE HIRE LICENSING POLICY AND CONDITIONS**

North Northamptonshire Council is reviewing its policies in respect of Hackney Carriage and Private Hire Licensing, as it is currently operating under the four former sovereign council policies and conditions in respective areas of North Northamptonshire.

A draft policy and conditions have been formulated by combining the four sovereign policies and conditions as far as possible, whilst incorporating relevant updated guidance and statutory requirements.

Due to the complex nature of combining and updating four separate policies and licensing conditions, it is not possible to map existing changes from the previous policies to the new draft one. As such, this consultation has been devised to permit the widest possible scope of responses, as we want to implement a new policy and conditions which fairly balances the interests of all parties and stakeholders, whilst maintaining appropriate standards.

Due to the scope of this consultation it has been set up to be managed via electronic media. However, should anyone require paper copies of any documentation, please contact the relevant licensing team for that area using the contact details overleaf.

The consultation is running for 8 weeks from 1<sup>st</sup> June to 27<sup>th</sup> July 2022

Responses can only be accepted in writing and must be submitted by 5pm on the closing date above. Late responses will not be accepted. The process for consultation, review and implementation of the amended policies is outlined below:

- Consultation for 8 week period;
- Consultation responses considered, amendments made where appropriate and draft report compiled for Licensing and Audit Committee; Recommendations from Licensing and Audit Committee to Full Council;
- Proposed amendments and draft policies considered by Full Council;.
- Policy ratified by Full Council;
- New policies and conditions of licensing come into force

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|----------|---------------------------------|---|--|--|
| 1        | <b>Licensing Policy</b>         |   |  |  |
|          | <b>Section Reference Number</b> | <b>Comment on Policy Section</b>  | <b>Likely Impact or Justification For Comment</b>  | <b>Reference to Evidence (if applicable)</b> |
| Page 384 | .0.4                            | Groups that use taxis the most are young women and those with mobility difficulties. This seems to be some sort of an assumption. | Taxis are used by a large range of people and policy should not be determined on assumptions. A proper survey should be conducted.   |  |
| Page 384 | .0.9                            | Consultation will be undertaken before any significant changes are made to the policy.  | Given the recent consultation over garden waste collection and the outcome was against the wishes of the residents, how can anyone have confidence this consultation will be fair and not biased?          |  |
|          | 5.12.1.1<br>5.12.3.5            | Knowledge and driving assessment tests for new and existing drivers.  | This is understandable for new drivers, however, what is the point of testing established drivers who probably have unblemished records and 10, 20, 30 or more years of experience?                        |  |
|          | 6.1.1.1<br>6.1.1.3              | Vehicles older than 4 years not admissible for initial licence or have missed the vehicle licence expiry date.                    | Why should age be a barrier if the vehicle conforms to test standards?   |  |
|          | 6.1.1.4                         | Licenced vehicle cannot be over 10 years of age.  | Purpose built taxis (like buses) are designed and constructed to operate well in excess of 10 years. Does the Council really expect operators to dispose of perfectly good vehicles for an arbitrary rule? |  |
|          | 6.1.2.3                         | Two MOTs and Council tests annually.  | Why two MOTs ?   |  |



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| 6.2.16 | Emissions   | Corby has very open streets and green areas. There are no narrow streets with large imposing buildings, as such, it must be one of the most under polluted towns in the country. the same can be said for most of North Northamptonshire. The government is not banning petrol and diesel vehicles on the road (even when they are no longer available to buy in 2030). Why does the Council see fit to ban these vehicles?<br>As the consultation paper ratifies Hackney Carriages as a form of public transport, can it therefore be assumed that buses will be similarly affected by the emissions and 10 year age limit or is the Corby Hackney Carriage trade being unfairly persecuted? |  |
| 6.3.6  | All new Hackney Carriages must be black in colour | Surely this is a backward step? This rule was abolished over 30 years ago. All major cities have vehicles of different colours.   |  |
| 6.9.7  | Exceptional condition policy                      | Vehicles subject to the exceptional age policy will not be considered for relicensing if they fail any test. For  |  |

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|        |                                   | clarification purposes, does this include an initial test and retest (e.g. a brake bulb could easily blow on the way to the test station and render a fail, but the vehicle itself would be fit for the road otherwise)? |  |
| 6.9.9  | Authorised officer of the Council | Will the officer of the Council inspecting the vehicle have any mechanical/motor qualifications? The officer should be suitably qualified to make a legitimate decision.   |  |
| 6.11.5 | Advertising panel                 | To limit the advertising space to 2 x 45cm x 60cm is an outdated policy. Current rules allow for taxis to have full wrap advertising.  |  |
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| 3        | <b>Appendix B</b>               |                |                                       |  |
|          | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
| Page 387 |                                 |                |                                       |  |
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| 4        | <b>Appendix C</b>               |                |                                       |  |
| Page 388 | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
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5 Appendix D

|  | Section Reference Number | Comment | Likely Impact or Justification | Reference to Evidence (if applicable) |
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| 6 | <b>Appendix E</b>               |                |                                       |  |
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| 7 | <b>Appendix F</b>               |                |                                       |  |
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| 8 | <b>Appendix G</b> |
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| 10 | <b>Appendix I</b>               |                |                                       |  |
|    | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> |
|    |                                 |                |                                       |  |



|  | Section Reference Number | Comment | Likely Impact or Justification | Reference to Evidence (if applicable) |
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Please use additional lines or a separate sheet if necessary

**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

While the new proposed Hackney regulations will be welcomed from the Green Lobby, they are light years away from reality. The costs involved to the operators will undoubtedly have to be passed on to the public. In this present climate of high inflation, shortages of household commodities and soaring energy costs, these unnecessary policy changes must be nonstarter.

Why should the Council introduce green policies only for Hackney Carriages, when the government are not making similar policies for car owners (that far outnumber taxis)?

Hackney Carriages and buses are the main form of public transport in Corby – surely the operating policies should mirror each other? At present most of the buses in general service in Corby are 15–20 years old and school buses are often in excess of 20 years old. All of these buses are over Euro4 emissions, never mind Euro6.

As mentioned previously, I think the Corby Hackney Carriage trade is being unfairly persecuted.

Please continue on a separate sheet if necessary

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Please provide the following information:-

Name of respondent ..... [redacted] .....

Representing Organisation (if applicable).....N/a.....

North Northamptonshire Council Licence holder? YES/NO If Yes please state licence number ..... [redacted] .....

Contact telephone number ... [REDACTED] .....

Contact e-mail address ..... [REDACTED] .....

If you require this document or any related consultation



Please note responses received from this consultation may be published in public reports.

If you do not wish your comments to be attributed to you or your organisation in any published report please tick the box below. Please  be aware that any submission may still be disclosable:

documents in any other format, please contact:  
[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or

Telephone: 01933 231966

Thank you for taking the time to respond to this consultation exercise.

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All responses should be returned to: [licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) **marked** with the subject header titled "**Taxi Consultation response**".

Or by post to:

North Northamptonshire Council,  
Sheerness House,  
41 Meadow Road,  
Kettering,  
NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

| Section Reference Number | Comment                                    | Likely Impact or Justification  | Reference to Evidence (if applicable) |
|--------------------------|--|---|---------------------------------------|
| 6-1-1-1                  | Hackney carriage private hire vehicle age. | Currently wellingborough requires a car to be 5 years old or under to be plated, this is difficult enough, without changing it to be 4 years or under. As an operator, this is not financially feasible   |                                       |
| 6.29                     | private hire vehicle.                      | many drivers have 6 seater/8 seater vehicles which have fold down seats to ensure customers have access to seating. customers are all individual and have different needs. If the policy suggested goes ahead, the vehicles already plated will not meet the new regulations, drivers and operators are not able to afford purpose built electric cars. I have got a quote from |                                       |

Please use additional lines or a separate sheet if necessary

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cab direct which was £100,000 including interest.

continued.

Appendix c

15.1 NNC identification plate.

Ventilation system at the front of the vehicle. This is where you have proposed to place another identification plate. Having this plate covering essential safety feature of the car is dangerous, risking the lives of drivers and passengers. If anything were to happen to the car, eg - vehicle catches fire, who is liable?

What is the need to have multiple identification plates?

Reference to Evidence -  
Manufacturers guide

| 5 Appendix D   |                                   |  |                                       |
|--|-----------------------------------|--|---------------------------------------|
| Section Reference Number                                     | Comment                           | Likely Impact or Justification   | Reference to Evidence (if applicable) |
| 2.2  | Saloon Hackney carriage vehicles. | Elderly customers prefer Saloon vehicles due to easier access. <del>Person operation</del><br>Taxi services needs to be able to meet individual needs of customers, this can be achieved with a mix fleet. |                                       |
| 15.1   | NNC front plate                   | Having a front plate covering and blocking safety features ventilation ~ vehicle may catch fire.   | vehicle manufacturer's guide.         |
| Please use additional lines or a separate sheet if necessary |                                   |  |                                       |

**Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?**

I would recommend you amend your proposal to stop diesel and petrol only vehicles by 2030 to 2035. The government is stopping new sales of diesel and petrol only vehicle in 2030. This will allow a few year for drivers to buy electric vehicles which are second hand. It is very unlikely that a person whos income is that of a taxi vehicle driver can afford brand new cars/vehicles, this will likely result in many leaving this profession and looking for alternate employment

Please continue on a separate sheet if necessary

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Please provide the following information:-

Name of respondent ..... [REDACTED]

Representing Organisation (if applicable)..... [REDACTED]

North Northamptonshire Council Licence holder?  YES/ NO If Yes please state licence number [REDACTED]

Contact telephone number [REDACTED] .....

Contact e-mail address .. [REDACTED] .....

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Kettering,  
NN16 8TL.

Please mark the envelope to Kettering Licensing - Taxis

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[licensing.BCW@northnorthants.gov.uk](mailto:licensing.BCW@northnorthants.gov.uk) or  
Telephone: 01933 231966

Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?

I would like that you extend the Licencing  
of Diesel only, Petrol only vehicle beyond 2030  
The Likely impact will be people finding different  
Professions, as they will not be able to afford  
these vehicle specially 4 years or newer.

Please continue on a separate sheet if necessary

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Representing Organisation (if applicable).....

North Northamptonshire Council Licence holder? YES/~~NO~~ If Yes please state licence number .. [REDACTED]

Contact telephone number [REDACTED] .....

Contact e-mail address [REDACTED]

Page 107

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| Section Reference Number | Comment               | Likely Impact or Justification | Reference to Evidence (if applicable) |
|--------------------------|-----------------------|--------------------------------|---------------------------------------|
| 6.1.1.1                  | Private Hire Vehicles | Drivers cannot                 |                                       |
|                          | Hackney carriage      | afford 5 year old              |                                       |
|                          | vehicle age           | vehicles, and you              |                                       |
|                          |                       | are proposing 4 years.         |                                       |
| 6.2.9                    | Private hire          | 6 seater and 8 seater          |                                       |
|                          | vehicles              | vehicles are needed            |                                       |
|                          |                       | specially for school           |                                       |
|                          |                       | contracts, if this             |                                       |
|                          |                       | consultation comes to          |                                       |
|                          |                       | fruition then 6 and 8          |                                       |
|                          |                       | seater vehicles will           |                                       |
|                          |                       | not be allowed as              |                                       |
|                          |                       | the seats have to              |                                       |
|                          |                       | fold to let access on          |                                       |
|                          |                       | both 6 and 8 seats             |                                       |
|                          |                       | vehicles.                      |                                       |
|                          |                       | Drivers cannot afford          |                                       |
|                          |                       | purpose built vehicles         |                                       |

Please use additional lines or a separate sheet if necessary

Please turn page.

# Appendix C

## 15.1. Identification Plate

Having a front Plate  
is a very Bad idea as  
this will result in Blocking  
Safety features of modern  
Vehicles, such as  
Optical Parking Sensor,  
Front Parking Camera  
Front Radar sensor  
Front adaptive cruise.

Furthermore it will  
Impact the vehicles  
Ventilation System by  
-Blocking airflow to  
Cool the vehicle. Blocking  
will cause vehicle to  
Catch fire, Will NNC  
take responsibility for  
Damages.



Licensing Policy

| Section Reference Number | Comment on Policy Section   | Likely Impact or Justification For Comment  | Reference to Evidence (if applicable) |
|--------------------------|-----------------------------|---|---------------------------------------|
| 4-1-10                   | DRIVER IN A ZONE:           | This reads that a driver can work in a zone of choice but Licensing Committee told me personally that there will be only one zone consisting of the 4 sovereign areas. Which is true? |                                       |
| 5-12-1-1                 | Geographical Knowledge Test | Why, if a driver wishes to work in a particular zone in which he already works, why the need for another knowledge test? This is just another expense.                                |                                       |

use additional lines or a separate sheet if necessary

Continued

Licensing Policy

| Section Reference Number | Comment on Policy Section   | Likely Impact or Justification For Comment   | Reference to Evidence (if applicable) |
|--------------------------|-----------------------------|--|---------------------------------------|
| 5-13-1                   | 10 Year End of Vehicle rule | Assuming this is implemented in late 2022 17 of the 33 H/c in Wellingborough will be taken off. 2 of these are WAV, leaving only 2 WAVs. A year later another 4 H/c will need to retire. Therefore 21 of the 33 H/c will not be licensed. Drivers/Operators are unable to afford replacement vehicles with trade as it is, |                                       |

use additional lines or a separate sheet if necessary

Continued

Licensing Policy

| Section Reference Number | Comment on Policy Section       | Likely Impact or Justification For Comment   | Reference to Evidence (if applicable) |
|--------------------------|---------------------------------|--|---------------------------------------|
| S-13.5.                  | ALL WAV's.                      | Does the Council expect that operators will replace their taxis with WAV's? Very deluded with the result of no H/c in Wellingborough in the future.  |                                       |
| 6.1.14                   | Lack of Wellingborough Hackneys | If this is implemented in 2022 Wellingborough will lose 17 h/c out of its fleet of 33 with another 4 leaving a year later. With an average of 2 fares per hour drivers will need to leave the trade due to the cost of new taxis |                                       |

use additional lines or a separate sheet if necessary

Licensing Policy

| Section Reference Number | Comment on Policy Section | Likely Impact or Justification For Comment  | Reference to Evidence (if applicable) |
|--------------------------|---------------------------|---|---------------------------------------|
| 6.3.13                   | Self Charging WAV.        | The current price of a self charging WAV is currently around £50,000. Yet the council expect drivers to be able to afford these on current takings? This will be the death knell for taxis in Wellingborough. |                                       |

use additional lines or a separate sheet if necessary



Do you have any other general comments or observations on the Councils Draft Taxi and Private Hire Licensing Policy and Conditions?

Regarding Front MOGO identification plates and brackets  
Have the Council satisfied themselves that potentially these could cause more harm to a pedestrian if shattered in a forward accident ~~due~~ due to the brittleness.  
Have these fittings passed an anthropomorphic test device as car manufacturers spend time designing a vehicle so as to minimise harm to a vulnerable road user. Adding a brittle piece of plastic?

Please continue on a separate sheet if necessary

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Name of respondent ..... [REDACTED] .....

Representing Organisation (if applicable).....

North Northamptonshire Council Licence holder? YES/NO If Yes please state licence number ..... [REDACTED] .....

Contact telephone number ..... [REDACTED] .....

Contact e-mail address ..... [REDACTED] .....

Page 13 of 14

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## Main Document – Licensing Policy

| 1        | Licensing Policy         |   |  |                                       |  |   |  |
|----------|--------------------------|---|--|---------------------------------------|--|---|--|
|          | Section Reference Number | Comment on Policy Section   | Likely Impact or Justification For Comment   | Reference to Evidence (if applicable) | Cross reference number to original comments document | Response  |  |
|          | 1.0.4                    | Groups that use taxis the most are young women and those with mobility difficulties. This seems to be some sort of an assumption. | Taxis are used by a large range of people and policy should not be determined on assumptions. A proper survey should be conducted.   |                                       | Response 11  | This statement is taken from the Department for Transport best practice guidelines document.  |  |
| Page 417 | 1.0.7                    | Why are you implanting changes from the DFT Best Practice Guide which is has only just finished consultation                      | This document has caused problems for councils up and down the country. John Garford (Vice Chairman for Institute of Licensing) has published in the recent edition of Taxi-Point magazine “Never in my 18 years have I seen the trade and councils on the same page on issues”. He goes on to say “Hopefully enough respondents to the consultation will convince the DFT that this is not best practice and will only be guidance and therefore won’t be adopted”<br>It seems that most councils understand this document has many flaws and have moved away from some of its guidance but unfortunately NNC has adopted it word for word. |                                       | Response 04  | There are statements within the 2022 Best Practice Guidance consultation document which the Authority considers to be best practice irrespective of the consultation and considers them of value to be included. It is noted that no objection has been raised which directly relates to the sections which have been included. |  |

Appendix 3: Officer Comments on Consultation

|          |       |  |   |  |             |   |
|----------|-------|--|---|--|-------------|---|
|          | 1.0.8 | What disability groups were consulted  | The consultation process has been a complete nightmare. The documents are near impossible to find on the NNC website and when you do have to scroll through hundreds of pages of information      |  | Response 04 | This consultation has required the review of a large number of policies and therefore a significant amount of information needs to be considered in the consultation process.   |
|          | 1.0.9 | Consultation will be undertaken before any significant changes are made to the policy.   | Given the recent consultation over garden waste collection and the outcome was against the wishes of the residents, how can anyone have confidence this consultation will be fair and not biased? |  | Response 11 | All consultation responses will be fully considered.  |
| Page 418 | 2.6   | Licence Holders would need sufficient time (to be agreed by both parties) to implement such changes from their existing Licence criteria | Without sufficient time it would impact directly on individuals income and livelihood   |  | Response 07 | Grandfather rights have been applied to a number of the suggested policy amendments. Other suggested changes requiring replacement of existing vehicles will not take effect until a future date to be determined by the Council, giving licence holders time to plan for the change. |
|          | 3.2   | Setting standards is essential and long overdue in the interest of safeguarding their passengers/clients, and should be                  | Without this duty of care and safety standards may be compromised   |  | Response 07 | This consultation process has been carried out to allow all operators and   |

Appendix 3: Officer Comments on Consultation

|       |  |   |  |  |             |   |
|-------|--|---|--|--|-------------|---|
|       |  | discussed one on one with a credible operator who is presently running their business and meeting all the existing requirements of their Local Licencing Authority  |  |  |             | proprietors to provide feedback into the finished policy.   |
| 3.2   | Assessing “fit and proper” persons is in place with Local Licencing Authorities at the present time.   | There does not appear, within the current Licencing process, for regular and ongoing policing of driving standards as they appear to deteriorate considerably once licences have been granted. It is likely that Local Licencing Authority may need to monitor/police driving standards by implanting the requirement of “blackbox” technology to record speeding, acceleration, bad driving etc. |  |  | Response 07 | The Authority will not be requiring any technology to monitor driving standards. Operators and proprietors have responsibility for managing the standards of their drivers while they are at work and are at liberty to install such technology should they wish to do so. Any concerns over driving standards will be dealt with through the normal enforcement process. |
| 4.1.2 | An operator has been advised that the grandfather rights are either 5 years or when the vehicle reaches 10 years old – whichever comes first. Grandfather rights as stated in 4.1.2 are for 5 years from the |   |  |  | Response 05 | Grandfather rights will exist for 5 years from the introduction of the policy, allowing a one off exemption from the  |

Appendix 3: Officer Comments on Consultation

|  |       |  |   |  |             |   |
|--|-------|--|---|--|-------------|---|
|  |       | date this policy is implemented as long as the vehicle has continuously been licenced in that time. So regardless of the vehicle age Grandfather rights will exist for 5 years.  |   |  |             | vehicle age requirements as long as the vehicle is maintained in good condition   |
|  | 4.1.2 | This is noted but needs further clarification viz a viz "Exceptional Age Vehicles"   | Exceptional Age Vehicles are usually of a "classic/specialist genre" i.e. Stretched Limousines and purchased by the Operator to meet the needs of a specific market sector clientele. Thus, by definition, require ongoing investment in order to maintain them in as close to concours condition as can be achieved. Therefore "grandfather rights" would need to last longer than 5 years with this type of vehicle in order for the Operator to achieve a return on his investment |  | Response 07 | The policy allows an older vehicle to continue to be licensed provided it remains in exceptional condition.   |
|  | 4.1.2 | An operator has been advised that the grandfather rights are either 5 years or when the vehicle reaches 10 years old – whichever comes first. Grandfather rights as stated in 4.1.2 are for 5 years from the date this policy is implemented as long as the vehicle has continuously been licenced in that time. So regardless of the vehicle age Grandfather rights will exist for 5 years. |   |  | Response 08 | Grandfather rights will exist for 5 years from the introduction of the policy allowing a one off exemption from the vehicle age requirements as long as the vehicle is maintained in good condition |
|  | 4.1.7 | If your retaining 4 zones why put Retention of these zones will be   | Cllr Ekins has already said in a meeting with the trade that the zones will be removed to make it 1 zone.   |  | Response 04 | Hackney carriages will continue to operate in zones until such time as  |

Appendix 3: Officer Comments on Consultation

|        |  |  |   |  |             |   |
|--------|--|--|---|--|-------------|---|
|        |  | reviewed following adoption of this policy   |   |  |             | any future decision has been taken regarding the retention or otherwise of zones.   |
| 4.1.10 |  | The test for drivers for each area I assume is for new drivers only for each area. So existing hackney drivers for WB zone 4 would not have to sit a test in their own area – they would only need a test if they wanted to ply for hire in Ketteirng? | This section needs to be reworded if this is for “new” drivers. |  | Response 05 | <p>When the new policy comes into effect all drivers will be required to do all tests (with a couple of exceptions). This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders..</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all</p> |

Appendix 3: Officer Comments on Consultation

|          |        |  |   |  |             |   |
|----------|--------|--|---|--|-------------|---|
|          |        |  |   |  |             | other parts of the new tests.   |
| Page 422 | 4.1.10 | I feel it is Unnecessary for current licence holders to be expected to pass a knowledge test for areas the already work in | Financial burden, no clear guidance of what will happen if knowledge test is failed....will this result in the council making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced |  | Response 05 | <p>When the new policy comes into effect all drivers will be required to do all tests(with a couple of exceptions). This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.</p> |

Appendix 3: Officer Comments on Consultation

|        |  |   |  |             |  |
|--------|--|---|--|-------------|--|
| 4.1.10 | The test for drivers for each area I assume is for new drivers only.. So existing ph drivers in WB would not have to sit a test, surely 1 area 1 policy regulated by each area | This section needs to be reworded if this is for “new” drivers. Tests should be the same across the whole NNC authority, administered by each office, harmonising the policies into 1. Not divided up creating chaos and losing yet more drivers. |  | Response 08 | <p>When the new policy comes into effect all drivers will be required to do all tests (with a couple of exceptions). This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.</p> |
| 4.1.10 | Driver in a zone   | This reads that a driver can work in a zone of choice but licensing committee told me personally that   |  | Response 14 | The Authority has not removed the zones and the four   |

Appendix 3: Officer Comments on Consultation

|          |       |  |  |  |             |  |
|----------|-------|--|--|--|-------------|--|
|          |       |  | there will only be one zone consisting of the 4 sovereign area. Which is true? |  |             | zones continue to be in effect. The Authority will consider the matter of zones in due course. Hackney carriages will continue to operate in zones until such time as any future decision has been taken regarding the retention or otherwise of zones.  |
| Page 424 | 4.2.1 | There needs to be a defined timeline for processing new applications – not just processed without delay. As staff are still not back full time in offices this does cause delays as there are only limited appointments. |  |  | Response 05 | A specific time line cannot be defined because process delays caused by the gathering of background information will impact on how long it takes before a licence can be issued. Once all information has been gathered and the application is satisfactory for a licence to be issued this should be done within 10 working days. |
|          | 4.2.1 | There needs to be a defined timeline for processing new applications – not just processed  | Potential new drivers lose interest in applying due to time lag.               |  | Response 08 | A specific time line cannot be defined because process   |



Appendix 3: Officer Comments on Consultation

|          |       |  |  |  |             |  |
|----------|-------|--|--|--|-------------|--|
|          |       | without delay. As staff are still not back full time in offices this does cause delays as there are only limited appointments.   |  |  |             | delays caused by the gathering of background information will impact on how long it takes before a licence can be issued. Once all information has been gathered and the application is satisfactory for a licence to be issued, this should be done within 10 working days. |
| Page 425 | 5.0.2 | Dual Badges? Currently WB have 2 separate badges with 2 charges. If badges start at different months currently – when the first expires and a dual badge is applied for, will a pro-rata refund be given for the 2 <sup>nd</sup> badge?                      |  |  | Response 05 | The fees for issuing licences relate to the cost of issuing a licence not the period of the licence, so refunds in this scenario will not be applicable.   |
|          | 5.6.6 | States only DBS's applied through NNC will be accepted – this would be for new applications once the policy is implemented? Drivers already on the update service under their “old” councils should automatically be accepted too under the transfer to NNC? |  |  | Response 05 | Para 5.6.6 also refers to use of the update service  |

Appendix 3: Officer Comments on Consultation

|          |          |   |   |  |             |   |
|----------|----------|---|---|--|-------------|---|
|          | 5.6.6    | States only DBS's applied through NNC will be accepted – this would be for new applications once the policy is implemented? Drivers already on the update service under their “old” councils should automatically be accepted too under the transfer to NNC?  | Unfair additional costs, update service meant to eradicate this. Time for new dbs is getting worse up to 6 weeks or more, therefore unfair.                                   |  | Response 08 | Para 5.6.6 also refers to use of the update service   |
| Page 426 | 5.6.6    | Saying will only be accepted through North Northants. Well, that's great, I couldn't apply through East Northants at the time, they asked us to go externally, so I did I went through Beds Boro as I was at the time helping with some school contract work. It's an enhanced check, through the same channels so why cannot I use this? It's already on the update system |   |  | Response 09 | Para 5.6.6 also refers to use of the update service   |
|          | 5.12.1   | While I understand why a knowledge test is needed, it is difficult to understand why seasoned private hire drivers, who have been doing this work for years with no issues, are also being made to sit the test.  | It will cause unnecessary stress and paperwork for these drivers, when in reality they have shown through their work, they have the needed knowledge and English proficiency. |  | Response 02 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders. |
|          | 5.12.1.1 | Why would an existing driver applying for a renewal of licence be required to sit a test? You have  |   |  | Response 05 | When the new policy comes into effect all drivers will be   |

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|  |                 | <p>already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years without cause for concern.</p> |   |  |                    | <p>required to do all tests (with a couple of exceptions). This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.</p> |
|  | <p>5.12.1.1</p> | <p>I feel it is Unnecessary for current licence holders to be expected to pass a knowledge test for areas the already work in</p>   | <p>Financial burden, no clear guidance of what will happen if knowledge test is failed....will this result in the council making the individual unemployed with a further financial burden of current commitments (vehicle,</p> |  | <p>Response 05</p> | <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not</p>  |

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|   |                 |   | <p>insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced</p>  |  |                    | <p>need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.</p>   |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 428</p> | <p>5.12.1.1</p> | <p>Knowledge and driving assessment tests for new and existing drivers.</p> | <p>This is understandable for new drivers, however, what is the point of testing established drivers who probably have unblemished records and 10, 20, 30 or more years of experience?</p> |  | <p>Response 11</p> | <p>When the new policy comes into effect all drivers will be required to do all tests (with a couple of exceptions). This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates</p> |

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|   |                 |                                    |   |                    | <p>to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests.</p> <p>Drivers who have already completed the DSA test and can produce their certificate, will not need to resit</p>  |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 429</p> | <p>5.12.1.1</p> | <p>Geographical knowledge test</p> | <p>Why if a driver wishes to work in a particular zone in which he already works, why the need for another knowledge test? This is just another expense</p> | <p>Response 14</p> | <p>When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not</p> |

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|          |   |  |  |  |             | need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests. |
| 5.12.1.2 | Knowledge Test  | Again, this has been confirmed by Cllr Ekins in a meeting with the trade that any person undertaking a test will have to know the area of 381sq miles of North Northamptonshire. How do you expect any person to be able to know this? We have already seen a mass reduction of drivers in the trade and drivers continue to leave every week. |  |  | Response 04 | The Authority currently works in zones for hackney carriages and knowledge tests relevant to those zones will be applied. There is currently no requirement for a knowledge test for the whole of North Northamptonshire.                               |
| 5.12.1.2 | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a complaint made against them which warrants a retest. Nothing short of an insult to |  |  |  | Response 08 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent  |

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|          |   | drivers who have held their badges for years without cause for concern.   |  |  |             | standard from day one for all licence holders.<br><br>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test for any other new zones that they wish to work in and all other parts of the new tests. |
| 5.12.2   | If the council require drivers to undergo a safeguarding course, it should be provided or paid for by the council.                | All major employers provide the necessary training courses required for the job. Or at least reimburse the cost of these courses. |  |  | Response 02 | Taxi and private hire licensing is legally required to be self funding. All costs for licensing are to be paid by the applicant.   |
| 5.12.2.2 | Safeguarding Test – all drivers in Wellingborough should have passed this test in early 2020 as we were all requested to attend a |   |  |  | Response 08 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North  |

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|          |   | course, therefore all drivers should already have this certificate.   |  |  |             | Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.   |
| 5.12.2.1 | No costing identified or details of what actions will be taken if you fail the test   | Unknown Financial burden , no clear guidance of what will happen if safeguarding test is failed or how the NNC will support the applicant....will this result in NNC making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced |  |  | Response 05 | The failure of any test will require the applicant to successfully resit the test prior to any licence being issued.  |
| 5.12.2.2 | Safeguarding Test – all drivers in Wellingborough should have passed this test in early 2020 as we were all requested to attend a course, therefore all drivers should already have this certificate. |   |  |  | Response 05 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders. |
| 5.12.3   | Existing drivers have already sat and passed this test  | It is somewhat arbitrary the council are repeating this test for existing drivers, at the drivers own expense, when they have already shown they have the needed driving skills   |  |  | Response 02 | When the new policy comes into effect all drivers will be required to do all tests. This is a new   |



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|          |  |  | needed. This will again place yet another financial strain on existing drivers for something they have already shown competency in |  |             | North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.   |
| 5.12.3.5 | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years, along with extra costs incurred. |  |  |  | Response 05 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders. |
| 5.12.3.5 | Why would an existing driver applying for a renewal of licence be required to sit a test? You have already accepted that they are fit and proper to be accepted as a driver. This should be for new drivers only and where existing drivers have had a compliant made against then which warrants a retest. Nothing short of an insult to drivers who have held their badges for years, along with extra costs incurred. | Loss of drivers who can earn more elsewhere, difficult to recruit. |  |  | Response 08 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders. |

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|          |   |  |  |             | Drivers who have already completed the DSA test and can produce their certificate, will not need to resit  |
| 5.12.3.5 | <p>Driver tests/Knowledge. All of us registered currently with East Northants would have completed a Knowledge test that is compatible to the area we are operating from, which of course is East Northants, why on earth do I need to know about Kettering/Corby area, the same applies to a driver licensed in their area, why do they need to know about Rushden &amp; Higham. We have technology nowadays, Sat Nav, google maps, and even maps on your phone, please move on with the times</p> |  |  | Response 09 | <p>Knowledge tests for zones will continue until such time as the Authority reviews zones. There is at this time no requirement for an East Northamptonshire zone driver to complete a Kettering knowledge test unless they wish to hold a Hackney Carriage drivers licence for that area.</p> <p>Drivers holding an existing Hackney Carriage Drivers licence at the time that this policy is implemented, will not need to complete and pass that part of the test which relates to geographical knowledge of the area for that zone. Drivers will still need to complete the test</p> |

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|            |  |   |  |  |             | for any other new zones that they wish to work in and all other parts of the new tests.  |
| 5.12.3.5   | Knowledge and driving assessment tests for new and existing drivers.   | This is understandable for new drivers, however, what is the point of testing established drivers who probably have unblemished records and 10, 20, 30 or more years of experience? |  |  | Response 11 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.<br><br>Drivers who have already completed the DSA test and can produce their certificate, will not need to resit |
| 5.12.3.4/5 | Advance driving test... I totally disagree with this proposal, this one proposal as already mentioned above will bring the trade to its knees. I have however no objection to drivers having lessons throughout their period of the license. (Maybe once a year, which could be then passed on to the Council) You could make it mandatory for new drivers to have |   |  |  | Response 09 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day   |

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|          | <p>at least one observatory lesson before issuing a license??</p> <p>This should never be a test, but if the assessor thinks the driver's driving is really bad then he should be reported to the Council with immediate effect. Extra lessons should then be taken straight away until the said assessor is confident that the driver is now capable. If after three more lessons he still thinks the driver's driving is so bad, then I am afraid it's time to revoke his license or not issue one!!! But under no way should this be a test you have to pass. I think that's so wrong</p> |   |  |             | <p>one for all licence holders.</p> <p>Drivers who have already completed the DSA test and can produce their certificate, will not need to resit</p>                                |
| 5.12.4   | <p>If the council require drivers to undergo this training, it should be provided or paid for by the council.</p>  | <p>All major employers provide the necessary training courses required for the job. Or at least reimburse the cost of these courses</p> |  | Response 02 | <p>Taxi and private hire licensing is legally required to be self funding. All costs for licensing are to be paid by the applicant.</p>   |
| 5.12.4.1 | <p>What relevance does this course have for existing drivers if they can continue to operate until licence renewal</p>   | <p>Unnecessary financial burden and contradicting requirements</p>  |  | Response 05 | <p>When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent</p> |

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|--------|---|---|--|--|-------------|--|
|        |   |   |  |  |             | standard from day one for all licence holders.   |
| 5.12.3 | I feel that as a licensed and active driver for the last 33 years without any accidents or convictions a further driving test is irrelevant unless NNC have received complaints regarding driving standards. As a UK licence holder I fail to see how driving a Taxi supersedes the National driving test Do NNC consider the current National driving test and standard unacceptable if so how can a driver be permitted to drive for the remainder of their licence ? | Financial burden, no clear guidance of what will happen if knowledge test is failed....will this result in the council making the individual unemployed with a further financial burden of current commitments (vehicle, insurance etc) Vehicle will also be deemed as uninsured if the driver isn't licenced                   |  |  | Response 06 | When the new policy comes into effect all drivers will be required to do all tests. This is a new North Northamptonshire Policy and the Authority wishes to set a consistent standard from day one for all licence holders.<br><br>Drivers who have already completed the DSA test and can produce their certificate, will not need to resit |
| 5.13.2 | 10 year end of vehicle rule   | Assuming this policy is implemented in late 2022 17 of the 33 HC in Wellingborough will be taken off. 2 of these are WAV's, leaving only 2 WAVS. A year later another 4 HC will need to retire. Therefore 21of the 33 HC will not be licensed . Drivers/operators are unable to afford replacement vehicles with trade as it is |  |  | Response 14 | By the nature of the way it operates, the Hackney Carriage fleet needs to be as accessible as possible to as many people as possible. The licensing process should not discriminate against sectors of the community.  |

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|        |  |   |  |  |             |   |
|--------|--|---|--|--|-------------|---|
|        |  |   |  |  |             | Hackney Carriage Vehicles holding a licence at the time the policy is introduced will have 5 year grandfather rights.   |
| 5.13.5 | All WAV's                                    | Does the council expect that operators will replace their taxis with WAV's? Very deluded with the result of no HC in Wellingborough in the future   |  |  | Response 14 | By the nature of the way it operates, the Hackney Carriage fleet needs to be as accessible as possible to as many people as possible. The licensing process should not discriminate against sectors of the community.   |
| 6.1.1  | Vehicle Age limited to a maximum 4 years old | How many perfectly good vehicles are going to be taken off the road due to this ridiculous rule? Again as its an aging industry these owners will simply hand back their plates. Who are you going to replace them with? Anyone new coming into the industry will 1 <sup>st</sup> have to pass an impossible knowledge test then face cost of up to £600 just to get their licence (which could take up to 3 months). Then pay out £30000 min to buy a vehicle which is 4 year old that meets NNC criteria only for it to be deemed worthless 6 years later as it 10 years old and cant be used by anyone else. |  |  | Response 04 | There are a number of statements based on assumption rather than fact in this comment which are not addressed in this response. There are a number of ways in which a vehicle can be "purchased" without the need for the claimed lump sum outlay. Operators and proprietors must now be business planning to future government |

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|       |  |   |  |             |   | policy on vehicles not current, which this policy has been designed to drive. |
| 6.1.1 | A four year requirement for a vehicle when first registering will place a large financial strain on drivers. | Existing drivers who are due for renewal and have vehicles older than 10 years will have to buy a replacement vehicle. In this current economic crisis when the price of living has increased massively, the requirement to buy a vehicle less than 4 years will be almost impossible for people who are already struggling financially. If possible, raising this age would be more feasible for drivers, with regular vehicle testing such as MOT to ensure the vehicle functions safely. |  | Response 02 | There are a number of ways in which a vehicle can be "purchased". Operators and proprietors must now be business planning to future government policy on vehicles not current, which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.<br><br>London style cabs (TX series) will now have an age limit of 15 years. |   |
| 6.1.1 | Vehicle Age  | Too expensive to buy 4 year old cars  |  | Response 10 | There are a number of ways in which a vehicle can be "purchased". Operators and proprietors must now  |   |

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|-----------------|----------------|--|---|--------------------|---|
|                 |                |  |   |                    | <p>be business planning to future government policy on vehicles not current, which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.</p>  |
| <p>Page 440</p> | <p>6.1.1.1</p> | <p>The vehicle standard should be taken into account not the age</p> | <p>The age of a vehicle does not determine the condition or standard, this poses an unnecessary financial burden on the applicant</p> | <p>Response 06</p> | <p>The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a four year rule will ensure going forward that that level of emission control is on the vehicle. There are a number of ways in which a vehicle can be “purchased”. Operators and proprietors must now be business planning to future government policy on vehicles not current which this policy has been</p> |



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|         |  |   |  |  |             | designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.  |
| 6.1.1.1 | Purchase of a specialist vehicle e.g. Stretched Limousine or Classic Car/Vehicle may (and with classic cars – does) mean that it is more than 4 years old. | Again we would refer to “classic/specialist genre” (as per 4.1.2. above) which would mean that the licenced vehicle would likely be more than 4 years of age. Thus, given that operators meet all the other “exceptional age vehicles” requirements laid down by the local Licencing Authority, as Operators we cannot see why this would or should be a problem. |  |  | Response 07 | The Authority accepts that there will be specialist cars which may be used for specialist private hire purposes and the type of vehicle will not have been manufactured within the age limit defined. Applications for such vehicles would be considered on their merits by the Authority against the policy. |
| 6.1.1.1 | Vehicles older than 4 years not admissible for initial licence or have missed the vehicle licence expiry date.   | Why should age be a barrier if the vehicle conforms to test standards?  |  |  | Response 11 | The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a four year rule will ensure going forward that that level of   |

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|         |   |  |  |             | emission control is on the vehicle.  |
| 6.1.1.1 | <p>I run a Mercedes as I have exempt plates and carry out Executive work. I would have normally changed my car, as I do on average every two years. Due to the Pandemic, I will run the car for another year due to the mileage not being as high as it would have been and also the FACT that used car prices are so high at present. I am currently in discussion with my garage regarding spending £3,500 on a timing chain and new turbo to give me the best chance of the car will give me a good full year. Next year going by your suggested policy I will have to buy a car not older than 2019, at present that would not be sustainable at current prices on the forecourts. The fares we charge would have to go up around 30% to cover the extra cost. I don't think you have thought this one through properly, yet again you haven't allowed for the last two years of the Pandemic. I would however support a policy of FIVE years, with a review in another 2/3 years of reverting back to fours if the economic environment supports it?</p> |  |  | Response 09 | <p>There are a number of ways in which a vehicle can be "purchased". Operators and proprietors must now be business planning to future government policy on vehicles not current which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.</p> |
| 6.1.1.1 | <p>Hackney carriage private hire vehicle age</p>  | <p>Currently Wellingborough requires a car to be 5 years old or under to be plated, this is difficult enough without changing it to be 4 years or under. As an operator, this is not financially</p> |  | Response 12 | <p>The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a</p>   |

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|---------|---|--|----------|--|-------------|---|
|         |   |  | feasible |  |             | four year rule will ensure going forward that that level of emission control is on the vehicle. There are a number of ways in which a vehicle can be “purchased”. Operators and proprietors must now be business planning to future government policy on vehicles not current which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard. |
| 6.1.1.1 | Private hire vehicles, Hackney carriage vehicle age | Drivers can not afford 5 year old vehicles and you are proposing 4 years |          |  | Response 13 | The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a four year rule will ensure going forward that that level of emission control is on the vehicle. There   |

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|--|----------------|---|---|--|--------------------|--|
|  |                |   |   |  |                    | <p>are a number of ways in which a vehicle can be “purchased”. Operators and proprietors must now be business planning to future government policy on vehicles not current which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.</p> |
|  | <p>6.1.1.3</p> | <p>Vehicles older than 4 years not admissible for initial licence or have missed the vehicle licence expiry date.</p> | <p>Why should age be a barrier if the vehicle conforms to test standards?</p> |  | <p>Response 11</p> | <p>The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a four year rule will ensure going forward that that level of emission control is on the vehicle. Licensed vehicles as a general rule cover significantly more miles than usual. They are subject to</p>  |

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|         |                  |   |  |             | more wear and tear both mechanically and fixtures and fittings  |
| 6.1.1.4 | 10 year old rule | <p>Companies who have converted vehicles such as Cabs Direct and Sentinel and KPM are slowly going out of business which leads me to the LEVC option the only option. I understand that tge government has an electric mandate but I and you know that this is unrealistic. Provide the taxi trade with hard evidence that there will be sufficient charging points across the whole of North Northants. The costs of owning or should I say lease as you will never ever be able to afford one. They currently cost £68 thousand pounds. Even with a five thousand pound deposit the monthly repayments are over 1000 pounds. If you were sick or dare I say to take a holiday these cost's still need to be made.</p> <p>I for one would never put myself or my family under such duress.</p> |  | Response 03 | <p>The government has stated its policy to meet a global climate change crisis. North Northamptonshire Council has declared a climate emergency and has stated its aim is to be carbon neutral by 2030. This policy is designed to support both of those aims.</p> <p>The proposal to only accept new applications from zero emission vehicles from 2025 has been removed from the policy. The policy will however still require all licensed vehicles to be zero emission from 1 January 2031. All licences for non-zero emission vehicles would expire on 31 December 2030.</p> |

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| Page 446 | 6.1.1.4 | <p>There needs to be a caveat in this section regarding “grandfather rights” of existing vehicles. The council should consider the maximum age of vehicles as buying a vehicle potentially every 10 years would have a huge impact on a business – especially small businesses. A suggestion would be a maximum of 12 years and after 10 years an additional test is carried out on the vehicle. A second suggestion would be that some councils have adopted is that where vehicles are hybrid or Euro 6 diesels these are accepted for a longer maximum period as they are already vehicles with better emissions.</p> | <p>The cheapest 8 seater vehicle brand new – euro 6 is £35000 – if you then added interest at 6% over 5 years you’d add another £10,500 approx to the cost of the vehicle – making it £46500 which is a huge investment for any business and if a business is expected to change a vehicle every 10 years it would no longer be viable. Looking at the main players of new taxis as at today none of the companies are offering full electric 8 seaters either. They are only offering hybrids at a cost of around £43 to £47,000 – again a huge investment which small companies cannot sustain every 10 years.</p> |  | Response 05 | <p>There are a number of ways in which a vehicle can be “purchased”. Operators and proprietors must now be business planning to future government policy on vehicles not current, which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard. This policy will be subject to review and, going forward, with more information on electric vehicles it may be that the life span of these can be extended beyond the current 10 year requirement.</p> <p>There will be an exception for London style cabs (TX series), which by their design will have a longer life than</p> |
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|         |   |   |  |             | other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).   |
| 6.1.1.4 | The vehicle standard should be taken into account not the age   | The age of a vehicle does not determine the condition or standard, this poses an unnecessary financial burden on the applicant  |  | Response 05 | The highest emission standards for petrol and diesel cars were not introduced until July 2019 and therefore a four year rule will ensure going forward that that level of emission control is on the vehicle.   |
| 6.1.1.4 | There needs to be a caveat in this section regarding “grandfather rights” of existing vehicles. The council should consider the maximum age of vehicles as buying a vehicle potentially every 10 years would have a huge impact on a business – especially small businesses. A suggestion would be a maximum of 12 years and after 10 years an additional test is carried out on the vehicle. A second suggestion would be that some councils have adopted is that where vehicles are hybrid or Euro 6 diesels these are accepted for a longer maximum period as they are | The cheapest 8 seater vehicle brand new – euro 6 is £35000 – if you then added interest at 6% over 5 years you’d add another £10,500 approx to the cost of the vehicle – making it £46500 which is a huge investment for any business and if a business is expected to change a vehicle every 10 years it would no longer be viable. Looking at the main players of new taxis as at today none of the companies are offering full electric 8 seaters either. They are only offering hybrids at a cost of around £43 to £47,000 – again a huge investment which small companies cannot sustain every 10 years. |  | Response 08 | There are a number of ways in which a vehicle can be “purchased”. Operators and proprietors must now be business planning to future government policy on vehicles not current, which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and |

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|---------|--|--|--|--|-------------|--|
|         |  | already vehicles with better emissions.  |  |  |             | <p>kept to a high standard. This policy will be subject to review and, going forward, with more information on electric vehicles it may be that the life span of these can be extended beyond the current 10 year requirement.</p> <p>There will be an exception for London style cabs (TX series), which by their design will have a longer life than other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).</p> |
| 6.1.1.4 | Licensed vehicle cannot be over 10 years of age. | Purpose built taxis (like buses) are designed and constructed to operate well in excess of 10 years. Does the Council really expect operators to dispose of perfectly good vehicles for an arbitrary rule? |  |  | Response 11 | The Authority has set an age limit within which it considers that a vehicle can remain safe, reliable and comfortable considering the usage and mileage of vehicles in this occupation.  |



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|---|----------------|--|--|--------------------|---|
|   |                |  |  |                    | <p>There will be an exception for London style cabs (TX series), which by their design will have a longer life than other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).</p>   |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 449</p> | <p>6.1.1.4</p> | <p>Lack of Wellingborough Hackneys</p> | <p>If this is implemented in 2022 Wellingborough will lose 17 HC out of its fleet of 33 with another 4 leaving a year later. With an average of 2 farer per hour drivers will need to leave the trade due to the cost of new taxis</p> | <p>Response 14</p> | <p>Operators and proprietors must now be business planning to future government policy on vehicles not current thinking, which this policy has been designed to drive. Running and maintaining a licensed vehicle is not a cheap occupation and the Authority expects vehicles to be of and kept to a high standard.</p> <p>There will be an exception from the 10 year age limit for London style cabs (TX series), which by their design will have a longer life than</p> |

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|                 |                |   |  |   |                    | <p>other vehicle types and these vehicles cannot be more than fifteen years old (from date of registration).</p> <p>Grandfather rights will exist for 5 years from the introduction of the policy,</p>  |
| <p>Page 450</p> | <p>6.1.2.3</p> | <p>Two MOTs and Council tests annually.</p>   | <p>Why two MOTs ?</p>  |   | <p>Response 11</p> | <p>Licensed vehicles in general cover significantly more miles than the average car user and are therefore subject to more wear and tear on key components. From a public safety perspective the Authority considers that the national standard of the MOT test twice per year ensures that vehicles are properly maintained.</p> |
|                 | <p>6.1.2.4</p> | <p>Operators will need as a matter of urgency, clarification on reference to a Class 6 MOT for Stretched Limousines</p> | <p>We are unable to find any reference to a "Class 6 MOT"</p> <p>It is important to note that at the present time Stretched Limousines undertake their MOTs as a Class 4</p> | <p>DVLA Website used as point of reference/evidence</p> | <p>Response 07</p> | <p>VOSA Guidance for operators of stretch limousines</p> <p>- <b>In-Service Testing</b> Small limousines will be required to</p>  |

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|       |   |                               | which allows for vehicles carrying up to 8 passengers. |             |  | <p>meet the requirements of the Local Authority for being used as a Private Hire Vehicle. Usually this will consist of a Class IV "MOT" at least annually, and may also consist of other bespoke inspections that the Local Authority may stipulate.</p> <ul style="list-style-type: none"> <li>- For Large limousines that are used for hire and reward (as the majority are) they require a Class VI MOT. These MOTs are only available from VOSA – at its own test stations or authorised test facilities.</li> </ul> |
| 6.2.1 | An imported vehicle over 10 years of age is EXEMPT from an IVA (Individual Vehicle Approval.) | As stated on the DVLA website | DVLA Website used as point of reference/evidence       | Response 07 | An IVA shows that an imported vehicle meets environmental and safety regulations and therefore a vehicle without an IVA will not be considered for licensing under |  |

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|       |   |   |  |             | normal circumstances.   |
| 6.2.7 | <p>You state in 6.2.7 that MPV vehicles are allowed allowing 4-8 passengers. Yet in 6.2.9 you state that seating in PH vehicles must be permanent, not be folded away and a clear route out of the vehicle. The definition of an MPV - What is an MPV (multi-purpose vehicle)? MPV is short for multi-purpose vehicle – a type of car generally favoured by families due to a more practical interior than a regular hatchback's, often coming in five- and seven-seat forms.</p> <p>Most MPV's are 7 seats including the drivers' seats with fold down seats to get into the back row. If we are allowed MPV's then as they are mainly manufactured as 7 seats with fold down seats then they should be allowed. Most MPV's hold just as high NCAP ratings as other vehicles so there is no safety issue with using one as a taxi.</p> | <p>The majority of 6 to 8 passenger vehicles are all forward facing seats – therefore to get into the back row you need to flip a seat. If these are not allowed then you eliminate a vast selection of vehicles from being used as taxis, all of which are manufactured in this way and are safe for passengers.</p> <p>The only alternative is a 9 seater conference seating configuration at a cost of over £45000 brand new which would see many individuals and small businesses not being able to afford and put out of business.</p> <p>Most passengers travelling to airports also prefer forward facing seats and not travelling in a backward position. There is no justification for not allowing manufactured purpose built MPV's with fold down seats.</p> |  | Response 05 | <p>MPVs are by design family cars not purpose built licensed vehicles. The rearmost seats tend not to have the same legroom or comfort as the other seats in the vehicle. Access by folding forward the row of seats in front is akin to folding the seats forward in a two door car with four seats. Such vehicles have never been accepted as licensed vehicles. The issue of accessibility is a major consideration for this policy.</p> |
| 6.2.7 | <p>It would appear that no reference has been made or is given to Stretched Limousines</p>  | <p>Stretched Limousines carrying 8 passengers MAXIMUM plus the driver; this section appears to have been overlooked</p>   |  | Response 07 | <p>Section has been added</p>   |
| 6.2.9 | <p>You state in 6.2.7 that MPV vehicles are allowed allowing 4-8</p>  | <p>The majority of 6 to 8 passenger vehicles are all forward facing seats –</p>   |  | Response 08 | <p>MPVs are by design family cars not</p>   |

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| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 453</p> |              | <p>passengers. Yet in 6.2.9 you state that seating in PH vehicles must be permanent, not be folded away and a clear route out of the vehicle.</p> | <p>therefore to get into the back row you need to flip a seat. If these are not allowed then you eliminate a vast selection of vehicles from being used as taxis, all of which are manufactured in this way and are safe for passengers.<br/>The only alternative is a 9 seater conference seating configuration at a cost of over £45000 brand new which would see many individuals and small businesses not being able to afford and put out of business.<br/>Most passengers travelling to airports also prefer forward facing seats and not travelling in a backward position. There is no justification for not allowing manufactured purpose built MPV's with fold down seats.</p> |  |                    | <p>licensed vehicles.<br/>The rearmost seats tend not to have the same legroom or comfort as the other seats in the vehicle. Access by folding forward the row of seats in front is akin to folding the seats forward in a two door car with four seats. Such vehicles have never been accepted as licensed vehicles. The issue of accessibility is a major consideration for this policy.</p> |
|   | <p>6.2.9</p> | <p>MPV Vehicle</p>  | <p>Allow 6 seater like Zafira and VW Touran</p>  |  | <p>Response 10</p> | <p>MPVs are by design family cars not licensed vehicles. The rearmost seats tend not to have the same legroom or comfort as the other seats in the vehicle. Access by folding forward the row of seats in front is akin to folding the seats forward in a two door car with four seats. Such vehicles have never been accepted as licensed vehicles. The issue of</p>                          |

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|       |                       |   |  |             | accessibility is a major consideration for this policy.  |
| 6.2.9 | Private hire vehicle  | Many drivers have 6 seater/8 seater vehicles which have fold down seats to ensure customers have access to seating. Customers are all individuals and have different needs. If the policy suggested goes ahead, the vehicles already plated will not meet the new regulations. Drivers and operators are not able to afford purpose built electric cars. I have had a quote from Cab Direct which was £100,000 including interest |  | Response 12 | MPVs are by design family cars not licensed vehicles. The rearmost seats tend not to have the same legroom or comfort as the other seats in the vehicle. Access by folding forward the row of seats in front is akin to folding the seats forward in a two door car with four seats. Such vehicles have never been accepted as licensed vehicles. The issue of accessibility is a major consideration for this policy. |
| 6.2.9 | Private Hire vehicles | 6 seater and 8 seater vehicles are needed specially for school contracts, if this consultation comes to fruition then 6 and 8 seater vehicles will not be allowed as the seats have to fold to let access on both 6 and 8 seater vehicles. Drivers can not afford purpose built vehicles  |  | Response 13 | MPVs are by design family cars not licensed vehicles. The rearmost seats tend not to have the same legroom or comfort as the other seats in the vehicle. Access by folding forward the row of seats in front is akin to folding the seats  |

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|        |   |   |  |  |             | forward in a two door car with four seats. Such vehicles have never been accepted as licensed vehicles. The issue of accessibility is a major consideration for this policy.  |
| 6.2.13 | By definition a stretched limousine cannot carry luggage other than small items of hand luggage that can be easily accommodated/carried with and by the passengers. | The original car was designed to take 4 passengers plus their luggage. Now – a stretched limousine carries 8 passengers and thus there is no room for luggage per say.  |  |  | Response 07 | By inference it must be assumed an operator in this circumstance will not take a booking where the transport of luggage is required   |
| 6.2.14 | As an operator we would like clarification as to the need for this.   | The conversion would have been carried out, safety inspections would have been carried out by servicing garage and MOT stations as appointed by the Local Licencing Authority, so we would need to understand why additional expense would have to be incurred to do this and the rationale’. |  |  | Response 07 | If a car was converted to LPG before September 2010, then a conversion certificate should have been issued by the installer at the time of conversion. The certification process has been replaced by a register held by Liquid Gas UK and the vehicle should be registered. In order to get your vehicle added to the register, if you have a certificate and it |

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| Page 456 |        |                   |  |             | <p>was issued by a UKLPG Approved Installer, then this should be sent to Liquid Gas UK for free entry. If a vehicle was not converted by the vehicle manufacturer and no certificate is available then the vehicle must be taken to a UKLPG Approved Autogas Installers who will inspect the conversion and, if satisfactory, arrange for it to be added to the Register.</p> |
|          | 6.2.16 | Electric vehicles | <p>Finding charging ports for electric vehicles will prove very difficult, especially when it is expected all private hire vehicles will be electric or hybrid vehicles in the future. Before setting this as a rule, the council should wait to see whether this would be a feasible expectation. It is also another financial strain on drivers, again making it impossible for drivers to afford in this current economic crisis.</p> | Response 02 | <p>The policy relates to zero emissions vehicles. It is anticipated that during the life of this policy and beyond a variety of technologies to meet this requirement will become available. For EVs charging infrastructure is continually improving. The Government has set targets for the introduction of zero</p>  |



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|  |        |                             |   |  |             | <p>emissions vehicles and it must be expected that they will be met. Businesses will also need to play their part in providing EV charging infrastructure for their fleet.</p> <p>The proposal to only accept new applications from zero emission vehicles from 2025 has been removed from the policy. The policy will however still require all licensed vehicles to be zero emission from 1 January 2031. All licences for non-zero emission vehicles would expire on 31 December 2030. This will increase the time available for infrastructure to be provided.</p> |
|  | 6.2.16 | Electric Vehicles from 2025 | Where is the charging infrastructure? These vehicles are a minimum £70000 from new. At the end of ten years what am I supposed to do with the vehicle?? Scrap it?? I can't sell it on as no-one will take it. I'm tied into a |  | Response 04 | The policy relates to zero emissions vehicles. It is anticipated that during the life of this  |

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finance plan for 5 years so even if at the end of the 5 years if I try to trade it in it has no trade in value as councils a minimum 4 year age policy.

policy and beyond a variety of technologies to meet this requirement will become available. For EVs charging infrastructure is continually improving. The Government has set targets for the introduction of zero emissions vehicles and it must be expected that they will be met. Businesses will also need to play their part in providing EV charging infrastructure for their fleet.

The proposal to only accept new applications from zero emission vehicles from 2025 has been removed from the policy. The policy will however still require all licensed vehicles to be zero emission from 1 January 2031. All licences for non-zero emission vehicles would

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|   |               |  |   |                    | <p>expire on 31 December 2030. This will increase the time available for infrastructure to be provided.</p>   |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 459</p> | <p>6.2.16</p> | <p>April 2025 new vehicles either hybrid or fully electric. Following on from the above point on MPV's – to have an 8/9 seater on the road fully electric with full access would cost in the region of £60,000 – the LDV E80 is the only one I can find that offers this – unless you go for the TX which entry price is the same. It's not "fuel" efficient – only does 120 miles to the charge which would not get you to Heathrow and back without having to stop and charge it. You therefore would end up having to increase prices to pay for the charge waiting time for the driver, so the customers would end up paying more. You may even have to stop en route to Gatwick if there was a traffic jam or you had to divert as Gatwick from WB is approx. 110 miles. Opting for smaller 4-seater would be better value but still the best miles per charge is approx. 280 but then the boot size is too small to hold 4 cases.<br/>Such a high investment will certainly see a good majority of small taxi companies and individuals giving up as it would be no longer cost effective to invest. The taxi trade is currently way short of workers, and this would just place it into dire straits.</p> | <p>According to Zap map there are only 7 charging areas currently in Wellingborough covering the whole borough and 42000 across the uk. According to EV-Charger by 2030 there needs to be 2.3 million charging points in the UK – which is 700 new installs every day by 2030. Yet the government has only advised there will be 300,000 by 2030 – which is an extra 258000 in th UK over today's current figure, which by the same percentage as above gives WB an extra 42 charging points for the whole borough.<br/>The infrastructure will be totally insufficient as at 2030 to allow potentially up to 200 taxis to charge their vehicles alongside the general public. The infrastructure needs to be in place before you dictate by 2030 we all need to have either fully electric or hybrid vehicles.<br/><br/>The cost of installing electric points at home/work premises is between £800 and £1100 – again a cost that we take the brunt off. If an operator has a fleet of say 5 cars that's up to £5500.00 further investment on top of the cost of the vehicles.<br/><br/>I would suggest that Euro 6 vehicles and current hybrid vehicles are allowed to continue past 2030 / 10</p> | <p>Response 05</p> | <p>Charging infrastructure is continually improving. The Government has set targets for the introduction of zero emission vehicles and it must be expected that they will be met. Going forward electric vehicles may be only part of the solution but if EV is the way forward, then businesses will need to be part of the infrastructure for their fleet.<br/><br/>The proposal to only accept new applications from zero emission vehicles from 2025 has been removed from the policy. The policy will however still require all licensed vehicles to</p> |

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|   |               |   | <p>year rule to allow more time for a more concrete infrastructure.</p>  |   |                    | <p>be zero emission from 1 January 2031. All licences for non-zero emission vehicles would expire on 31 December 2030. This will increase the time available for infrastructure to be provided.</p>  |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 460</p> | <p>6.2.16</p> | <p>This important issue affects any and ALL drivers. However, there are a number of important factors that appear to have been omitted or overlooked. Working to eliminate any form of pollutant is a universal goal – however there are those of us in the Private Hire Business (as an example) are very aware of this issue and make every endeavour to minimise our carbon footprint. However, it is important for policy makers within ALL Licencing Authorities to have a full and complete technical awareness of the issues relating to general transportation.</p> | <p>In our particular case our stretched limousine was purchased with an LPG conversion. It's emissions are far LOWER than most conventional petrol engine vehicles. I believe this needs to be taken into account on two counts :</p> <ol style="list-style-type: none"> <li>1. LPG</li> <li>2. Emissions</li> </ol> <ul style="list-style-type: none"> <li>• From 1.4.2025 – no mention has been made relating to synthetic fuels which are presently being designed and developed to significantly reduce emissions.</li> <li>• Such fuels are being developed by companies such as Shell, McLaren &amp; Porsche plus others and thus for Licencing Policy purposes more than justify investigation on a local level.</li> </ul> | <p>As operated by Vista Limousines &amp; Events V885 EPN Lincoln Town Car Stretched Limousine</p> | <p>Response 07</p> | <p>At 6.2.16 the policy states that the Authority is moving to zero emission vehicles. The Authority cannot foretell what form the power source for these vehicles may take and if synthetic fuels meet the requirement of zero emissions then they will meet this policy.</p> <p>It is not the Authority's policy to provide charging points for specific businesses.</p> <p>The need for zero emission vehicles is National Government policy. This Authority is</p> |

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|-----------------|--|--|---|---|--|---|
| <p>Page 461</p> |  |  | <ul style="list-style-type: none"> <li>• At this point in time, there is not available an electric/hydrogen stretched limousine!</li> <li>• The Licencing Authority should be prepared to commit, at the earliest possible opportunity, to a sufficient number of electric charging points and assess their practical locations and specifically for use by Private Hire and Hackney Carriages ONLY. These would need to take full cognizance of the technical differences with electric vehicles, i.e. connections and charging power.</li> <li>• Licencing Authorities MUST appreciate and take full cognizance of the extremely high costs of electric vehicles at this point in time and the ability of the Operators to afford the vehicles and the high costs of making the transitions to electric vehicles.</li> <li>• At present the lifespan of the batteries is unknown; this could potentially impact on the purchase of a pre-owned electric vehicle which in turn could create an added financial burden to the Operator!</li> <li>• We must therefore ask the</li> </ul> | <p>For illustration Shell offer such a scheme as does</p> <p><a href="#"><u>Federation of British Historic Vehicle Clubs:</u></a></p> |  | <p>using this policy to ensure that the licensed trade in its area prepares and moves towards this requirement in a timely manner.</p> <p>The policy is subject to review and the lifespan of these vehicles for licensing purposes could be extended in the future subject to an evidence base supporting such a change.</p> |
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question - will exceptions be made for "Exceptional Age Vehicles?"

- On an environmental level – it is important to balance this subject out by recognising that there are organisations and schemes that will offset the carbon footprint by planting trees
- Whilst the policy is commendable for investing efforts in the reduction of pollution, it is important not to skirt over or overlook the ethical side effects and the overall environmental damage caused by the mining of materials for batteries/electric vehicles. Lithium leaves pools of toxic waste behind, nickel and cobalt are being mined by children and in bad humanitarian conditions

These are issues that need to be addressed as a whole, not in part on a national or local level, nor indeed just for Private Hire.

This is a critical issue and a circular one and involves far more than policy implementation for Private Hire. "Doing one's bit" requires the same effort by the super powers if the whole plant is to benefit.

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| 6.2.16 | <p>April 2025 new vehicles either hybrid or fully electric. Following on from the above point on MPV's – to have an 8/9 seater on the road fully electric with full access would cost in the region of £60,000 – the LDV E80 is the only one I can find that offers this – unless you go for the TX which entry price is the same. It's not "fuel" efficient – only does 120 miles to the charge which would not get you to Heathrow and back without having to stop and charge it. You therefore would end up having to increase prices to pay for the charge waiting time for the driver, so the customers would end up paying more. You may even have to stop en route to Gatwick if there was a traffic jam or you had to divert as Gatwick from WB is approx. 110 miles. Opting for smaller 4-seater would be better value but still the best miles per charge is approx. 280 but then the boot size is too small to hold 4 cases.</p> <p>Such a high investment will certainly see a good majority of small taxi companies and individuals giving up as it would be no longer cost effective to invest. The taxi trade is currently way short of workers, and this would just place it into dire straits.</p> | <p>According to Zap map there are only 7 charging areas currently in Wellingborough covering the whole borough and 42000 across the uk. According to EV-Charger by 2030 there needs to be 2.3 million charging points in the UK – which is 700 new installs every day by 2030. Yet the government has only advised there will be 300,000 by 2030 – which is an extra 258000 in th UK over today's current figure, which by the same percentage as above gives WB an extra 42 charging points for the whole borough.</p> <p>The infrastructure will be totally insufficient as at 2030 to allow potentially up to 200 taxis to charge their vehicles alongside the general public. The infrastructure needs to be in place before you dictate by 2030 we all need to have either fully electric or hybrid vehicles.</p> <p>The cost of installing electric points at home/work premises is between £800 and £1100 – again a cost that we take the brunt off. If an operator has a fleet of say 5 cars that's up to £5500.00 further investment on top of the cost of the vehicles.</p> <p>I would suggest that Euro 6 vehicles and current hybrid vehicles are allowed to continue past 2030 / 10 year rule to allow more time for a more concrete infrastructure.</p> |  | Response 08 | <p>This view is based on EVs. The Authority's policy asks for zero emission vehicles in line with Government policy and it is to be hoped than in due course other technologies which do not rely on charging will be introduced.</p> |
| 6.2.16 | <p>Electric Vehicles... I am dead against this proposal, it's a nonsense, far too early to</p>  |   |  | Response 09 | <p>This is about the global climate change crisis. This</p>   |

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|----------|--------|--|--|-------------|--|
|          |        | implement a badly thought out policy The Government law is 2030 for NO NEW COMBUSTION ENGINES. We are not a metropolitan area, our area is mainly rural. Again the Electric vehicle in my line of work will be out of my reach financially. Most local drivers will also struggle with the four-year rule buying an Electric car. The Electric car is still in it's infancy, we need better range, and of course, so they are more affordable, at least change this rule until 2030 with a possibility of a review then? |  |             | policy is about getting businesses to plan for the future which is not a choice of this Authority but a national Government policy.  |
| Page 464 | 6.2.16 | Emissions  | Corby has very open streets and green areas. There are no narrow streets with large imposing buildings, as such, it must be one of the most under polluted towns in the country. the same can be said for most of North Northamptonshire. The government is not banning petrol and diesel vehicles on the road (even when they are no longer available to buy in 2030). Why does the Council see fit to ban these vehicles? As the consultation paper ratifies Hackney Carriages as a form of public transport, can it therefore be assumed that buses will be similarly affected by the emissions and 10 year age limit or is the Corby Hackney Carriage trade being unfairly persecuted? | Response 11 | This is not about this area but about the global climate change crisis. This policy is about getting businesses to plan for the future which is not a choice of this Authority but a national Government policy. |
|          | 6.3.6  | Hackney's must be black in colour  | Why do they need to be black in colour? These are some of the most easily identifiable vehicles on the planet. They come in a range of colour as standard from the manufacturer.   | Response 04 | The reference to "the most easily identifiable vehicles on the planet" is not clear. Hackney carriages come in a   |



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|       |   |   |  |  |             | <p>variety of shapes, some of which to the public are no different to some vehicles used as private hire vehicles.</p> <p>Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 states “not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage”. Because of the mixed state of the private hire fleet across North Northamptonshire, colour is the one clearly defining factor by which to identify the two types of vehicle.</p> |
| 6.3.6 | All new Hackney Carriages must be black in colour | Surely this is a backward step? This rule was abolished over 30 years ago. All major cities have vehicles of different colours. |  |  | Response 11 | Hackney carriages come in a variety of shapes, some of which to the public are no different to some vehicles used as private hire vehicles.   |

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|--|---------------|--|---|--|--------------------|--|
|  |               |  |   |  |                    | <p>Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 states “not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage”. Because of the mixed state of the private hire fleet across North Northamptonshire, colour is the one clearly defining factor by which to identify the two types of vehicle.</p> |
|  | <p>6.3.12</p> | <p>In the policy objectives 3.1 it states “to encourage a sustainable mixed fleet of vehicles” yet this statement is contradicted in section 6.3.12 “all hackney carriage vehicles being licenced for the first time within North Northamptonshire Council must be wheelchair accessible</p> | <p>Huge financial burden and contradicting statements</p> <p>Example of costs to purchase a new LEVC Hackney carriage taxi<br/>           Vehicle price £57,795<br/>           Deposit £3,750<br/>           Monthly repayment 60 x £788.74<br/>           Final Payment £18,883<br/>           Total amount paid over 5 years £69,979.40 including 6% credit charge</p> <p>Please note this is the vehicle only and does not cover electric maintenance insurance etc</p> <p>If you include purchase and insurance the cost would be in excess of £1,333</p> |  | <p>Response 05</p> | <p>By the nature of the way it operates, the Hackney Carriage fleet needs to be as accessible as possible to as many people as possible. The licensing process should not discriminate against sectors of the community.</p>   |

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|        |   |   | per month before you turn a wheel...How many hours do you think a driver would be forced to work to cover these cost and make a living. Drivers would be forced to work excessive hours putting the public and other road users at risk |             |   |  |
| 6.3.13 | From 1 April 2025 all new licence applications must be for zero emission vehicles such as self-charging hybrids, fully electric vehicles or hydrogen-fuelled vehicles only. At time of writing plug-in hybrids are not deemed appropriate as they do not have sufficient range to support licensed vehicle use and will spend more time on the fossil fuel engine undermining the aims of this policy | Ok what hackney are we supposed to buy as this rules out the only electric vehicle on the market (LEVC). Nissan Dynamo has stop producing their fully electric vehicle (and it was too small for purpose). Mercedes are yet to launch a fully electric model but when they do the price is expected to be £80000 minimum (with finance £100000). Who actually thought this through before submitting it in the policy???? |   | Response 04 | Zero emission vehicles are government policy. By the nature of the way it operates, the Hackney Carriage fleet needs to be as accessible as possible to as many people as possible. The licensing process should not discriminate against sectors of the community. |  |
| 6.3.13 | No licences for vehicles fuelled by petrol only or diesel only will be renewed after 31 December 2030. This overrides the upper age policy so whatever the age of the vehicle, the licence will not be renewed when the licence expires after this date   | I've just spent £40000 on a new euro 6 spec Mercedes taxi in March 2022 and now it has to be scrapped at 8 years old. Is Diesel fuel no longer going to be available in 2030??? How are you possibly going to attract people to invest in this industry??   |   | Response 04 | National government policy is to have zero emission vehicles. North Northamptonshire Council' has declared a climate emergency and the council's stated aim is to be carbon neutral by 2030. The industry needs to be preparing now for these changes.              |  |

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|          |        |  |  |   |             |   |
|----------|--------|--|--|---|-------------|---|
|          | 6.3.13 | Self Charging WAV  | The current price of a self charging WAV is currently around £50,000 yet the council expect drivers to be able to afford these on current takings? This will be the death for taxis in Wellingborough  |   | Response 14 | National government policy is to have zero emission vehicles. North Northamptonshire Council has declared a climate emergency and the council's stated aim is to be carbon neutral by 2030. The industry needs to be preparing now for these changes. |
| Page 468 | 6.4.1  | <p>"Rear loading will only be permitted where a suitable tail lift is in use."</p> <p>Small WAVs (&lt; 4 hirers) would not have room for a tail-lift mechanism. In this instance, a rear loading ramp is preferable.</p> | Small ex 'Mobility' vehicles that may be subsequently licensed for hire all have rear loading ramps  | In our experience over the last 9 years, rear loading WAV's with ramps are much preferred by customers compared with side loading ramps due to the angle of the ramp and headroom available for the passenger during loading. | Response 01 | This has been amended to allow rear loading ramps to be used where an electric winch is installed and used for the loading and unloading of passengers in wheelchairs.  |
|          | 6.4.4  | Drivers of Wheelchair vehicles to be trained   | Whilst I agree that this is a good thing, where is the training done? What credentials does this person have to say that they are authorised to train individuals. I could quite easily show another driver how to use the accessibility functions of my taxi but that does not mean I'm qualified as a trainer. |   | Response 04 | Training will be organised by the Authority.  |
|          | 6.4.4  | This is for new drivers and new vehicles??   |  |   | Response 05 | All drivers will be required to   |

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|   |              |   |   |   |                    |   |
|---|--------------|---|---|---|--------------------|---|
|   |              |   |   |   |                    | <p>undertake all training applicable to their licence. This is a new North Northamptonshire Policy and all licence holders will be required to meet the standards therein to ensure a consistent and transparent licensing process.</p>                                 |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 469</p> | <p>6.4.4</p> | <p>This is for new drivers and new vehicles??</p>                                   |   |   | <p>Response 08</p> | <p>All drivers will be required to undertake all training applicable to their licence. This is a new North Northamptonshire Policy and all licence holders will be required to meet the standards therein to ensure a consistent and transparent licensing process.</p> |
|   | <p>6.5</p>   | <p>Why has the length of time for an application increased to at least 6 weeks?</p> | <p>This is not practical from a planning view point as the second or third test (as required by Licencing) will keep moving</p> | <p>Example: Any car that requires by Licencing to have 2 combined tests per year, i.e. 6 months apart, then the first test will be at 6 months and thereafter would be at 4 or 5 months, and that will keep rolling forward</p> | <p>Response 07</p> | <p>This is a valid comment. To allow vehicle testing to take place the application must be submitted at the prescribed time periodssbut the licence will not be issued until a</p>  |

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|          |       |   |  |   |             |  |
|----------|-------|---|--|---|-------------|--|
|          |       |   |  | making planning very difficult for the Operators and possibly the Test Centres. |             | satisfactory test result is received   |
| Page 470 | 6.5.1 | Renewals 6 weeks in advance as 28-day turnaround? Tests on vehicles cannot be done until the 1 <sup>st</sup> day of the month the vehicle expires (so we have been told) – so a vehicle expiring on 31 <sup>st</sup> July cannot go in for its council test at the earliest the 1 <sup>st</sup> July – so the 6 weeks cannot be adhered to unless the council is changing this rule at the test centres. Currently in WB it's 5 working days – so why does it need to be 28 days? |  |   | Response 05 | This is a valid comment. To allow vehicle testing to take place the application must be submitted at the prescribed time but the licence will not be issued until a satisfactory test result is received |
|          | 6.5.1 | Renewals 6 weeks in advance as 28-day turnaround? Tests on vehicles cannot be done until the 1 <sup>st</sup> day of the month the vehicle expires (so we have been told) – so a vehicle expiring on 31 <sup>st</sup> July cannot go in for its council test at the earliest the 1 <sup>st</sup> July – so the 6 weeks cannot be adhered to unless the council is changing this rule at the test   |  |   | Response 08 | This is a valid comment. To allow vehicle testing to take place the application must be submitted at the prescribed time but the licence will not be issued until a                                      |

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|  |       |   |   |  |             |   |
|--|-------|---|---|--|-------------|---|
|  |       | centres. Currently in WB it's 5 working days – so why does it need to be 28 days? |   |  |             | satisfactory test result is received  |
|  | 6.6.3 | Full clarification of this point in respectfully requested                        | Essential understanding necessary for those Operators who may wish to sell their businesses or an Owner/Driver who may wish to sell his vehicle   |  | Response 07 | Any transfer of vehicle will result in the cancellation of any grandfather rights applicable to that vehicle. The new policy conditions will apply to the new licensee.                               |
|  | 6.9.3 | Highly unlikely to be able to operate under such outgoings                        | This would have a huge impact on my employee and me personally and I also count my family being directly harmed by this policy if it were to go ahead. My vehicle is 12 years old. In fact I have just sold my previous vehicle which was 3 years old as I deemed it unfit for purpose. Break downs constantly huge repayments even when it was broken down not to say paying an employee this not paying myself.<br>The practicality of an Electric Hackney vehicle and the running costs frighten me and others in the trade may I suggest. |  | Response 03 | Para 6.9.4 refers to exceptional condition.   |
|  | 6.9.6 | Exceptional Condition   | This seems wholly discriminatory as my own vehicle now is in outstanding condition for age. This in my opinion should be across the board regardless of age.  |  | Response 03 | It must be clear that exceptional condition is not outstanding condition. It is not expected that many vehicles used as hackney carriages and private hire vehicles will qualify for this requirement |

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|       |  |  |  |             | <p>at the end of their life as determined by this policy. A vehicle of “exceptional condition” is one where the components i.e. mechanical, body panels, paint and trim are in an exceptional condition with regard to the age of the vehicle. The image of an exceptional older vehicle upholds the standards normally set by a much younger vehicle. If a vehicle is in exceptional condition then the Authority has the flexibility to licence it for a further period.</p> |
| 6.9.7 | <p>Drivers cannot maintain a vehicle to a standard where they can guarantee no issues are found. The policy should only cover issues that are of a dangerous nature.</p> | <p>Example: how can a vehicle refused to be licenced as its failed a test due to a headlight blown, this is something that could happen at anytime High risk and potential for immediate financial burden and driver becoming unemployed</p> |  | Response 06 | <p>Exceptional condition relates to the mechanical, bodywork and interior condition of the vehicle and that this has been maintained properly throughout the life of the vehicle. A blown bulb is not a measure of the</p>   |



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|        |                              |   |  |             |  |
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|        |                              |   |  |             | condition of the vehicle.  |
| 6.9.7  | Exceptional condition policy | Vehicles subject to the exceptional age policy will not be considered for relicensing if they fail any test. For clarification purposes, does this include an initial test and retest (e.g. a brake bulb could easily blow on the way to the test station and render a fail, but the vehicle itself would be fit for the road otherwise)? |  | Response 11 | Exceptional condition relates to the mechanical, bodywork and interior condition of the vehicle and that this has been maintained properly throughout the life of the vehicle. A blown bulb is not a measure of the condition of the vehicle.  |
| 6.9.9. | Point 1V                     | Generally there will be some sign of rust on most vehicles of any age, including those under 5 years of age. Weather conditions and bad road maintenance all contribute to damage to any coatings on the underside of a car which can lead to rusting and often very quickly by virtue of the weather conditions in the UK                | Any rust or deterioration issues should be identified at the time of the MOT and should be dealt with at that time. There are technical issues attached to these points i.e. surface rust versus severe rusting that can cause structural issues. Any such issues can occur BETWEEN TESTS. | Response 07 | It must be clear that exceptional condition is not outstanding condition. It is not expected that many vehicles used as hackney carriages and private hire vehicles will qualify for this requirement at the end of their life as determined by this policy. A vehicle of "exceptional condition" is one where the components i.e. mechanical, body panels, paint and trim are in an |

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|        |  |  |  |             |   |
|--------|--|--|--|-------------|---|
|        |  |  |  |             | exceptional condition with regard to the age of the vehicle. The image of an exceptional older vehicle upholds the standards normally set by a much younger vehicle. The expectation is that the vehicle will have been maintained properly throughout the life of the vehicle in accordance with the manufacturer's maintenance schedule. It would be expected that in a vehicle of exceptional condition that rust has been properly managed. |
| 6.9.9  | Authorised officer of the Council                  | Will the officer of the Council inspecting the vehicle have any mechanical/motor qualifications? The officer should be suitably qualified to make a legitimate decision. |  | Response 11 | All vehicle inspections will be undertaken by the test centres to the Authority's specification.  |
| 6.9.10 | Judging the merits of the condition of the vehicle | Who makes that judgement and based on what knowledge base/qualification?   |  | Response 07 | All vehicle inspections will be undertaken by the test centres to the Authority's specification.  |

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|          |        |   |   |  |             |   |
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|          | 6.10.2 | Plates... I travel to Heathrow and all the major airports every day, I think I have only ever seen plates displayed on the front of a licensed vehicle only once. Now bearing in mind this doesn't actually affect me? Why? Why the need to put plates on the front of the vehicle. A decent plate on the back of the vehicle is more than enough to notify the public it is a licensed vehicle |   |  | Response 09 | Licensing of hackney carriages and private hire vehicles relates to public safety. The front plate is another means of identification of the vehicle, especially by CCTV systems. |
| Page 475 | 6.11.5 | Advertising panel   | To limit the advertising space to 2 x 45cm x 60cm is an outdated policy. Current rules allow for taxis to have full wrap advertising.   |  | Response 11 | The Authority's policy requires hackney carriages to be black and therefore a full body wrap would not be acceptable.   |
| Page 475 | 8.1.3  | This point needs revisiting by Licencing.   | If an Operator elects to purchase an imported Special Occasion Vehicle which has been in the UK for some time, how can that Operator evidence legal importation? Certain assumptions have to be made by the Operator therefore Licencing would need to issue certain guidelines. One also has to assume that if a vehicle has a V5 then it will have been imported legally! |  | Response 07 | In relation to public safety the Authority will not make assumptions. Evidence of legal importation, testing and registration will be required.                                   |
|          | 8.1.5. | American Stretch Limousines   | This can also easily be proven by the VIN   |  | Response 07 | The operator will need to prove that the vehicle has been   |

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|          |        |   |  |  |             | modified in accordance with this section.   |
|          | 8.1.7  | Full clarification of this point in respectfully requested                        | SVA has been replaced by the IVA. Will Licencing now please confirm that this will be a voluntary IVA  |  | Response 07 | Statement is correct – vehicles will now have an IVA.   |
|          | 8.1.8  | Inspection by Authorised Officer of the Council                                   | Who makes that judgement and based on what knowledge base/qualification?   |  | Response 07 | Officers can make a judgement based on the evidence provided to comply with this policy. The vehicle also needs to undergo a Council test at a test centre. |
| Page 476 | 8.1.11 | How does an Operator acquire conformity certification for seat belts, if required | This is the first time this Operator has seen such a request/requirement and presumably this would be covered by the vehicle's insurance policy.   |  | Response 07 | Paragraph updated - Imported vehicles will be required to pass an IVA which includes assessment of the seat belts in the vehicle to an accepted standard.   |
|          | 8.1.12 | Driver/Passenger partitions   | Some stretched limousines are only built with a solid partition and usually these are left down. In such a case where it needs to be raised would CCTV be an acceptable option or would it need to be disconnected. If it is disconnect then the hirer will not be afforded privacy if they should request |  | Response 07 | The licensing regime is designed to protect public safety. A vehicle designed so that the driver cannot see what is happening in the rear of the vehicle is |

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|-------|---|---|-----|--|-------------|--|
|       |   |   | it. |  |             | not suitable as a licensed vehicle. The screen should not be raised to obscure the driver's view.  |
| 8.20  | Exemption Plates... Business proposal?? I run on exempt plates have just submitted my renewal and was asked to supply some kind of evidence. So I did I listed most of the companies I carry out work for. Surely there is no need to go further than this? I can't ask my clients for some sort of proof, that would be so unprofessional, who the hell thought this one up? I except for car needs to be "Immaculate" too, but you have to have a little tolerance, for god's sake, they are working cars, you will get the odd stone chip, (Gritter lorries!) or dare I say a little scratch. You can't afford to have the car resprayed every two or three months. I have just had my Alloy wheels renewed, yes they did need doing and at great expense, I took the decision knowing I was keeping the car |   |     |  | Response 09 | The Authority may exempt the display of licence plates. This policy details the requirements for an exemption to be permitted. Where the Authority has reason to suspect that a vehicle with plate exemption is not being used for the approved purpose then relevant information will be requested. |
| 8.2.4 | We belie this may be affected by GDPR and Commercially Sensitive Information  | If a client wishes absolute privacy when arranging a hire, Operators are obliged to adhere to such requests. In addition billing arrangements between companies should remain Company Confidential. |     | Our own experience of Celebrity request and a specific request from a member of the public | Response 07 | The licensing regime is designed to protect public safety. Exempting a vehicle from displaying plates removes some of that   |

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|   |              |   |   |  |                    |   |
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|   |              |   |   |  |                    | <p>protection. Therefore the Authority needs to be satisfied that the exemption is being used in a situation which warrants it. Where the Authority has reason to suspect that a vehicle with plate exemption is not being used for the approved purpose then relevant information will be requested.</p>   |
| <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 478</p> | <p>8.2.6</p> | <p>Exemption from display of plates viz a viz type of work undertaken</p> | <p>This is an important consideration when hire is made by celebrity/dignitaries etc. (and the associated security implications.)</p> <p>Equally for obvious reasons, neither weddings, nor funerals should be expected to utilise limousines with external plates, neither function requires operator to have PHV and our limousines are used for both event types.</p> <p>We need to understand the reasoning behind the need for American stretched Limousines and “novelty vehicles” to be plated as this is not something we are aware of with other</p> |  | <p>Response 07</p> | <p>The Authority accepts that when hire is made by celebrities/dignitaries etc. that there may be associated security implications. Plate exemption for appropriate vehicles will be given in such circumstances. This is not the general role of the stretched limousine which may be used for prom nights, hen nights, etc. These circumstances do not warrant plate exemption as public safety overrides any</p> |

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|  |  |  | Licensing Authorities. |  |  | risks to the passengers from the usage. |
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|----------|---------------------------------|---|--|--|---|---|
| 2        | <b>Appendix A</b>               |   |  |  |   |   |
|          | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>                    | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Response</b>   |
| Page 480 | 2.2                             | There is no reason why a hackney or PH driver having held their licence and being accepted as fit and proper should have to sit a driving or theory test at renewal – unless there has been a complaint made against that person which justifies a retest or they have had points on their licence since the last renewal. A money-making opportunity that is not a necessity |  |  | Response 05   | The proposed policy sets new consistent standards for those holding or wishing to hold private hire or hackney carriage related licences with North Northamptonshire Council and so all licence holders are expected to reach and maintain the same standard. |
|          | 2.2                             | There is no reason why a PH driver having held their licence and being accepted as fit and proper should have to sit a driving or theory test at renewal – unless there has been a complaint made against that person which justifies a retest or they have had points on their licence since the last renewal. A money-making opportunity that is not a necessity            | Additional costs are unfair and off putting for drivers. |  | Response 08   | The proposed policy sets new consistent standards for those holding or wishing to hold private hire or hackney carriage related licences with North Northamptonshire Council and so all licence holders are expected to reach and maintain the same standard. |



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| Page 481 | <p>Table 1</p> | <p>Serious issues surrounding the following :</p> <p>“Convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person”</p> | <p>As a general statement this is understandable however, totally impractical and totally unjust. EACH APPLICATION should be thorough evaluated by qualified individuals who have a FULL understand or the specific case and other licencing requirements e.g. PSV.</p> <p>If an applicant has served their time specifically relating to the issue of death, and have actually been reissued with other passenger carrying licences i.e. PSV and are also able to carry passengers in non-PHV vehicles i.e. for weddings, then it is not logical for them to be denied another licence as this restricts their ability to earn a living.</p> <p>Simple example:</p> <p>A wedding limousine WHICH IS NOT on a Private Hire Licence can be driven by such an individual</p> | <p>Specific reference is offered by virtue of this Operators direct experience with a highly qualified applicant during 2022.</p> | <p>Response 07</p> | <p>The Licensing Authority is responsible for ensuring the public safety of those who come into contact with the hackney carriage and private hire trade. They are required to ensure that any licence holder is safe and suitable (fit and proper). Any and all criminal convictions (apart from “protected convictions” and “protected cautions” where they have been declared) can be taken into account by the local authority in assessing safety and suitability, but only relevant spent convictions should be considered by the decision maker. The Authority has a policy against which any convictions are considered. Each application will be assessed on its own merits against the</p> |
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|-----------------|--|--|---|--|--|---|
| <p>Page 482</p> |  |  | <p>The same wedding limousine WHICH DOES CARRY a Private Hire Licence - CANNOT be driven by that same individual</p> <p>It must be borne in mind that such an individual effectively carries a “life sentence” by causing said death, and it is unjust and unfair that they should be penalised still further, especially when they are undertaking the same employed Licenced (PSV) chauffeuring/driving duties elsewhere and not requiring a Private Hire Licence.</p> <p>Equally when that individual is able to provide references of his driving/chauffeuring experience within the Royal Household and for senior officials of The Police Force, full cognizance should be taken of their trust and confidence in being driven safely.</p> <p>We do feel, however, that a</p> |  |  | <p>policy and specific circumstances will be taken into account when decision making.</p> |
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|  |  |  | sensible but reasonable period between the return/removal of licence/points, the full discharging of the sentence, should be seriously considered in order NOT to make a nonsense of such policies/examples as shown and highlighted above. |  |  |  |
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|----------|---------------------------------|---|---|--|---|--|--|
| 3        | <b>Appendix B</b>               |   |   |  |   |  |  |
|          | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Response</b>  |  |
| Page 484 | 2.8                             | Handing licence to employer   | A self employed driver may be employed by different operators. I do not see why self employed drivers must hand in their license to one operator, especially when this is not required in other fields of work. |  | Response 02   | <p>For hackney carriage drivers the requirement to give their licence to proprietor is in Town Police Clauses Act 1847.</p> <p>For private hire drivers the requirement is a condition of their licence made under the Local Government (Miscellaneous Provisions) Act 1976.</p> |  |
|          | 3.7                             | In the first instance the Driver should report directly to his Operator and the Operator then report to Licencing, Police, Crimestoppers. | Paper trail especially if a serious incident occurred or likely to occur. Accessibility to these agencies 24/7 – not always possible. Ongoing support from the Operator should this prove necessary.            |  | Response 07   | This section relates to safeguarding. If a driver sees something of concern then they should report it directly to one of these agencies by phone or email at the earliest opportunity.  |  |
|          | 9.1                             | Any passengers under the age of 13? What if the passengers are part of a school contract and all passengers apart from                    |   |  | Response 05   | It has been confirmed with School Transport Services that there are  |  |

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|  |      |   |   |  |             |   |
|--|------|---|---|--|-------------|---|
|  |      | the passenger assistant who has to sit in the back are all under the age of 13 years old. There needs to be a caveat to this showing this exception.  |   |  |             | times when an under 13 will be required to travel in the front seat and they have requested an exemption from our condition for this reason. Policy to be amended accordingly.  |
|  | 9.1  | Any passengers under the age of 13? What if the passengers are part of a school contract and all passengers apart from the passenger assistant who has to sit in the back are all under the age of 13 years old. Also size of passenger should be taken into account, 11 year olds are adult size. There needs to be a caveat to this showing this exception. | 8 seats become 6, etc as lose 2 seats if rule applied, size should be criteria. not age, as per guidelines. |  | Response 08 | It has been confirmed with School Transport Services that there are times when an under 13 will be required to travel in the front seat and they have requested an exemption from our condition for this reason. Policy to be amended accordingly |
|  | 13.1 | Appendix B 13.1<br>Appendix C 24.2 Lost property – one says to give to Police after 24 hours / other says licensing Team – surely, they should be the same?   |   |  | Response 08 | This comment is valid and agreed – the policies will be amended to be consistent,   |
|  | 16   | All DBS's should be checked for Adult & Children Workforce so that all areas are covered and allows drivers to also work on school contract work without having to obtain a further DBS.  |   |  | Response 05 | The checks that the Licensing Authority can legally carry out are restricted by the DBS. The level of check required for school contracts is not accessible to licensing authorities.   |

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|  |    |  |   |  |             |   |
|--|----|--|---|--|-------------|---|
|  | 16 | All DBS's should be checked for Adult & Children Workforce so that all areas are covered and allows drivers to also work on school contract work without having to obtain a further DBS. | Would ensure all passengers across the spectrum feel safe knowing enhanced DBS covers adult and child workforce. Currently drivers can carry any vulnerable passenger without an enhanced adult & child which could cause an issue should something untoward occur. |  | Response 08 | The checks that the Licensing Authority can legally carry out are restricted by the DBS. The level of check required for school contracts is not accessible to licensing authorities. |
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| 4        | Appendix C               |   |   |  |  |  |  |
|----------|--------------------------|---|---|--|--|--|--|
|          | Section Reference Number | Comment   | Likely Impact or Justification  | Reference to Evidence (if applicable)  | Cross reference number to original comments document | Response   |  |
| Page 487 | 3.2                      | <p>“Tailgates and rear doors must only to be used for loading/unloading luggage or as an emergency exit, unless the vehicle has been designed, modified or adapted to carry wheelchair bound passengers, and has the relevant M1 or M2 Type Approval Certificate, in which case the rear doors may be used for loading those passengers only.”</p> <p>If a small WAV is being used for a non-wheelchair passenger or a passenger who has transferred from a wheelchair or mobility scooter, the rear tailgate (and ramp) may well be used to load luggage or an empty wheelchair or mobility scooter.</p> | We have been doing this for 9 years.  | In our experience over the last 9 years, the real tailgate of a small WAV's is often used to load luggage and/or an empty wheelchair / mobility scooter. | Response 01  | It is unclear what this point is highlighting. If it is that the rear door must only be used for passengers in wheelchairs and nothing else, this is not the intended meaning. With regards to the access and egress of passengers to the vehicle, only passengers in wheelchairs should access/egress via the rear door but the rear door can be used for the loading of other items. |  |
|          | 11.2                     | All Private hire Vehicles should be specifically SANITISED between hires.   | Prevention of spread of Covid-19 and similar pandemics, viruses. Mere cleaning cannot guarantee to be clean enough. |  | Response 07  | COVID 19 control measures are a health and safety requirement and do not need to be covered by the policy or conditions  |  |
|          | 11.3                     | Natural day to day wear and tear will occur on all vehicles and Licencing need to set a minimum standard acceptable which can   | To meet the requirements of 11.3  |  | Response 07  | Vehicles are expected to be maintained in good condition. “Natural day to day wear and tear” is  |  |

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|      |  | be policed and monitored during the routine Council test   |   |              |             | expected to be appropriately managed by the vehicle proprietor, operator or owner to ensure a good standard is maintained.   |
| 15.1 |  | Plates on front of the vehicle. On most vehicles the only place to fix the plate correctly is by the grill. However this may cause issues as the air to the grill is blocked which in turn can cause mechanical problems. There needs to be a solution as to the best place where this can be placed without damaging the vehicle. |   |              | Response 05 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |
| 15.1 |  | Plates on front of the vehicle. On most vehicles the only place to fix the plate correctly is by the grill. However this may cause issues as the air to the grill is blocked which in turn can cause mechanical problems. There needs to be a solution as to the best place where this can be placed without damaging the vehicle. | The badge in the front window should suffice and is renewed when the licence is renewed, preventing issues with the grills and ventilation. |              | Response 08 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |
| 15.1 |  | Front Plate  | Blocking air vents and blocks various sensors   | Manufacturer | Response 10 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it  |



Appendix 3: Officer Comments on Consultation

|          |      |                          |   |                     |             |  |
|----------|------|--------------------------|---|---------------------|-------------|--|
|          |      |                          |   |                     |             | can be talked through with the plate supplier.   |
|          | 15.1 | NNC Identification plate | <p>Ventilation systems at the front of the vehicle. This is where you have proposed to place another identification plate. Having this plate covering essential safety features of the car is dangerous, risking the lives of drivers and passengers. If anything were to happen to the car e.g. catches fire who is liable.</p> <p>What is the need to have multiple identification plates?</p>                  | Manufacturers Guide | Response 12 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |
| Page 489 | 15.1 | Identification plate     | <p>Having a front plate is a very bad idea as this will result in blocking safety features of modern vehicles such as optical parking sensors, front parking camera, front radar sensor, front adaptive cruise. Furthermore it will impact the vehicles ventilation systems by blocking airflow to cool the vehicle. Blocking will cause the vehicle to catch fire, will NNC take responsibility for damages.</p> |                     | Response 13 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |
|          | 16.2 | Permanent door signs     | <p>As a private hire driver, I use my own vehicle for private hire work. The rule for permanent affixed signage is unnecessary, especially when we are already required to have council plates placed at the front and back of the vehicle. The council plates alone are more than sufficient in identifying a vehicle as private hire. It is also not a</p>  |                     | Response 02 | Private hire vehicles are private hire vehicles 24 hours, 7 days per week. The vehicle is required to display such signage and plates as the Licensing Authority considers appropriate for public safety all of the time.                      |

Appendix 3: Officer Comments on Consultation

|  |      |   |  |  |             |   |
|--|------|---|--|--|-------------|---|
|  |      |   | requirement in your neighbouring council (Northampton) and allows greater flexibility for private hire drivers to use their own car. |  |             |   |
|  | 17.0 | Full clarification and reasoning of this point in respectfully requested  |  |  | Response 07 | This is to inform emergency services in the event of an incident involving the vehicle. |
|  | 24.2 | Appendix B 13.1<br>Appendix C 24.2 - Lost property – one says to give to Police after 24 hours / other says licensing Team – surely, they should be the same? |  |  | Response 05 | This comment is valid and agreed – the policies will be amended to be consistent,       |
|  | 24.2 | Appendix B 13.1<br>Appendix C 24.2 Lost property – one says to give to Police after 24 hours / other says licensing Team – surely, they should be the same?   |  |  | Response 08 | This comment is valid and agreed – the policies will be amended to be consistent,       |

Appendix 3: Officer Comments on Consultation

|          |                                 |  |   |  |   |  |  |
|----------|---------------------------------|--|---|--|---|--|--|
| 5        | <b>Appendix D</b>               |  |   |  |   |  |  |
|          | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Response</b>  |  |
|          | 2.2                             | The council will only licence purpose built hackney carriage vehicle | This contradicts the outline of the policy and the grandfather rights in zone 4   |  | Response 06   | Grandfather rights override the policy requirements for the period of the grandfather rights   |  |
| Page 491 | 2.2                             | Need Saloon Hackneys   | Need saloons for elderly  |  | Response 10   | There is no evidence to indicate that this is the case. Private hire vehicles continue to be saloon cars and therefore meet the needs of this sector of the community. Both Kettering and Corby zones have run only purpose built wheelchair accessible hackney carriages for a number of years with no issues raised. |  |
|          | 2.2                             | Saloon Hackney Carriage vehicles                                     | Elderly customers prefer saloon vehicles due to easier access. Taxi services needs to be able to meet individual needs of customer, this can be achieved with a mix fleet |  | Response 12   | There is no evidence to indicate that this is the case. Private hire vehicles continue to be saloon cars and therefore meet the needs of this sector of the community. Both Kettering and Corby zones have run only  |  |

Appendix 3: Officer Comments on Consultation

|          |     |                                  |  |  |             |  |
|----------|-----|----------------------------------|--|--|-------------|--|
|          |     |                                  |  |  |             | purpose built wheelchair accessible hackney carriages for a number of years with no issues raised.   |
| Page 492 | 2.2 | Saloon Hackney Carriage Vehicles | Need mixed fleet to cater for all  |  | Response 13 | There is no evidence to indicate that this is the case. Private hire vehicles continue to be saloon cars and therefore meet the needs of this sector of the community. Both Kettering and Corby zones have run only purpose built wheelchair accessible hackney carriages for a number of years with no issues raised. |
|          | 5.8 | Wheelchair training              | Whilst I agree that this is a good thing, where is the training done? What credentials does this person have to say that they are authorised to train individuals. I could quite easily show another driver how to use the accessibility functions of my taxi but that does not mean I'm qualified as a trainer. |  | Response 04 | Suitable training providers will be sourced.   |
|          | 7.0 | Fire Extinguisher                | Without training a fire extinguisher can cause more damage. These should be removed from All vehicles  |  | Response 14 | This remains a requirements within the council byelaws so cannot be removed at this time   |
|          | 8.0 | First Aid Kit                    | Who is the first aid kit supposed to be used by? A driver could cause more harm to a passenger without training  |  | Response 14 | The first aid kit is for the drivers own use   |

Appendix 3: Officer Comments on Consultation

|          |              |   |  |                             |             |  |
|----------|--------------|---|--|-----------------------------|-------------|--|
|          | 12.0<br>12.1 | Vehicle inspection check sheets                     | Whilst most drivers will know how to do this what training is going to issued to ensure EVERY driver has been adequately trained to do these checks? I'm sure you will want to penalise drivers who fail to do it and you will have to prove that training has been given. |                             | Response 04 | A driver of any vehicle should be capable of carrying out a fundamental vehicle check to make sure that it is fit for use on the road.   |
|          | 12.1         | 30 days written records must be kept in the vehicle | This is unreasonable due to restricted storage compartments. This also adds to the environmental impact and paper records should be reduced  |                             | Response 06 | Agreed – documentation held should be for that day – previous six months to be held by proprietor and readily accessible to authority inspector or police officer.   |
| Page 493 | 15.1         | Front Plate   | Blocking air vent and sensors  | Manufacture                 | Response 10 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |
|          | 15.1         | NNC Front Plate                                     | Having a front plate covering and blocking safety feature-ventilation – vehicle may catch fire   | Vehicle manufacturers guide | Response 12 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a  |

Appendix 3: Officer Comments on Consultation

|      |  |   |  |  |             |  |
|------|--|---|--|--|-------------|--|
|      |  |   |  |  |             | particular vehicle it can be talked through with the plate supplier.   |
| 15.1 | NNC front vehicle identification plate | Blocking sensors, blocking ventilation system, will over heat vehicle and will cause vehicle fire |  |  | Response 13 | There is no evidence of problems to date. The Kettering area has been running front plates for many years with no issues. Should an issue or concern be identified with a particular vehicle it can be talked through with the plate supplier. |

Appendix 3: Officer Comments on Consultation

|          |                                  |   |   |  |   |   |  |
|----------|----------------------------------|---|---|--|---|---|--|
| 5        | <b>Appendix D – Zone 2 Corby</b> |   |   |  |   |   |  |
|          | <b>Section Reference Number</b>  | <b>Comment</b>                                      | <b>Likely Impact or Justification</b>   | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Responses</b>  |  |
| Page 495 | Zone 2 – Corby                   | Position of stands Sports and Social Club – 12 cabs | If this is referring to the old Sports & Social Club, it was turned into a care home many years ago. There is no rank there. What about the ranks on Cardigan Place, Train Station, Asda???                                   |  | Response 04   | Appendix D states the sovereign authority wording in the byelaws applicable to that zone. Historically byelaws contained the location of hackney carriage ranks in the area but no longer need to. However the location of old ranks are still included and will continue to be in the text until such time as they are updated or replaced |  |
|          | Zone 2 – Corby Point 15          | Table of fares                                      | The proprietor of a hackney carriage shall cause a statement of the fares fixed by Council resolution to be exhibited inside the carriage, in clearly distinguishable letters and figures<br>Interesting as the council keeps |  | Response 04   | Misunderstanding of the fixing of <u>maximum</u> fares.<br><br>Hackney proprietor can also display their own rates less   |  |

Appendix 3: Officer Comments on Consultation

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|  |  |  | saying that we can change our meters and charge lower. How can we do that if the fares are fixed???? |  |  | than Authority maximum as long as it is clear to passengers that this is the case and the council set maximum fares are also displayed. |
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Appendix 3: Officer Comments on Consultation

|          |                                 |   |  |  |   |   |  |
|----------|---------------------------------|---|--|--|---|---|--|
| 6        | <b>Appendix E</b>               |   |  |  |   |   |  |
|          | <b>Section Reference Number</b> | <b>Comment</b>  | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Response</b>   |  |
| Page 497 | 4.9                             | Sub-contracting - how do you wish this to work. We would need to know whether the sub-contractor operators under North Northants Conditions and paperwork or the condition of whoever they are Licenced with. | Clarification for record keeping and to ensure no breach of licencing conditions.  |  | Response 07   | Legislation permits bookings to be subcontracted to any other licensed operator in or out of the area of the licensed operator.                               |  |
|          | 9.2 and 9.4                     | Why has the period of record keeping increased from 12 months to 3 years. What is the edict for retaining records for such a long period.   | GDPR, any inspection during the following 2 years will only show records for 12 months – not 3 years – as anything over 12 months old will have been destroyed as per GDPR requirements. |  | Response 07   | GDPR does not require records to only be kept for 12 months. The Local Authority requirement for records to be kept for 3 years becomes the GDPR requirement. |  |
|          | 9.5                             | Full clarification point referring to “10.4 above” is respectfully requested  | Does it refer to another appendix?   |  | Response 07   | Paragraph 9.5 should refer to 9.3 and not 10.4  |  |

Appendix 3: Officer Comments on Consultation

|          |      |  |  |  |             |   |
|----------|------|--|--|--|-------------|---|
|          | 11.3 | This needs to be relayed to School contracts at West Northants as they expect 6 and 8 seaters to be fully loaded with passengers. If all junior school age then they can't do this. If it only applies to certain sized vehicles than it needs to be made clear what vehicles.                     |  |  | Response 05 | It has been agreed with the School Transport Team that where a contract requires a child under 13 years of age to be carried in the front seat then an exemption to 11.3 applies. |
| Page 498 | 11.3 | This needs to be relayed to School contracts at West Northants and North Northants as they expect 6 and 8 seaters to be fully loaded with passengers. If all junior school age then they can't do this. If it only applies to certain sized vehicles than it needs to be made clear what vehicles. |  |  | Response 08 | It has been agreed with the School Transport Team that where a contract requires a child under 13 years of age to be carried in the front seat then an exemption to 11.3 applies. |

Appendix 3: Officer Comments on Consultation

|          |                                 |  |  |  |   |  |  |
|----------|---------------------------------|--|--|--|---|--|--|
| 7        | <b>Appendix F</b>               |  |  |  |   |  |  |
|          | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Responses</b>   |  |
| Page 499 | 2.4                             | We would reiterate that a vehicle over 10 years of age is exempt from an IVA | As previously noted  | DVLA website                                 | Response 07   | An IVA shows that an imported vehicle meets environmental and safety regulations and therefore a vehicle without an IVA will not be considered for licensing under normal circumstances. |  |
|          | 2.5                             |  | As previously covered  |  | Response 07   |  |  |
|          | 2.14                            | Full clarification and reasoning of this point in respectfully requested     | Earlier in the document the referenced age is 13 years and we need to know which it should be. |  | Response 07   | For the purposes of Special Occasion Vehicles the age limit for adult supervision is under 16.   |  |

Appendix 3: Officer Comments on Consultation

| 8 | <b>Appendix G</b>               |                |                                       |  |   |
|---|---------------------------------|----------------|---------------------------------------|--|---|
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> |
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Appendix 3: Officer Comments on Consultation

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|---|---------------------------------|----------------|---------------------------------------|--|---|
| 9 | <b>Appendix H</b>               |                |                                       |  |   |
|   | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> |
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Appendix 3: Officer Comments on Consultation

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|----------|---------------------------------|--|--|--|---|---|--|
| 10       | <b>Appendix I</b>               |  |  |  |   |   |  |
|          | <b>Section Reference Number</b> | <b>Comment</b>   | <b>Likely Impact or Justification</b>  | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> | <b>Response</b>   |  |
| Page 502 | 1.3 and 1.7                     | Previously limousines have been exempt from displaying external Licence Plates | For example a PROM is NOT a private hire duty per say but considered a “life event” and therefore a special occasion hire. As limousines that we also use for weddings, having an external licence plate would not be acceptable to the client (Bride/Groom/Entourage) and indeed weddings are NOT covered by the Private Hire Licence rules and regulations |  | Response 07   | The display of plates is a public safety matter. The Authority respects that there will be certain circumstances where the security/anonymity of the passenger may outweigh that requirement and in those circumstances will exempt a vehicle from displaying plates. Vehicles for the wedding party or for funerals do not need to be licensed and therefore plates do not need to be displayed in those circumstances. However events such as proms are private hire activities and it is considered relevant that licence plates will be displayed for those uses. |  |
|          | 1.5                             | Why specifically the Chauffeurs Guild?   | Livery/clothing MUST be at the discretion of the Client – who may request full livery or lounge suits or casual, depending on their function.  |  | Response 07   | The Authority only exempts the display of plates in very specialist circumstances. It is  |  |

Appendix 3: Officer Comments on Consultation

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| Page 503 |  |  | <p>Therefore it is for the Operator in liaison with the hirer at the booking stage to evaluate which is required on a “bespoke” basis. It would also make it more difficult to find quality drivers/chauffeurs as the financial burden of that membership may prohibitive. We are aware that the Chauffeurs Guild can also provide temporary drivers in which case do they also have to be licenced with North Northants</p> |  |  | <p>therefore expected that a driver in those circumstances will be of the appropriate standard and the Chauffeurs Guild is recognised as providing that standard. It has been a requirement in the Kettering area for some time. Any person driving a licensed private hire vehicle must be licensed by the same authority that licences the operator and the vehicle..</p> <p>The Authority would recognise a flexibility in dress code with evidence at the time of hiring that this was agreed.</p> |
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Appendix 3: Officer Comments on Consultation

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|----|---------------------------------|----------------|---------------------------------------|--|---|
| 11 | Appendix J                      |                |                                       |  |   |
|    | <b>Section Reference Number</b> | <b>Comment</b> | <b>Likely Impact or Justification</b> | <b>Reference to Evidence (if applicable)</b> | <b>Cross reference number to original comments document</b> |
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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |  |
|----------------------|--|
| <b>Report Title</b>  | <b>UK Shared Prosperity Fund</b>   |
| <b>Report Author</b> | George Candler, Executive Director of Place and Economy                  |
| <b>Lead Member</b>   | Councillor David Brackenbury, Executive Member for Growth & Regeneration |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

**Appendix A:** Proposed interventions and allocations for UKSPF Core Funding in North Northamptonshire

#### 1. Purpose of Report

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- 1.1. As part of the Government's wider Levelling Up agenda, North Northamptonshire has been allocated funding through the UK Shared Prosperity Fund (UKSPF). The funding is designed to support areas to invest in three priorities – Communities and Place, Local Business and Skills.
- 1.2. This report sets out the progress made to date towards unlocking the allocated funding through the submission of Investment Plans and seeks approval of further detailed plans and initiatives.
- 1.3. This report seeks approval to submit the Rural England Prosperity Fund addendum to secure allocated funding.

## 2. Executive Summary

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- 2.1. The UKSPF is a central pillar of the UK Government's Levelling Up agenda and a significant component of its support for places across the UK<sup>1</sup>. It provides £2.6 billion of new funding for local investment by March 2025, with all areas of the UK receiving an allocation from the Fund via a funding formula rather than a competitive process.
- 2.2. There are three key elements to the UKSPF: (1) Core UKSPF, (2) Rural England Prosperity Fund (REPF) and (3) Multiply.
- 2.3. (1) The Core UKSPF Investment Plan was submitted in August 2022 and the announcement from Government is due shortly. North Northamptonshire has been allocated £4,835,332. The Investment Plan sets out the high-level priorities for the area. This report seeks approval of more detailed interventions.
- 2.4. (2) The Rural England Prosperity Fund was launched in September 2022, with the requirement that NNC submit a Rural Addendum to access its allocation of £1,161,812 by 30<sup>th</sup> November 2022. This report sets out the priorities for this funding, to support both local rural communities and businesses in rural areas.
- 2.5. (3) The Multiply Investment Plan was submitted in June 2022 and Government have now confirmed the allocation of £1,909,635. This funding is targeted at supporting adult numeracy programmes.

## 3. Recommendations

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- 3.1 It is recommended that the Executive:
  - a) Approve Core UKSPF interventions and allocations set out in Section 4 and **Appendix A**, and delegate authority to the Executive Member for Growth & Regeneration in consultation with the Executive Member for Housing, Communities & Levelling Up and the Executive Director of Place & Economy to agree further details of delivery and related initiatives, including any contracts, funding agreements and/or variations to allocations
  - b) Delegate authority to the Executive Member for Growth & Regeneration in consultation with the Executive Member for Rural Communities & Localism, and Executive Director of Place & Economy to submit the Rural England Prosperity Fund addendum.
  - c) Delegate authority to the Executive Member for Growth & Regeneration in consultation with the Executive Members for Rural Communities & Localism; and Housing, Communities & Levelling-Up in consultation with the Executive Director of Place and Economy to consider and agree the

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<sup>1</sup> <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/uk-shared-prosperity-fund-prospectus>

Rural Addendum with priority interventions for submission by 30<sup>th</sup> November 2022.

### 3.2 Reasons for Recommendations:

- To enable projects to commence delivery and enable Year 1 spend by 31<sup>st</sup> March 2023
- To facilitate preparation work to commence on Year 2 and Year 3 interventions and related initiatives
- To ensure that the Rural addendum, with priority interventions, is submitted before the deadline of 30<sup>th</sup> November to enable North Northamptonshire to secure its allocated funding

### 3.3 Alternative Options Considered:

- The Council did not submit an Investment Plan or does not submit a Rural addendum, meaning that the area is not able to access its allocation resulting in the loss of significant funds and related outcomes and benefits

## 4. Report Background

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4.1. The UKSPF is a central pillar of the UK Government's Levelling Up agenda and a significant component of its support for places across the UK<sup>2</sup>. It provides £2.6 billion of new funding for local investment by March 2025, with all areas of the UK receiving an allocation from the Fund via a funding formula rather than a competition.

4.2. Places are empowered to identify and build on their own strengths and needs at a local level, focusing on **pride in place** and **increasing life chances**.

4.3. There are three elements to the Shared Prosperity Fund:

- Core Funding
- Rural England Fund
- Multiply

#### Core Shared Prosperity Fund

4.4. North Northamptonshire has been allocated £4,835,332 of Core UKSPF. This is a mix of both revenue and capital funding.

4.5. To unlock this allocation, NNC had to submit a high-level Investment Plan, setting out the challenges and opportunities facing the area which can be addressed through the UKSPF funding, focussed around three priority themes:

- Communities & Place

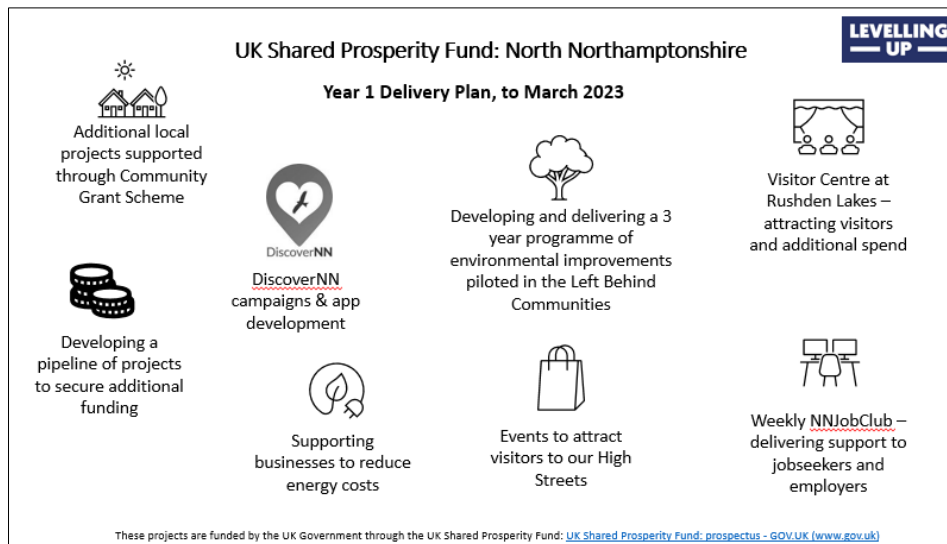
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<sup>2</sup> <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/uk-shared-prosperity-fund-prospectus>

- Supporting Local Business
  - People & Skills
- 4.6. A wide-ranging engagement exercise was undertaken, including a series of meetings with key partners and a survey which received 191 responses from a range of local people, community groups, town and parish councils and local businesses. The aim of the engagement was to obtain views from a wide spectrum of stakeholders as to the challenges and opportunities that should be prioritised for this investment. This spanned both urban and rural communities. Officers also conducted a thorough review of all relevant strategies (including the Council's Corporate Plan), and analysed data from a wide range of sources, including the South East Midlands Local Enterprise Partnership (SEMLEP) Business Survey.
- 4.7. At its meeting on 16<sup>th</sup> June 2022, the Council's Executive delegated authority to a Panel of Executive Members to develop and submit the Investment Plan.
- 4.8. A UKSPF Panel was established, made up of five Executive Members with responsibility for Growth & Regeneration (chair); Housing, Communities & Levelling-up; Children, Families, Education & Skills; Adults, Health & Wellbeing; and Sport, Leisure, Culture & Tourism.
- 4.9. Following a series of meetings, the Panel agreed the priority interventions and the indicative allocations for North Northamptonshire. The Investment Plan proforma was submitted on 1<sup>st</sup> August 2022, with endorsement of local MPs. An announcement from Government is expected imminently.

#### Year 1 Delivery

- 4.10. Work has continued since the submission to develop more details of Year 1 delivery. This is to ensure that NNC is well placed to start implementation as soon as an announcement is made. It will also help to minimise the risk of returning any underspend at the end of each financial year or the programme period.
- 4.11. Priorities for Year 1 interventions and allocations (see **Appendix A**) are as follows:
- Deliver an ambitious programme
  - Activity and impact must be visible to residents and businesses
  - Projects should be low risk to minimise slippage
  - Important to build capacity in Year 1 to inform and support investment in Years 2&3



- 4.12. Year 1 includes leveraging existing initiatives which align with the UKSPF interventions. Activities include an enhanced Community Grant scheme managed by NNC, preparatory work to develop a programme for creating and improving local green spaces in local communities (including the three 'left behind communities' in North Northamptonshire), and feasibility studies to shape future delivery and a help create a robust pipeline of project activity, including new capital schemes.
- 4.13. Amongst initial feasibility study work in Year 1 a Masterplan is to be developed together with a funding strategy for the North Northants Greenway (NNG). The aspiration is that the NNG will become one of the largest active travel networks in the UK linking towns, rural communities and major visitor attractions in the area. The Masterplan will set out the long-term strategy and the aims and objectives of the NNG. In addition, it will have a series of individual dynamic sub-area plans which will be regularly updated. It will be used to secure funding, drive the promotion and opportunities for the NNG, influence and shape policy, be recognised as a Supplementary Planning Document, detail how the NNG supports other NNC strategies and priorities (including health, recreation, leisure, tourism, wellness, culture, and active travel) showcase advantages for landowners, include Biodiversity Net Gain and how this can positively impact green infrastructure.
- 4.14. Funds will also be used to commission work to develop a formula for securing Section 106 developer contributions for the NNG. This formula can then be part of the Masterplan and provide a robust framework for NNC to negotiate green infrastructure contributions, ensuring future development in the area has green infrastructure planned from the outset.
- 4.15. Another major focus for Year 1 is continued support for the visitor economy and local businesses and attractions in the sector. This builds on grant funding provided by NNC to the sector through Additional Restrictions Grant (ARG).

- 4.16. NNC has worked with West Northamptonshire Council to commission a baseline audit of the sector in Northamptonshire. This will underpin work on a new Visitor Economy Strategy in 2022/23. Work on the audit will be complete by the end of 2022 and includes an analysis of attractions and facilities for visitors. This will identify strengths, and any gaps and weaknesses in the current offer. The audit also includes a 'user survey'. The purpose of this survey is to enable a better understanding of how the area and its offer are perceived by visitors.
- 4.17. The focus of the capital allocation for Year 1 is the transformation of the existing unit at Rushden Lakes into the DiscoverNN Tourist Information Unit. The centre will be an innovative collaboration between NNC and the Crown Estate (owners of Rushden Lakes). It will create a new hub for the area's tourism offer and expand on NNC's key aim of creating 'A place where everyone has the best opportunities and quality of life'. The centre will use the strapline '#WhereWillYouGoNext?' to highlight the unique and exciting offer that combines community engagement, access to education, wellness, exhibition space, and a retail space while also encouraging visitor footfall across local visitor attractions.
- 4.18. The project envisions to work with existing partners such as the University of Leicester and Creating Tomorrow Trust to provide learning and volunteering opportunities for all. Centre staff, volunteers and students will be visitor-focussed, providing exceptional customer service to visitors and helping create bespoke itineraries for days out across North Northamptonshire.
- 4.19. The unit will be converted into a striking and visual space that will encourage photographs, engagement on social media and push the DiscoverNN app. The capital project will include the creation of a highly visual bench and backdrop at the entrance. This will be used for visitors to take photos and share on Instagram, Facebook, and Twitter. Engagement will be encouraged through the use of hashtags on social media to answer the question "Where will you go next?".
- 4.20. UKSPF will provide the essential capital required to fund the start-up of the project. The centre will be accompanied by a business plan targeting income generated through advertising, event space hire and retail sales commission and will result in the project being self-sustaining by Year 3.
- 4.21. Year 1 investment will also include 'capacity-building' for organising events which encourage more footfall to local high streets and town centres, activities to support local arts, cultural, heritage and creative activities, and a festival campaign to encourage visits and exploring the local area. This includes organising a North Northamptonshire Festival in 2023 to showcase the area, and further development and promotion of the DiscoverNN app.
- 4.22. Initial support for businesses in Year 1 will focus on decarbonisation and energy efficiency to reduce impact and costs, mindful of the immediate challenges faced by many local companies. This will complement the support commissioned by NNC and WNC via SEMLEP through the Green Recovery and Innovation grant scheme [Green Recovery and Innovation Grants are](#)

[available for SMEs in North and West Northamptonshire - SEMLEP Growth Hub – www.semlepgrowthhub.com/grip.](http://www.semlepgrowthhub.com/grip)

- 4.23. Support and advice for ‘start-up’ businesses and businesses in their early stages of growth is important as research by the British Library indicates that this has a major impact on survival rates. It is also an area where there has traditionally been no mainstream provision through the SEMLEP Growth Hub or other providers. It is proposed that this gap should be addressed with £150k support for start-ups’ commissioned in both 2023/24 and 2024/25 with this offer to be available from April 2023.
- 4.24. Proposed interventions and allocations for the Core UKSPF in Year 2 and Year 3 are set out in **Appendix A**.

#### Rural England Prosperity Fund (REPF)

- 4.25. In early September 2022, Government announced the launch of the Rural England Prosperity Fund<sup>3</sup>. This is a top-up to the UKSPF and succeeds EU funding from LEADER and the Growth Programme which were part of the Rural Development Programme for England (RDPE). It will support activities that specifically address some of the challenges rural areas face and is complementary to funding used to support rural areas under the core UKSPF.
- 4.26. North Northamptonshire has been allocated £1,161,812 from the fund.
- 4.27. Unlike the core UKSPF, this funding is purely Capital and needs to be managed within existing resources as there is no management allocation. Funding is available from April 2023 to March 2025. As with core UKSPF, any underspends have to be returned.
- 4.28. The Rural Fund provides capital funding to:
- support new and existing rural businesses to develop new products and facilities that will be of wider benefit to the local economy. This includes farm businesses looking to diversify income streams
  - support new and improved community infrastructure, providing essential community services and assets for local people and businesses to benefit the local economy
- 4.29. The guidance states that this funding should not replace funding plans for rural areas under the Core UKSPF. It is a ‘top-up’ to help address the extra needs and challenges facing rural areas.
- 4.30. This funding must be allocated to projects in rural areas only. Rural areas are defined as *‘towns, villages and hamlets with populations below 10,000 and the wider countryside and market or ‘hub towns’ with populations of up to 30,000 that serve their surrounding rural areas as centres of employment and in providing services.’* This definition therefore includes the whole of North

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<sup>3</sup> <https://www.gov.uk/government/publications/rural-england-prosperity-fund-prospectus/rural-england-prosperity-fund-prospectus>

Northamptonshire outside of the larger towns of Corby, Kettering, Rushden and Wellingborough.

- 4.31. The Council needs to demonstrate how it has engaged with rural stakeholders and have confirmation of support from the local MPs for its' approach. The Addendum also needs support from the Council's Chief Executive and Section 151 Officer.
- 4.32. Engagement and information gathering includes a series of meetings with key rural stakeholders, a thorough review of all responses to the earlier survey and relevant strategies (including the Council's Corporate Plan), analysing data from a wide range of sources including the SEMLEP Business Survey, and reviewing reports on LEADER and RDPE activity in the area.
- 4.33. This report seeks delegated authority for a Panel comprising the Executive Members with responsibility for Growth & Regeneration; Rural Communities & Localism; and Housing, Communities & Levelling-Up in consultation with the Executive Director of Place and Economy, Section 151 Officer and Chief Executive to consider and agree the Rural Addendum with priority interventions for submission by 30 November 2022.

#### 'Multiply' update

- 4.34. The Multiply initiative was announced in April 2022. It aims to improve numeracy skills for adults (aged 19+). The initiative will help people improve their ability to understand and use maths in daily life, home, and work. For example, support will be delivered to help adults improve household finances, help children with homework, make more sense of the facts in the media, or improve numeracy skills specific to a line of work. To achieve that, Multiply will offer a range of options such as free personal tutoring, digital training and flexible courses that fit around people's lives and are tailored to specific needs, circumstances, sectors and industries.
- 4.35. North Northamptonshire submitted an Investment Plan to Government in June 2022 which set out the specific interventions to be delivered. This Investment Plan was endorsed in September and planning for delivery has commenced.

## **5. Issues and Choices**

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- 5.1. Do nothing – the council has the choice to not submit Investment Plans to access its funding allocation. This will mean that it will be unable to access the funding allocated to the area, resulting in a significant loss of funding to local communities and businesses.



## 6. Next Steps

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### Core UKSPF

- 6.1. Whilst confirmation is awaited from Government, work will continue to progress the initiatives outlined in Section 4. Spend will commence following the announcement by Government.

### Rural England Prosperity Fund

- 6.2. Work will continue on the Rural SPF addendum with ongoing engagement with rural stakeholders planned. The Panel of the Executive Members with responsibility for Growth & Regeneration; Rural Communities & Localism; and Housing, Communities & Levelling-Up in consultation with the Executive Director of Place and Economy will agree the Addendum which will be submitted by the 30 November 2022 to unlock the allocated funding. Detailed delivery plans will be prepared. Government decisions on the Investment Plan Addendum are due in January 2023.

## 7. Implications (including financial implications)

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### 7.1. Resources, Financial and Transformation

- 7.1.1 The Shared Prosperity Fund is a great opportunity for the area to secure significant funding which it can target towards best meeting the priorities of its local communities and businesses in support of the wider Levelling Up agenda.

- 7.1.2 Details of the Core UKSPF allocation are set out in Table 1.

Table 1: North Northamptonshire Core UKSPF allocation

| <b>SPF</b>    | <b>2022/23</b> | <b>2023/24</b> | <b>2024/15</b> |
|---------------|----------------|----------------|----------------|
| TOTAL         | £586,812.00    | £1,173,624.00  | £3,074,896.00  |
| Admin (4%)    | £23,472.48     | £46,944.96     | £122,995.84    |
| Remaining     | £563,339.52    | £1,126,679.04  | £2,951,900.16  |
|               |                |                |                |
| Capital (min) | £56,333.95     | £146,468.28    | £590,380.03    |
| Revenue       | £507,005.57    | £980,210.76    | £2,361,520.13  |

- 7.1.3 To deliver the Core SPF programme, the Council will secure a 4% programme management and delivery fee.

- 7.1.4 For the Multiply initiative, the Council has secured a 10% programme management and delivery fee. This will cover all staff costs, including the support of legal, procurement and finance teams.

- 7.1.5 The Rural England Prosperity Fund allocation for North Northamptonshire is £1,161,812. This is based on the formula previously used for European Union

funding. The funding is phased, 25% is available in the first year (2023/24) with the remaining 75% allocated to Year 2 (2024/25).

7.1.6 There is currently no management fee allocated by Government for delivery of the Rural England Prosperity Fund. This means that the programme must be managed within existing resources and the 4% fee allocated for the Core SPF programme.

7.1.7 Combined, the three elements of the Shared Prosperity Fund have the potential to deliver projects up to the value of £7,906,779 by 31 March 2025.

## 7.2. **Legal and Governance**

7.2.1 NNC will enter into a Funding Agreement with the Department for Levelling Up, Housing and Communities (DLUHC), setting out the requirements of the funding. This will form the basis of the monitoring and reporting of the programme. Progress on the three elements of the Shared Prosperity Fund, and their impact, will be reported to the Executive.

7.2.2 NNC Procurement Strategy will be followed for all projects where procurement is required.

7.2.3 NNC will establish Funding Agreements with all external deliverers which will replicate the requirements of the DLUHC agreement. It will set out reporting requirements. Any applications for Grant Funding will involve the appropriate financial and/or other checks.

## 7.3. **Relevant Policies and Plans**

7.3.1 The Investment Plans support the following Policies and Plans:

- Levelling Up agenda
- Climate change and Net-Zero Carbon agenda
- NNC Corporate Plan
- NNC Capital Plan through feasibility studies to develop a capital project pipeline
- Left Behind Communities

## 7.4. **Risk**

7.4.1 A Risk Register will be developed and maintained for all these funds. It will be kept under review as part of the programme management responsibilities.

## 7.5. **Consultation**

7.5.1 A wide-ranging engagement exercise was undertaken on the priorities for the UKSPF, including a series of meetings with key partners and a Citizenspace

survey which received 191 responses from a range of local people, community groups, town and parish councils and local businesses. The aim of the engagement was to obtain views from a wide spectrum of stakeholders as to the challenges and opportunities that should be prioritised for this investment.

7.5.2 Engagement will continue with key stakeholders and partners as detailed projects are developed.

## **7.6. Consideration by Executive Advisory Panel**

7.6.1 An overview of the Year 1 delivery was presented to the Health & Well-being and Vulnerable People EAP on 14<sup>th</sup> October 2022. The Panel supported a focus on community-led activity, including but not restricted to 'left behind communities', action to address gaps in skills provision, the need to focus on outputs and outcomes, and the importance of monitoring and evaluating the impact of the funding.

## **7.7. Consideration by Scrutiny**

7.7.1 The report and topic has not been considered by Scrutiny but can be considered as part of the Forward Plan.

## **7.8. Equality implications**

7.8.1 An Equality Screening Assessment has been completed. Equality implications will also be considered as individual projects are developed further. This funding has the potential to positively impact on several of our communities.

## **7.9. Climate and Environment Impact**

7.9.1 The Core UKSPF Investment Plan has the potential to support projects and initiatives which have a positive impact on reducing climate impact, including working with businesses and the wider community to achieve net-zero carbon emissions and support a shift to renewable energy. The expectation is that wherever possible all initiatives receiving funding support should be aligned with this approach.

## **7.10. Community Impact**

7.10.1 A key priority of this funding is to support communities, locally-led delivery, and develop pride in place. The Investment Plan will support projects and initiatives which have a positive impact on local communities.

## 7.11. Crime and Disorder Impact

7.11.1 The Investment Plan has the potential to support projects and initiatives to support crime prevention and reduction measures across the area.

## 8. Background Papers

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- UK Shared Prosperity Fund Prospectus:  
<https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/uk-shared-prosperity-fund-prospectus>
- Rural England Fund Addendum:  
<https://www.gov.uk/government/publications/rural-england-prosperity-fund-prospectus/rural-england-prosperity-fund-prospectus>
- Multiply: <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/multiply-in-scotland-wales-and-northern-ireland>

## **Appendix A:**

### **Proposed interventions and allocations<sup>4</sup> for UKSPF Core Funding in North Northamptonshire<sup>5</sup>**

|   | <u>Year 1 (2022/23)</u> | <u>Year 2 (2023/24)</u> | <u>Year 3 (2024/25)</u> |
|---|-------------------------|-------------------------|-------------------------|
| <b>COMMUNITIES AND PLACE</b>  |                         |                         |                         |
| <u>E1: Improvements to town centres &amp; high streets</u>  | <u>£10,000</u>          | <u>£28,500</u>          | <u>£30,000</u>          |
| <u>E3: Creation of and improvements to local green spaces</u>   | <u>£40,000</u>          | <u>£250,000</u>         | <u>£1,230,000</u>       |
| <u>E6: Local arts, cultural, heritage &amp; creative activities</u>                                   | <u>£10,000</u>          | <u>£50,000</u>          | <u>£50,000</u>          |
| <u>E8: Campaigns to encourage visits and exploring of local area</u>                                  | <u>£10,000</u>          | <u>£10,000</u>          | <u>£20,000</u>          |
| <u>E11: Capacity building &amp; infrastructure support local groups</u>                               | <u>£100,000</u>         | <u>£250,000</u>         | <u>£400,000</u>         |
| <u>E14: Relevant feasibility studies</u>  | <u>£100,000</u>         | <u>£100,000</u>         | <u>£100,000</u>         |
| <b>SUPPORTING LOCAL BUSINESS</b>  |                         |                         |                         |
| <u>E17: Development &amp; promotion of visitor economy</u>  | <u>£275,000</u>         | <u>£40,000</u>          | <u>£40,000</u>          |
| <u>E20: Research &amp; development grants supporting innovative product &amp; service development</u> |                         | <u>£100,000</u>         | <u>£100,000</u>         |
| <u>E23: Strengthening local entrepreneurial ecosystems</u>  |                         | <u>£150,000</u>         | <u>£150,000</u>         |
| <u>E29: Supporting decarbonisation &amp; improving natural environment</u>                            | <u>£10,000</u>          | <u>£50,000</u>          | <u>£100,000</u>         |
| <u>E30: Business support measures to drive employment growth</u>                                      |                         | <u>£100,000</u>         | <u>£100,000</u>         |
| <b>PEOPLE &amp; SKILLS</b>  |                         |                         |                         |
| <u>E34: Course including basis, life &amp; career skills</u>  |                         |                         | <u>£180,000</u>         |
| <u>E37: Tailored support for the employed to access courses</u>                                       |                         |                         | <u>£100,000</u>         |
| <u>E38: Local areas to fund local skills needs</u>  |                         |                         | <u>£150,000</u>         |
| <u>E39: Green skills courses</u>  |                         |                         | <u>£100,000</u>         |
| <u>E41: Funding to support local digital skills</u>   |                         |                         | <u>£100,000</u>         |

<sup>4</sup> Excludes NNC management fee (4%)

<sup>5</sup> Excludes management fee

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Provision of Building Cleaning Services</b>  |
| <b>Report Author</b> | George Candler, Executive Director of Place and Economy<br><a href="mailto:george.candler@northnorthants.gov.uk">george.candler@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Cllr Graham Lawman, Executive Member for Highways, Travel and Assets  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

None

### **1. Purpose of Report**

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- 1.1. This report summarises the work undertaken to analyse the options to secure cost-effective, medium-term Building Cleaning Services across North Northamptonshire Council's buildings.
- 1.2. The report recommends a preferred way forward and seeks permission to use an established framework agreement to appoint a suitable Cleaning Services provider to deliver Building Cleaning Services across the Council's operational property estate<sup>1</sup>.

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<sup>1</sup> This does not extend to HRA-funded housing properties, the schools estate or leisure properties operated by the Leisure Trust. The intention is that any new arrangements may have flexibility to be extended to these other parts of the estate in due course.

## **2. Executive Summary**

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- 2.1 The Council arranges for Building Cleaning Services to be provided to a large number of Council-owned buildings. These cleaning services were formerly commissioned by the legacy authorities, with some directly delivered and others outsourced. These have been transferred over to NNC, either as in-house resources or as novated contracts. Currently, within the Assets & Environment service there are 12 cleaning contracts and a headcount of 16 inhouse cleaning staff employed on permanent contracts, covering 56 buildings across various services. The total cost of this service is in the order of £800,000 per annum.
- 2.2 The Council wishes to move to a more integrated and consistent approach. While this primarily aims to ensure consistency, it also provides an opportunity to reduce fragmentation in both procurement and delivery; releasing efficiencies accordingly. This paper:
- summarises the anticipated building blocks of the cleaning service moving forward.
  - considers whether this is best delivered as a standalone service or as part of a more integrated approach to facilities management.
  - explores options for either direct delivery or procurement of third-party providers for the preferred approaches.
  - Proposes a preferred way forward that allows the new arrangements to be scoped, procured and mobilised in early/mid 2023.

## **3. Recommendations**

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- 3.1 It is recommended that the Executive:
- a) Confirm the preferred procurement route for a cleaning service contract via an appropriate framework agreement.
  - b) Delegate authority to the Executive Member for Highways, Transport and Assets, in consultation with the Assistant Director of Assets & Environment to:
    - i. finalise the scope of services, list of buildings and the preferred service standards to be specified.
    - ii. ensure scalability and willingness of the supplier to invest are included as key requirements.
    - iii. to enter into the necessary contractual arrangements to secure best value for delivering the cleaning service.
- 3.2 Reasons for Recommendations:
- The recommendation provides a cost-effective solution, which can be deployed to suit the changes in service need and delivery throughout the contract period.
  - The proposed option will provide a reliable cleaning service, provision to monitor contractor performance, providing quality services for North Northamptonshire residents.



- The proposed framework route will allow flexibility to add and remove the buildings covered by the contract as the Council's estate is reviewed and evolves over the coming years.

3.3 Alternative Options Considered: A number of alternative options were considered by both operational managers and procurement colleagues, including building an in-house team or undertaking the bespoke procurement of a new Cleaning Services contract. The preferred option was deemed to offer the best value for money to the Council in terms of time to deploy the new arrangements, access to established providers, procurement costs, risk and overall value for money.

## **4. Report Background**

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4.1 There is currently a breadth of different service standards, costs, processes, and delivery arrangements in place for building cleaning across the Council. This reflects the legacy service arrangements in place prior to vesting day, and has resulted in a blend of in-house, outsourced, and employment agency supported models across the Council.

4.2 The current 12 contracts are considered to be sub-optimal and inefficient, with a fragmented approach and differing performance expectations presenting difficulties in managing any contractor underperformance. Fragmentation of arrangements has meant there is little resilience within the cleaning workforce (across the provider pool), with turnover and absences impacting significantly on service quality.

4.3 In this context, the Council wishes to identify both the optimum forward arrangements and the preferred procurement route for accessing a more consistent, appropriately integrated, harmonised and (if required) rationalised building cleaning service across the Authority. There is an expectation that Transfer of Undertakings (Protection of Employment) regulations (TUPE) will apply, thus protecting employment rights of cleaning staff already employed by the Council.

4.4 The new service delivery arrangements are intended to be in place as soon as possible in 2023 (as some of the current contracts expire as early as January 2023). It is likely that existing arrangements will need to be extended beyond their expiry date to allow a thorough and rigorous procurement process to take place. Procurement advice has confirmed this is permissible on a rolling basis, until the new contract is in place.

## **5. Issues and Choices**

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5.1 The new service arrangements seek to provide the current cleaning service activities, this time to common service standards, provided to the existing pool of properties, but, with clear service standards established as required for the use of each building. It will involve no diminution of specified service standard in public-facing buildings and aims to improve the attainment of those standards.

5.2 In doing so, the Council's client-side technical team are revisiting the cleaning standards for each building to devise a narrow range of standards which can be used across the property estate. The arrangements will meet a number of operational objectives including:

- harmonisation of approaches and standards.
- adequate capacity to deliver the specified standards (frequencies, locations and service quality expectations).
- resilience in people, plant and materials/consumables.
- Address any contract under-performance.
- potential for cost savings.
- investment in management systems/production of robust business intelligence, and performance data.
- investment in operating plant and equipment.
- improved materials/consumables management, including use of environmentally friendly consumables where possible.
- scalability (to add additional services or/and services to additional buildings).

5.3 An option identification and appraisal has been undertaken to identify how best to access the most appropriate set of arrangements available to the Council to meet its operational expectations. These arrangements include:

- Access to an affordable and sustainable cleaning solution.
- In-scope buildings being cleaned to an acceptable level.
- Sufficient capacity being available to deliver services to the specified standard.
- Investment in plant and materials/consumables to optimise service delivery.
- Investment in appropriate management systems to allow services to be planned and managed effectively making systematic use of data/business intelligence.
- Scope for scalability to extend to other parts of the Council estate in due course if so desired.

5.4 Acknowledging the desire for a consistent service and a that TUPE will apply, the headline options explored were as follows:

- Direct in-house delivery of services through a Council employed Cleaning Team.
- Procuring a single Cleaning Services provider through a dedicated competitive tendering exercise to deliver all services on a contractual basis for an agreed period (this could be either be as one contract covering the whole of the Council or broken into smaller lots).

- Appointing one or more cleaning services providers via an established framework agreement, thus avoiding the need for and cost of a separate dedicated procurement exercise.
- 5.5 The procurement routes will be fully compliant with the UK Procurement Regulations and will be approved by the Authority's Procurement and legal teams.
- 5.6 Drawing on a detailed SWOT analysis, the preferred option is appointing a single cleaning services provider via an established framework agreement. This route identifies several potential advantages, including:
- The Council's cleaning requirements can be accommodated in the technical specification issued to suppliers on the framework.
  - Frameworks offer more discretion around adding and removing services from the contract (if required) than a single service provider contract route. This creates scope for additional capacity and resilience in the medium to long term.
  - Use of an established framework is less demanding (for the Council) and for providers on the framework to participate in (increasing market interest and subsequent competitive benefits).
  - The use of a framework removes delays and can reduce procurement and management costs associated with setting up something new.
  - It is expected that TUPE will apply when a single provider approach is being taken, thus protecting employment rights of cleaning staff already employed by the Council.
  - It is also less likely that there would be contractual 'events' if changes were needed, although this would be kept under close review, as changes may still need to be undertaken through formal contract variation, to comply with the Public Contract Regulations 2015 and the Authority's own Contract Procedure Rules.
  - Current arrangements (with associated Strengths and Weaknesses) can likely endure until the exercise has been completed (although these may be sub-optimal and there may be costs to extend).
  - A significant level of management time would be required to manage, deploy and organise an inhouse team across the breadth of the Council's estate. Securing an external supplier that has an existing operational management structure and wider pool of cleaning resource from which to draw is considered more cost effective than the Council establishing such a structure.
  - An external supplier will have a wider pool of resource from which to draw on in the event of staff absence, provision of staff training, along with existing arrangements for the supply of materials and cleaning consumables.
- 5.7 There are some potential downsides of the proposal, however, these are considered to not outweigh the above benefits, including:

- there may be some charges to access the preferred framework and the framework would still be subject to appropriate diligence by the Council's Procurement and legal team's, to ensure its compliance and usability.
- any established framework focus and ambitions will already have been articulated (so there will be a need to seek an appropriate framework in terms of alignment or ability to specify requirements within any direct awards or mini-competitions).
- the Council would wish for TUPE to apply to protect existing employee rights. Some frameworks assume otherwise, so the application of TUPE position would need to be emphasised in selecting the preferred framework.
- while inclusion on a framework demonstrates both compliance and an element of assumed value for money, the Council will ideally run a further mini-competition to select the preferred provider. This leads to a short delay in award – though much less significant than completing a dedicated procurement exercise. The Council has the option to extend the existing contracts on a rolling month by month basis until this exercise has been completed.

5.8 Potential framework options are currently being explored by the Procurement Team in discussion with Service Managers. It is anticipated that a framework such as the Crown Commercial Service will be selected, as the framework enables further competition to be undertaken amongst eligible suppliers, ensuring best value as achieved, as well as inclusion of social value measures, such as supporting local employment. Local suppliers are also able to sign up to the Crown Commercial Service framework, subject to meeting the requirements of framework.

## **6. Next steps**

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6.1 The next steps involve:

- Completing the scoping of service standards
- Identifying the most appropriate established framework agreement to use
- Specifying the Council requirements within the scope of the framework
- Completing the preferred supplier through a mini-competition
- Awarding to contract to the successful bidder.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

7.1.1 The proposed arrangements seek to work within the allocated revenue budgets for the impacted service.

7.1.2 The delivery routes (including the procurement options) were subject to a SWOT analysis considering a breadth of issues around affordability, deliverability and flexibility; as well as both value for money and potential risk.

## **7.2 Legal and governance**

7.2.1 There is a requirement to comply with Public Contract Regulation 2015 and the Council's financial and constitutional procedures regarding any of the future options.

7.2.2 The Public Contracts Regulations 2015 requires contracts for supplies and services of more than £213,477 to be tendered in accordance with the regulations.

7.2.3 The preferred route involves use of an established framework agreement including providers who qualified through a standard public procurement process, with credibility, viability, sustainability and competitive positioning implicit to the process.

## **7.3 Relevant Policies and Plans**

7.3.1 The proposed way forward aligns with the Council's Corporate Plan and key commitment to provide modern public services, through efficient, effective and affordable services that make a real difference to all our local communities.

## **7.4 Risk**

7.4.1 Failure to provide appropriate arrangements and associated resources for this service may contribute to deterioration of the Council's estate and associated health and safety and reputational risks.

7.4.2 Failure to secure sufficient capacity via a third-party provider is likely to continue to lead to under-performance of the service.

7.4.3 Continuation of the current fragmented arrangements could lead to underperformance of the service and will have both management and cost implications.

7.4.4 Failure to enter into affordable and flexible arrangements may see the Council unable to fulfil its commitments to service continuity, customer service and value for money.

7.4.5 Proceeding with a contracted service could see a rise in vacancies for inhouse cleaning roles. This will be mitigated through briefings and consultation with staff and Unions.

## **7.5 Consultation**

7.5.1 No public consultation is required as part of this process. Consultation with service areas on the cleaning specification required for location will be undertaken, along with consultation with staff impacted by the proposed contract procurement.

## **7.6 Consideration by Executive Advisory Panel**

7.6.1 This item has not been considered by an Executive Advisory Panel.

## **7.7 Consideration by Scrutiny**

7.7.1 This item is eligible for call in by Scrutiny, as part of their workplan.

## **7.8 Equality implications**

7.8.1 An Equality Impact Assessment has been undertaken, and no negative impacts have been highlighted. Equality implications for individual staff will be considered via the TUPE transfer process and the terms of the selected framework agreement.

## **7.9 Climate and Environment Impact**

7.9.1 Appointing a single provider is intended to have a number of climate change mitigation benefits arising from:

- Improved resource deployment
- Better consumables/materials management (including closer scrutiny of suitable products)
- More modern (and environmentally friendly) plant and equipment
- Enhanced use of management information to plan and deliver services.

## **7.10 Community Impact**

7.10.1 Improved building cleaning will help to maximise benefits for customers and community-oriented service delivery through clean public buildings. The proposed route aims to provide flexibility to change service delivery arrangements as product innovation emerges to further improve cleanliness and value for money moving forward.

## **7.11 Crime and Disorder Impact**

7.11.1 There are no crime and disorder matters arising from this report.

## 8. Background Papers

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8.1 None

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Street Lighting LED Upgrade</b>  |
| <b>Report Author</b> | George Candler, Executive Director of Place and Economy<br><a href="mailto:george.candler@northnorthants.gov.uk">george.candler@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Cllr Graham Lawman, Executive Member for Highways,<br>Travel and Assets   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

**Appendix A:** Equalities Scoping Report

**Appendix B:** Financial model

### **1. Purpose of Report**

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- 1.1. This report sets out the proposal to replace the existing Highway Street Lighting Private Finance Initiative (PFI) stock lanterns with light-emitting diode (LED) units, whilst maintaining current lighting standards. All new units will be linked to a Central Management System (CMS), which will allow remote management and monitoring of units for electricity consumption reporting and fault monitoring. The delivery timescale for the proposal is 120 weeks from project commencement.
- 1.2. The report recommends that approval is granted to proceed with replacement of PFI Asset lanterns with LED alternatives to meet the requirements of the specification and cost envelope developed by the Council's technical team in liaison with the PFI service provider.
- 1.3. This report only refers to those streetlights within the Council's PFI agreement with Connect Roads/ Balfour Beatty. It does not include those street lighting

assets which were formerly owned and managed by the districts and boroughs, which are not managed by Balfour Beatty.

## **2. Executive Summary**

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- 2.1 A business case in support of the proposed LED/CMS replacement was considered by the Council's Strategic Capital Board in September 2022. The case for investment was made on the basis of a number of tangible benefits including lowering of the Council's carbon footprint, mitigation of future increases in energy costs, ability to maintain current lighting standards, the increased life of assets and the ability to improve management and potentially further reduce costs through remote monitor using the CMS.
- 2.2 The Board agreed to approve the business case and submit the proposal for consideration by the Executive at their meeting in November 2022. Should the Executive approve the funding, the project will progress to implementation through the existing PFI provider, Balfour Beatty.
- 2.3 In summary, the proposals involve an up-front investment of £6.17m in approximately 22,000 lanterns and accompanying CMS units, securing a recurring saving on energy and maintenance costs. The funding of which will be secured from Government Treasury facilities that Local Government have access to, with preferential interest rates compared to the commercial finance market. The projected payback period is 10.5 years as shown in **Appendix B**.
- 2.4 The Executive should note that the current Street Lighting Policy was initially set by the former Northamptonshire County Council (NCC) in 2011. Due to budget reductions at the time this led to a number of roads being de-illuminated. This proposal will not reverse de-illumination.
- 2.5 The former NCC Cabinet previously gave approval for LED replacement subject to external funding (Salix) being available. The Salix Fund was closed shortly thereafter, preventing the project proceeding, so this report now seeks further approval using alternative finance options detailed in 2.3.
- 2.6 A similar proposal is likely to be considered by West Northamptonshire Council. If approved, then both projects will be delivered in parallel, with an expected cost saving for both authorities. This amount will be confirmed once, and if, both authorities agree to proceed with the project.

## **3. Recommendations**

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- 3.1 It is recommended that the Executive:
  - a) Confirm approval to proceed with the LED replacement and Central Management System (CMS) upgrade of streetlights within the PFI agreement with Connect Roads/ Balfour Beatty.
  - b) Delegate authority to the Executive Member for Highways, Travel and Assets, in consultation with the Executive Member for Finance, the Executive Director for Finance and the Executive Director for Place and Economy to:

- i. secure and allocate appropriate funding, through Prudential Borrowing;
  - ii. agree the necessary changes to the PFI funding agreement with Connect Roads/Balfour Beatty to complete the required works.
- 3.2 Reason for Recommendations: The recommendations will deliver against the Council's priorities to provide efficient services that deliver value for money, whilst maintaining a safe public highway and reduce carbon emissions in line with the Council's commitment to becoming carbon net zero by 2030.
- 3.3 Alternative Options Considered:
- 3.4 An alternative is to continue with the current street lighting lanterns, which would avoid the need to provide capital funding for investment. This option would not deliver the financial, social or environmental objectives of the proposed recommendations.
- 3.5 It would be possible to change the lanterns to LEDs, but not install the CMS. This would not deliver the operational and potential financial and environmental benefits of having remote control over the network of streetlights, so this is not recommended.
- 3.6 The Council owns and manages streetlights, inherited from the former district and boroughs, which are not part of the street lighting PFI. In order to convert those assets to LED, they would first need to be transferred into the PFI. It is not proposed to transfer those assets to the PFI through this project as it will require additional inspection and upgrade of those assets in order to meet the strict specification requirements of the PFI. This is a separate consideration, and investment, that the Council may want to explore at another time.

#### **4. Report Background**

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- 4.1 The majority of the Council's Highways Street Lighting is managed and maintained via a PFI Contract with Connect Roads (Balfour Beatty). Commencing in October 2011, the PFI contract saw a significant update to the street lighting asset during the core investment period. Many current streetlights across North Northamptonshire nevertheless still rely on more traditional technology and do not achieve the potential carbon and cost benefits associated with remotely managed and monitored LED lighting.
- 4.2 In March 2020, the former Northamptonshire County Council (NCC) Cabinet considered a report proposing to upgrade all NCC's non-LED street lighting assets to LED and install a Central Management System (CMS) to enable remote control across the entire network. This would see LED and CMS-generated cost and carbon reduction benefits extended to approximately 60,000 lights across Northamptonshire (around 80-90% of the street lighting asset across the area). While the proposal was agreed subject to funding, its implementation was superseded by changes in available Central Government support and the formal establishment of the two new unitary authorities.

- 4.3 In terms of the proposed technical upgrade the approach assumes that lighting standards will be maintained at their current levels (although a small number of units currently falling below this standard will be replaced as part of the process). Whilst lighting technology evolves quickly, it is currently intended to use a blend of Thorn Isaro Pro and DW Windsor Kirium Pro LED lanterns to replace current SOX, PLL and Cosmopolis lanterns. The new lighting typically uses between 20-35% of the levels of energy needed for the legacy equivalents.
- 4.4 In addition to the LED upgrades, additional or refined CMS base stations and sockets will be extended across the network to improve control and reduce inspection and maintenance costs. CMS will provide more flexibility to increase/reduce lighting levels quickly and easily if desired (either across the network or in particular areas at particular times).
- 4.5 The duration of the project is 120 weeks plus a 12-week manufacturer lead-in period. The intention is to commence work during 2022/23 and complete the installation by the end of 2024. The timings will be influenced by the time taken to agree contractual changes with the PFI fund, availability of components and installation teams and weather conditions.
- 4.6 Financial benefits arise primarily from an immediate reduction in energy costs post-installation. There is an additional, though much smaller, secondary benefit from monitoring cost savings as the CMS reduces the need for night scouting. Night scouting currently involves members of staff patrolling areas at night looking for any lighting defects. Together, these cost mitigations project pay back of the initial investment in Year 9 of the project, with recurring savings thereafter.
- 4.7 In addition to the financial benefits, the project will reduce the Council's street lighting energy usage by approximately two thirds. This generates a carbon reduction of 500 tonnes of carbon dioxide (CO<sub>2</sub>) for North Northamptonshire. The investment also increases the life of the assets as the new units will benefit from a 10-year luminaire warranty and a 20-year lantern body warranty.

## 5. Issues and Choices

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- 5.1 Uncertainty over energy prices has been a major issue. Street lighting energy costs have doubled since April 2022. Energy is 'Purchased Within Period' (PWP) and so the Council pays a lower Summer Rate (36% of the usage) and a higher Winter Rate (64%). Overall, this has resulted in a pressure of £1m in 2022/23, with the introduction of the Government cap on energy prices this will reduce to £0.5m for 2022/23. The Council are anticipating a further increase in cost once the cap is lifted in April 2023 for next financial year, before prices will hopefully start to level as shown in **Appendix B**. The equivalent LED replacement for the most common lantern in the Council's estate will use around 70% less electricity to achieve current lighting levels, so the proposal will significantly reduce energy costs.
- 5.2 In respect of alternative choices, the only foreseen workable alternative would be to change some areas to part-night lighting. This would likely halve the energy usage but could only likely be applied to around 50% of the asset (avoiding traffic routes, conflict zones, road safety lit areas and town centres).

This would also have an initial cost as most lights are not currently remotely controlled through a CMS, so would need to be individually visited to switch controls, which comes at a cost to the Council. This proposal would likely not reduce costs overall and is not recommended.

- 5.3 As regards implementation choices, the Highways and Street Lighting technical team explored initial technical specification options and conducted an initial exercise around indicative pricing. Using that information, the team then engaged with Connect Roads and identified scope to reduce these costs while meeting the same output requirements (largely due to Balfour Beatty's enhanced purchasing leverage). As the project was further scoped, further market alternatives and prices have become available, with the current working specification and costs based on the most up to date information received from the market.

## **6. Next steps**

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6.1 The next steps involve:

- finalising the scope and phasing of the proposed activities
- confirming and approving both the investment requirements and cost model
- securing and allocating appropriate funding (likely via Prudential Borrowing) in liaison with the Council Finance Team
- engage with Connect Roads/Balfour Beatty to amend the funding agreement and contract and to complete the required works
- monitor the implementation and the resulting project objectives.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

7.1.1 The proposal, as shown in **Appendix B**, involve an up-front investment of £6.17m to secure the financial and non-financial benefits summarised earlier in section 4. To calculate the payback on reduced energy, spend, it has been necessary to project energy prices into the future. There is no guarantee that these prices will materialise. Payback is projected in Year 11 based on the current projected energy prices and cost of borrowing, which assumes energy prices will increase at a rate of 5% a year and borrowing costs increase to 5% per year.

7.1.2 The proposed investment would be through Prudential Borrowing as Local Government are offered a concessionary rate of a reduction of 0.2% from the published rates.

## **7.2 Legal and governance**

- 7.2.1 Assuming approval, implementation and subsequent monitoring of progress and impact will be governed and managed through the existing contractual framework with Connect Roads. If the contract requires variation as a result this will be subject to legal review.
- 7.2.2 Specifically, the works will be delivered as a Framework Project through the existing Street Lighting PFI Contract with Connect Roads. The Contract will not currently allow enough asset to be de-accrued annually (2% annual threshold) to deliver through a separate contract in the timescale required. A Framework Agreement will therefore be used under the Street Lighting PFI Contract 2011 including Supplementary Deed relating to Project Synergies, LED Upgrades and amendments to the Project Agreement

## **7.3 Relevant Policies and Plans**

- 7.3.1 The recommendations support the Council's Corporate Plan to create safe and thriving places to live, work and visit as well as creating green, sustainable environment, connected communities and modern public services. They also support the Council's commitment to be carbon net zero by 2030.

## **7.4 Risk**

- 7.4.1 A detailed risk register has been developed for the project. Key strategic risks relate primarily to the increased cost of energy, with the project itself seen as a significant mitigation of that risk for the Council.
- 7.4.2 From an implementation perspective, key risks include shortage of materials or staff to complete the work, increased materials prices, poor condition of the columns (supporting the new lanterns), and adverse weather disrupting work. Column condition surveys indicate that this should not be a major issue, and a small contingency has been set aside for replacement of individual columns in extreme circumstances. Further operational and commercial mitigations are in place to manage these risks as part of project implementation.
- 7.4.3 Prudential borrowing is the preferred option in financing this project as Local Government are given a preferential borrowing rate of 0.20% below published rates from the PWLB, however, due to the current economic uncertainty in terms of interest rates, close monitoring of the financial markets and advice from Arlingclose, the Council's Treasury Advisor's, will be undertaken to ensure that if the Council undertakes borrowing that the exposure of risk to the Council is minimised.

## **7.5 Consultation**

- 7.5.1 The proposal has not been subject to formal or public consultation as it does not change the levels of service provided to communities or residents.

## **7.6 Consideration by Executive Advisory Panel**

7.6.1 This item was considered by the Climate Change, Environment and Growth Executive Advisory Panel on 6<sup>th</sup> October 2022. The panel were supportive of the project owing to the expected carbon reductions.

## **7.7 Consideration by Scrutiny**

7.7.1 This item has not been considered through the scrutiny process but could do so as part of its future programme.

## **7.8 Equality implications**

7.8.1 The proposal does not reduce street-lighting levels provided to residents and therefore does not have any implications relating to the Equalities Act.

## **7.9 Climate and Environment Impact**

7.9.1 The recommendation to install LED lanterns will result in significant reductions in energy use, generating an estimated carbon reduction of 500 tonnes of CO<sub>2</sub> for North Northamptonshire each year.

## **7.10 Community Impact**

7.10.1 In terms of employment, Balfour Beatty have indicated that the project would facilitate:

- the appointment of two Level 3 Apprentices from late 2022 to support this work and intend to retain the trained staff
- the appointment of one Graduate Designer on a permanent basis
- the safeguarding of four gangs each consisting of two operatives
- the potential recruitment of additional delivery gang on a permanent basis.

## **7.11 Crime and Disorder Impact**

7.11.1 The project enables the continued provision of street lighting, which contributes towards maintaining safe places and reduces the fear of crime.

## **8. Background Papers**

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8.1 None

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## Equality Screening Assessment

The Equality Screening Assessment form must be completed to evidence what impact the proposal may have on equality groups within our community or workforce. Any proposal that identifies a negative impact must have a full Equality Impact Assessment completed before the proposal progresses further.

### 1: Proposal

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| Requirement  | Detail  |
|--|---|
| Title of proposal  | Street Lighting LED Upgrade   |
| Type of proposal: new policy / change to policy / new service / change to service / removal of service / project / event/ budget | Investment in service (no impact felt by residents)   |
| What is the objective of this proposal?  | To replace the existing Highway Street Lighting Private Finance Initiative (PFI) stock lanterns with light-emitting diode (LED) units, whilst maintaining current lighting standards. All new units will be linked to a Central Management System (CMS), which will allow remote management and monitoring of units for electricity consumption reporting and fault monitoring. The delivery timescale for the proposal is 120 weeks from project commencement. |

| Requirement   | Detail   |
|---|--|
|   | It will reduce energy consumption and the Council's carbon footprint. There will be no reduction in lighting levels.   |
| Has there been/when will there be consultation on this proposal?<br>(List all the groups / communities, including dates)    | 1.1.1 This item was considered by the Climate Change, Environment and Growth Executive Advisory Panel on 6 <sup>th</sup> October 2022. The panel were supportive of the project owing to the expected carbon reductions. |
| Did the consultation on this proposal highlight any positive or negative impact on protected groups? (If yes, give details) | No.  |
| What processes are in place to monitor and review the impact of this proposal?  | Contract management and monitoring.  |
| Who will approve this proposal?<br>(Committee, CLT)   | Executive  |

## 2: Equality Consideration

In turn, consider each protected group to ensure we meet our legal obligations of the Equality Act (2010).

| Protected Groups   | General Equality Duty Considerations  | Changes   | Impact   |
|--|---|---|--|
| <b>Age</b><br>Different age groups that may be affected by the proposal in different ways. | <ul style="list-style-type: none"> <li>• Include factual evidence of how people in this group may be affected.</li> <li>• Consider the outcomes and processes.</li> <li>• Does this seek to <b>eliminate discrimination</b>?</li> <li>• Does this promote <b>fostering good relations</b>?</li> </ul> | <ul style="list-style-type: none"> <li>• What changes can be made to mitigate any negative impact?</li> <li>• Are there opportunities to <b>remove possible barriers or disadvantages</b> that a group may face?</li> </ul> | Delete as appropriate.<br>There can be more than one answer per protected group. |
|  | No effects. There will be no reduction in lighting levels.  |   | Positive<br>Neutral<br>Negative  |

| Protected Groups  | General Equality Duty Considerations                       | Changes  | Impact  |
|---|--|--|---------|
| <b>Sex</b><br>Is one sex affected more than another or are they affected the same?  | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |
| <b>Disability</b><br>It is likely to have an effect on a particular type of disability? Why?                                    | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |
| <b>Gender Reassignment</b><br>Will there be an impact on trans males and/or trans females?                                      | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |
| <b>Race</b><br>Are people from one ethnic group affected more than people from another ethnic group?                            | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |
| <b>Sexual Orientation</b><br>Are people of one sexual orientation affected differently to people of another sexual orientation? | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |
| <b>Marriage &amp; Civil Partnership</b><br>Are people in a Marriage or Civil Partnership treated less favourably?               | No effects. There will be no reduction in lighting levels. | No changes. There will be no reduction in lighting levels. | Neutral |

| Protected Groups  | General Equality Duty Considerations  | Changes   | Impact   |
|---|---|---|--|
|   | <ul style="list-style-type: none"> <li>• Include factual evidence of how people in this group may be affected.</li> <li>• Consider the outcomes and processes.</li> <li>• Does this seek to <b>eliminate discrimination</b>?</li> <li>• Does this promote <b>fostering good relations</b>?</li> </ul> | <ul style="list-style-type: none"> <li>• What changes can be made to mitigate any negative impact?</li> <li>• Are there opportunities to <b>remove possible barriers or disadvantages</b> that a group may face?</li> </ul> | Delete as appropriate.<br>There can be more than one answer per protected group. |
| <b>Pregnancy &amp; Maternity</b><br>Are people who are pregnant, or have a baby of 6 months old or younger, effected by this proposal?  | No effects. There will be no reduction in lighting levels.  | No changes. There will be no reduction in lighting levels.  | Neutral  |
| <b>Religion or Belief</b><br>Does the proposal effect people differently depending on whether they have or do not have a religion or a belief?  | No effects. There will be no reduction in lighting levels.  | No changes. There will be no reduction in lighting levels.  | Neutral  |
| <b>Health &amp; Wellbeing</b><br>1. Health behaviours (E.g. diet, exercise, alcohol, smoking)<br>2. Support (E.g. community cohesion, rural isolation)<br>3. Socio economic (E.g. income, education).<br>4. Environment (E.g. green spaces, fuel poverty, housing standards). | No effects. There will be no reduction in lighting levels. A reduction in carbon emissions helps to reduce the likelihood of climate change, and the negative impacts of a changing climate.  | No changes. There will be no reduction in lighting levels.  | Neutral  |

### 3: Equality Impact

| Question   | Response  |
|--|-----------|
| What overall impact does the proposal have on the protected groups?<br>If a negative impact is identified anywhere in section 2, the response will be Negative Impact. | No impact |
| Does an Equality Impact Assessment need to be completed?<br>(Yes, if any negative impact is found.)  | No        |

| Question   | Response   |
|--|--|
|  | If yes, this Equality Screening Assessment must be adjoined to the Equality Impact Assessment. |
| Copy attached to relevant report?                                | Yes  |
| Is this document going to be published with the relevant report? | Yes  |

#### 4: Ownership

| Question                       | Response   |
|--------------------------------|--|
| Directorate                    | Place and Economy  |
| Service area                   | Highways   |
| Lead officer's name            | Graeme Kane  |
| Lead officer's job title       | Assistant Director: Highways and Waste   |
| Lead officer's contact details | <a href="mailto:Graeme.kane@northnorthants.gov.uk">Graeme.kane@northnorthants.gov.uk</a> |
| Lead officer's signature       | Graeme Kane  |
| Date completed                 | 17.10.22   |

Completed forms must be sent to [Equalities@northnorthants.gov.uk](mailto:Equalities@northnorthants.gov.uk)

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| Year                               | 2022/23<br>£'000 | 2023/24<br>£'000 | 2024/25<br>£'000 | 2025/26<br>£'000 | 2026/27<br>£'000 | 2027/28<br>£'000 | 2028/29<br>£'000 | 2029/30<br>£'000 | 2030/31<br>£'000 | 2031/32<br>£'000 | 2032/33<br>£'000 |
|------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| <b>Investment</b>                  | 3,033            | 2,157            | 979              |                  |                  |                  |                  |                  |                  |                  |                  |
| <b>Energy Costs</b>                |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Current Costs                      | 1,354            | 1,422            | 1,493            | 1,568            | 1,646            | 1,729            | 1,815            | 1,906            | 2,001            | 2,101            | 2,206            |
| Proposed Costs                     | 1,172            | 763              | 497              | 498              | 523              | 549              | 576              | 605              | 635              | 667              | 700              |
| <b>(Savings)/Cost</b>              | <b>-182</b>      | <b>-659</b>      | <b>-996</b>      | <b>-1,070</b>    | <b>-1,124</b>    | <b>-1,180</b>    | <b>-1,239</b>    | <b>-1,301</b>    | <b>-1,366</b>    | <b>-1,434</b>    | <b>-1,506</b>    |
| <b>Support Expenses</b>            |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| Current Costs                      | 366              | 755              | 777              | 801              | 825              | 849              | 875              | 901              | 928              | 956              | 985              |
| Proposed Costs                     | 362              | 736              | 758              | 781              | 804              | 828              | 853              | 879              | 905              | 932              | 960              |
| <b>(Savings)/Costs</b>             | <b>-5</b>        | <b>-19</b>       | <b>-19</b>       | <b>-20</b>       | <b>-21</b>       | <b>-21</b>       | <b>-22</b>       | <b>-23</b>       | <b>-23</b>       | <b>-24</b>       | <b>-25</b>       |
| Financing Costs                    | 152              | 411              | 568              | 617              | 617              | 617              | 617              | 617              | 617              | 617              | 617              |
| <b>Overall<br/>(Savings)/Costs</b> | <b>-35</b>       | <b>-267</b>      | <b>-447</b>      | <b>-473</b>      | <b>-527</b>      | <b>-584</b>      | <b>-644</b>      | <b>-706</b>      | <b>-772</b>      | <b>-841</b>      | <b>-913</b>      |
| <b>Payback (Full Cost)</b>         | <b>2,998</b>     | <b>4,888</b>     | <b>5,421</b>     | <b>4,947</b>     | <b>4,420</b>     | <b>3,836</b>     | <b>3,192</b>     | <b>2,486</b>     | <b>1,714</b>     | <b>873</b>       | <b>-41</b>       |

**Assumptions:**

Energy Costs at current price cap, then assumed 5% increase year on year

Borrowing costs are assumed at interest rate of 5% over 15 years

Payback for Energy Costs only is in 7 years; full costs payback 10.5 years

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |  |
|----------------------|--|
| <b>Report Title</b>  | <b>Update on the formal consultation for the proposed amalgamation of Tennyson Road Infant School and Alfred Street Junior School in Rushden</b> |
| <b>Report Author</b> | Jo Hutchinson Head of School Effectiveness   |
| <b>Lead Member</b>   | Cllr Scott Edwards – Executive Member for Children, Families, Education & Skills   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

- Appendix A** – Equality Screening Assessment
- Appendix B** – Statutory Notice
- Appendix C** – Frequently Asked Questions (FAQs)
- Appendix D** – Copy of Formal Consultation

### 1 Purpose of Report

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- 1.1 To inform the Executive of the outcomes of the statutory period of formal consultation approved by the Executive on Thursday 25<sup>th</sup> August 2022 and seek its decision on the proposed amalgamation for Tennyson Road Infant. School and Alfred Street Junior School as requested by the respective governing bodies.
- 1.2 The consultation sought views on the creation of a single all through primary school that would, in the first instance, continue to operate across the two existing sites. Any proposed change to this arrangement would be led by the Governing Body of the new school and be subject to a further consultation process.

- 1.3 The report was discussed with the Executive Advisory Panel Education, Skills and Employment on Tuesday 25<sup>th</sup> October 2022. Panel members supported the recommendations in the report.

## **2 Executive Summary**

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- 2.1 To ensure the best outcomes for children at Alfred Street Junior School and Tennyson Road Infant school (“the schools”) which are located in Rushden, and to address financial and operational challenges, the Council was approached by the Governing Bodies of the schools to consider an amalgamation.
- 2.2 The outcomes of an initial consultation were provided in a report for consideration by Executive on 25<sup>th</sup> August 2022. This demonstrated majority support for amalgamation of the schools.
- 2.3 Executive approved the publication of a Statutory Notice in accordance with the provisions of section 15 of the Education and Inspections Act 2006 and the DfE statutory guidance, which contained within it a recommendation that, to progress the amalgamation process, Tennyson Road Infant School is closed, and the age range of Alfred Street Junior School is expanded.
- 2.4 The recommended closure of Tennyson Road Infant School does not prejudice the site, name, staffing or any other aspect of the amalgamated school, which can be the subject of further consultation and decision making processes.
- 2.5 This report provides a summary of the outcomes of the formal consultation undertaken between 5<sup>th</sup> September and 2<sup>nd</sup> October 2022 as approved by Executive. The comments raised through this formal consultation process have been considered when developing the recommendation set out in this report.

## **3 Recommendations**

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- 3.1 Having regard to the formal consultation outcomes, the Executive will make a decision as to whether or not to amalgamate the schools.
- 3.2 Reasons for Proposals:
- i) To support children and young people and their families to access high quality sustainable education that facilitates the achievement of best outcomes
  - ii) To progress the amalgamation of the schools in accordance with legislative requirements and Department for Education statutory guidance.
  - iii) Based upon the financial position and school performance it is not a viable solution to take no action to progress the statutory process for the amalgamation

- 3.3 Alternative Options Considered: Having been approached by the governing body of both schools with the proposal to merge, the Council considered the benefits of this option against the maintenance of the two separate schools. The conclusion reached was that the merger provided a much greater opportunity to drive the improvement in outcomes for children at pace, and to deliver efficiency savings that would contribute to the financial stability of the new school. Further details of these considerations are set out in this report.

## **4 Formal Consultation**

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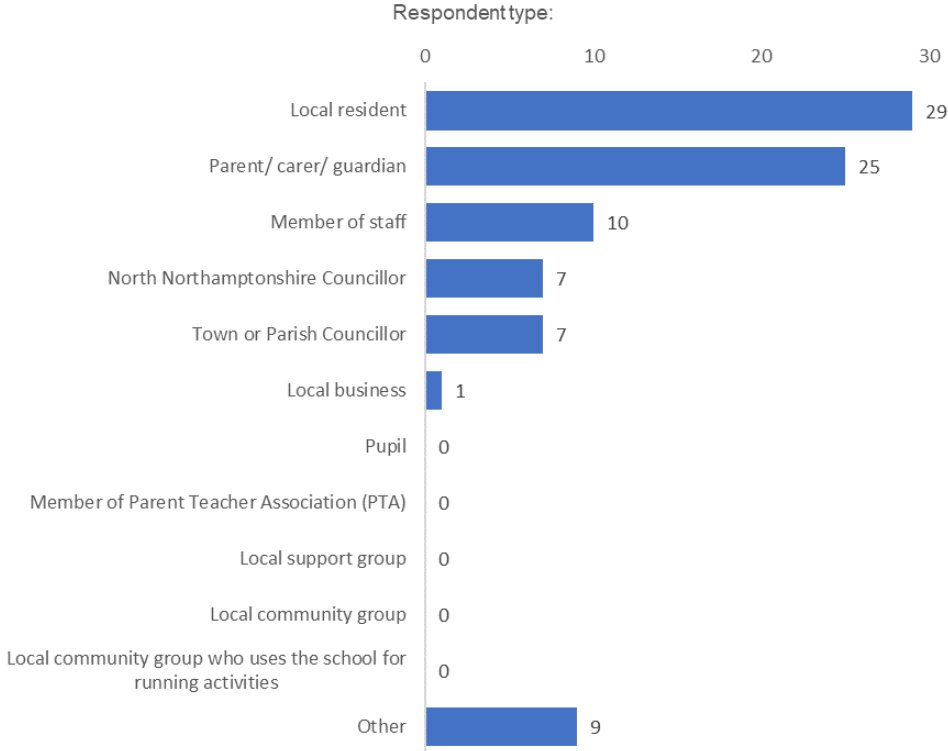
- 4.1 Formal consultation ran for 4 weeks and was open from 5<sup>th</sup> September to 2<sup>nd</sup> October 2022.
- 4.2 The consultation was hosted on the Council's [Consultation & Engagement Hub](#). The consultation was supported by information documents including The Statutory Notice, Frequently Asked Questions and a brief paper containing a clear outline of the proposal so that consultees could provide informed feedback.
- 4.3 Notice of the consultation was promoted by the schools publishing the link on their website and notifying parents/carers and their wider community. The Statutory Notice was published on the Council's website and sent to the Secretary of State for Education.
- 4.4 Notification of the consultation was also published on the local BBC News Website, sent to Councillors, Teaching and Support Staff Union Representatives, local Members of Parliament, town and parish Councils, partner organisations, members of the Council's Consultation Register, and members of the North Northamptonshire Residents' Panel who reside within the local area.
- 4.5 Consultees were able to have their say by:
- Visiting the dedicated consultation webpage and completing the questionnaire or requesting a paper questionnaire
  - Emailing [lseadmin.ncc@northnorthants.gov.uk](mailto:lseadmin.ncc@northnorthants.gov.uk)
  - Writing to North Northamptonshire Council, Consultation: Tennyson Road Infant School and Alfred Street Primary School, Sheerness House, Meadow Road, Kettering, NN16 8TL
  - Accessing the questionnaire free of charge at any North Northamptonshire Council library. Alternative formats of the questionnaire were offered upon request.

## **5 Formal Consultation Response**

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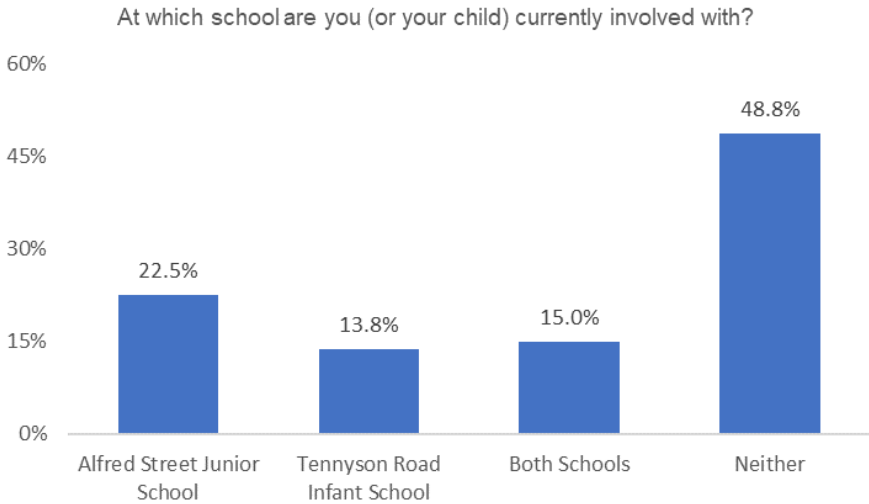
- 5.1 In total, 86 respondents filled out a questionnaire, either partially or fully. Respondents did not have to answer every question and so the total number of responses for each question differs and is shown in relation to each question. There were no written or email responses.

5.2 The respondents to the consultation were made up as follows:

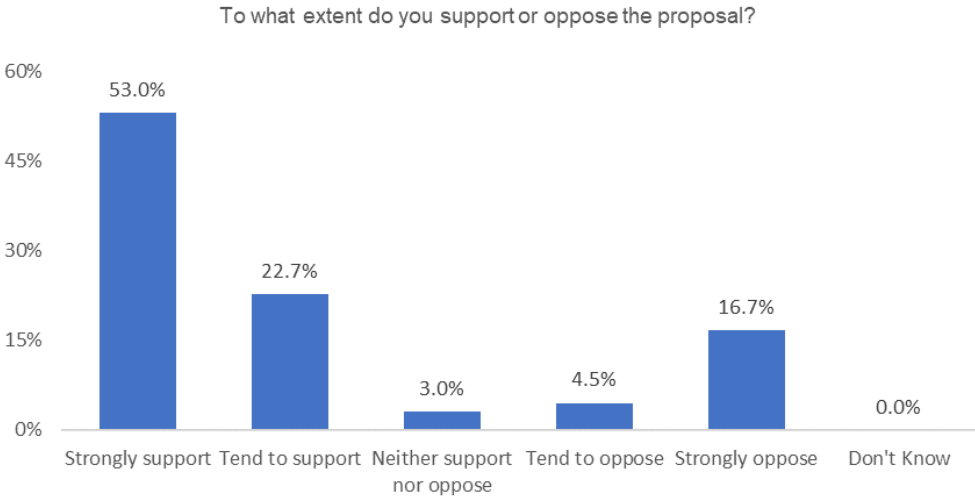


The respondents who said 'Other' included grandparents of pupils, ex members of staff; an ex-pupil, a school Governor and a local architect.

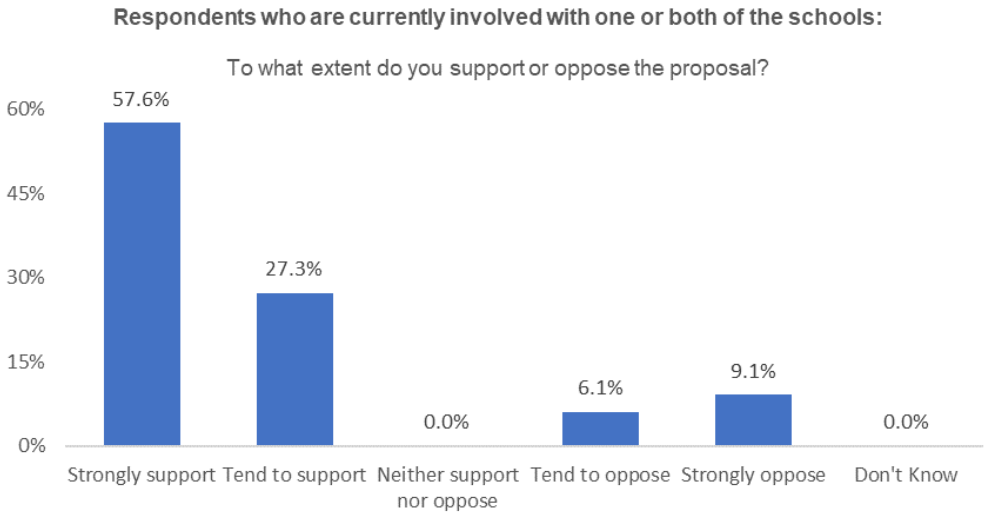
5.3 There were 80 responses to the following question. A total of 51.3% respondents said they are currently involved with either one or both schools.



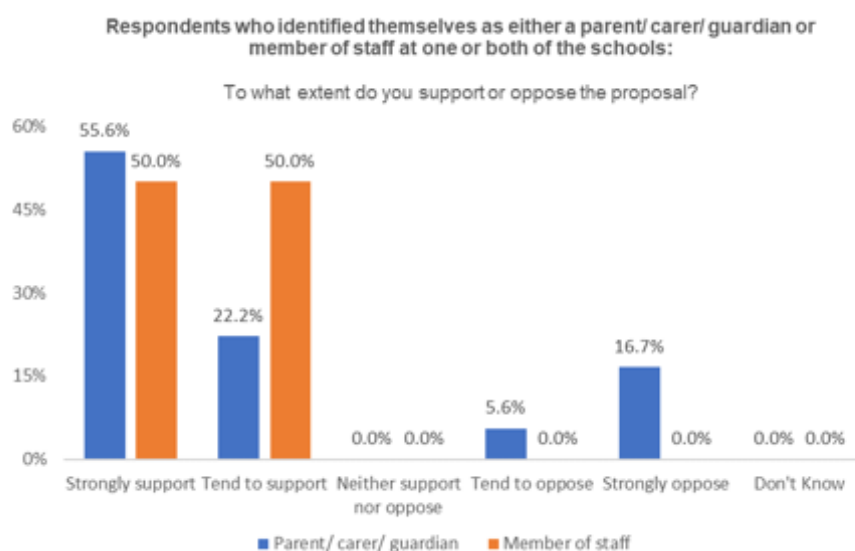
5.4 There were 66 responses to the following question. A total of 75.7% respondents said they support the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School. A total of 21.2% oppose.



5.5 There were 33 respondents who said they are currently involved with either one or both schools who also responded to the following question. When looking at these responses 84.9% of these respondents support the proposal, whilst 15.2% oppose.



5.6 When focusing on those respondents who identified themselves as either a parent/carer/ guardian or member of staff at one or both of the schools, from the 18 parents, carers and guardians who answered this question 77.8% support the proposal, whilst 22.3% oppose. From the 10 members of staff respondents, 100% said they supported the proposal.



## 6 Common Themes Emerging from the Consultation Responses

6.1 The purpose of this section of the report is to give further clarification to the data above by providing free text information aligned to common themes emerging from respondents during the consultation.

### 6.2 Summary of responses to the question: “If you think the proposal would have a positive impact, then please tell us why.”

6.2.1 There were a total of 40 written responses to this question. A summary of answers which mentioned one or more of the key themes identified is displayed below (*please note that a single response may cover more than one theme*):

| Theme Number | Theme  | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|--|---------------------------------|--------------------------------------|
| 1            | Greater efficiencies / economies of scale of operating a single site                   | 24                              | 60%                                  |
| 2            | Improved building quality / extension of the combined site                             | 4                               | 10%                                  |
| 3            | A merger would provide an opportunity to redevelop the closed site                     | 3                               | 8%                                   |
| 4            | A merger would benefit the welfare of pupils   | 25                              | 63%                                  |
| 5            | Environmental benefits for the local area  | 2                               | 5%                                   |
| 6            | Benefits for the parents and the wider local community                                 | 19                              | 48%                                  |
| 7            | Specific benefits of having a combined primary school (including improved transitions) | 14                              | 35%                                  |
| 8            | Comments on improved staffing / teaching provision                                     | 8                               | 20%                                  |
| 9            | General support for merging  | 1                               | 3%                                   |
| 10           | Support for merging, but at the Tennyson Road site.                                    | 1                               | 3%                                   |

6.2.2 Over half (60%) of the responses highlighted positive benefits concerning the improved efficiencies and economies of scale of operating a single school site,

with 63% of responses noting that operating a single school would be beneficial for the welfare of pupils.

6.2.3 35% of responses specifically highlighted the benefits of having a combined primary school covering the junior and infant phases, and the benefits of not having to reapply for a Year 3 place and/or support young people with this transition between schools.

6.2.4 Just under half (48%) of responses highlighted benefits for the wider community, and for parents of children - of these responses, a recurring theme was the benefit for not having to drop off and pick up children from two different school sites.

6.2.5 Of the other recurring themes identified in the responses: 20% noted that the merger would provide opportunities for improved staffing/education provision, 10% highlighted how a merger could lead to necessary building improvements or extensions at the combined site (with 8% of responses noting that the closed site could be further developed to enhance the local area).

**6.3 Summary of responses to the question: “If you think the above proposal would have a negative impact, please tell us why, along with any suggestions on how any potential negative impacts could be reduced or avoided”**

6.3.1 There were a total of 24 written responses to this question. A summary of answers which mentioned one or more of the key themes identified is displayed below (*please note that a single response may cover more than one theme*):

| Theme Number | Theme   | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|---|---------------------------------|--------------------------------------|
| 1            | High costs of building / rebuilding at the combined site                                    | 4                               | 17%                                  |
| 2            | Comments that a combined school would not solve the issues faced by both schools at present | 5                               | 21%                                  |
| 3            | Concerns about the cost effectiveness of the merger   | 4                               | 17%                                  |
| 4            | Concerns about parents/pupils travelling to the Alfred Street site                          | 9                               | 38%                                  |
| 5            | Concerns about what would replace the closed site   | 2                               | 8%                                   |
| 6            | Comments about how the merger would need to be accompanied by new school leadership         | 4                               | 17%                                  |
| 7            | Benefits of having smaller classes at separate schools                                      | 2                               | 8%                                   |
| 8            | Comments that the merger should take place at the Tennyson Road site                        | 7                               | 29%                                  |
| 9            | Concerns about the effective management of the process                                      | 3                               | 13%                                  |
| 10           | Crime / safety concerns at the Alfred Street site   | 1                               | 4%                                   |
| 11           | Support for closing both schools  | 2                               | 8%                                   |

6.3.2 The most frequent response (38%) to this question were concerns about the process of transporting children to and from the Alfred Street site. Areas of concern raised in these answers included young people crossing two busy roads

to reach the Alfred Street site, and concerns about increased congestion in the area around Alfred Street.

- 6.3.3 Seven responses (29%) commented that the merger should instead take place at the Tennyson Road site, with responses noting that the buildings at the Tennyson Road site are of a higher quality, with space to develop further if required, and is in a quieter area with more families.
- 6.3.4 Five responses (21%) noted that a combined school would not solve the issues currently faced by both current schools (with two of these responses (8%) further noting that both schools could be closed, and their cohorts absorbed into other local schools).
- 6.3.5 Four responses (17%) were received which cited concerns about the costs of redeveloping and merging the two schools, and a further four responses raised concerns about the overall cost effectiveness of the project.
- 6.3.6 Of the other recurring themes identified in the responses: 13% highlighted that a merger should be accompanied by new school leadership or improved teaching standards, and a further 13% of responses noted concerns about the effective management of the process, 8% raised concerns about the timely and appropriate redevelopment of the closed school site, and 8% highlighted the benefits of maintaining two schools with a dedicated focus on their respective education phases.

**6.4 Summary of responses to the question: “If you have any other comments you would like to make that you have not already told us, then please tell us here:”**

- 6.4.1 There were a total of 21 written responses to this question. A summary of answers which mentioned one or more of the key themes identified is listed below (*please note that a single response may cover more than one theme*):



| Theme Number | Theme  | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|--|---------------------------------|--------------------------------------|
| 1            | Importance of commissioning local people/organisations in any work associated with the project                             | 1                               | 5%                                   |
| 2            | Concerns and comments about the costs / disruption of the project  | 4                               | 19%                                  |
| 3            | Comments about respecting the history of the Alfred Street site  | 2                               | 10%                                  |
| 4            | Comments about ensuring the combined school is situated in a safe/secure place, with sufficient and safe parking for staff | 5                               | 24%                                  |
| 5            | Support for closing both schools   | 1                               | 5%                                   |
| 6            | Comments on the importance of recruiting / retaining high quality staff  | 3                               | 14%                                  |
| 7            | Concerns about the capacity for a merged school to expand further if required  | 2                               | 10%                                  |
| 8            | Concerns about the timing of the merger  | 3                               | 14%                                  |
| 9            | Importance of ensuring student numbers will remain stable or grow  | 2                               | 10%                                  |
| 10           | Comments on renaming the combined school   | 2                               | 10%                                  |
| 11           | Comments that the merger will hopefully lead to improved outcomes  | 2                               | 10%                                  |
| 12           | Importance of transparency in the decision-making process  | 1                               | 5%                                   |

6.4.2 There were multiple themes raised in response to this question. The largest proportion (24%) of responses to this question echoed a concern voiced in the previous section, that the combined site needs to be situated in an appropriate environment, along with a safe place for staff to park their cars.

6.4.3 Four (19%) responses said they were concerned about the cost and disruption of the project. Three (14%) responses raised comments about the timing of the project within the academic year, and a further three (14%) responses were comments (positive and negative) about the quality of the leadership teams at the current schools (and the proposed combined school).

## 7 Common Themes Emerging from Parents/Carers/Guardians and Staff from One or Both Schools

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7.1 The statutory guidance requires account to be taken of the numbers of people expressing a particular view, with the greatest weight given to responses from those stakeholders likely to be most affected by a proposal, more especially parents of children at the schools.

**Summary of responses to the question: “If you think the proposal would have a positive impact, then please tell us why here.”**

7.1.1 There were a total of 19 written responses to this question which raised positive themes. A summary of answers which mentioned one or more of the key themes identified is displayed below (*please note that a single response may cover more than one theme*):

| Theme Number | Theme  | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|--|---------------------------------|--------------------------------------|
| 1            | Greater efficiencies / economies of scale of operating a single site                   | 10                              | 53%                                  |
| 2            | Improved building quality / extension of the combined site                             | 0                               | 0%                                   |
| 3            | A merger would provide an opportunity to redevelop the closed site                     | 0                               | 0%                                   |
| 4            | A merger would benefit the welfare of pupils   | 14                              | 74%                                  |
| 5            | Environmental benefits for the local area  | 0                               | 0%                                   |
| 6            | Benefits for the parents and the wider local community                                 | 8                               | 42%                                  |
| 7            | Specific benefits of having a combined primary school (including improved transitions) | 7                               | 37%                                  |
| 8            | Comments on improved staffing / teaching provision                                     | 4                               | 21%                                  |
| 9            | General support for merging  | 0                               | 0%                                   |
| 10           | Support for merging, but at the Tennyson Road site.                                    | 0                               | 0%                                   |

7.1.2 A large proportion of responses (74%) noted that operating a single school would be beneficial for the welfare of pupils, for example by removing potential anxiety around transitioning between infant and junior school, engendering “a stronger sense of belonging for a longer period of time” and familiarity with staff.

7.1.3 Over half (53%) of responses highlighted positive benefits concerning the improved efficiencies and economies of scale of operating a single school site. 37% of responses specifically highlighted the benefits of having a combined primary school covering the junior and infant phases, and the benefits of not having to reapply for a Year 3 place and/or support young people with this transition between schools.

7.1.4 A significant proportion (42%) of responses highlighted benefits for the wider community, and for parents of children - of these responses, a recurring theme was the benefit for not having to drop off and pick up children from two different school sites.

7.1.5 Lastly, 21% noted that the merger would provide opportunities for improved staffing, especially leadership, and improved educational provision, including SEN provision.

**7.2 Summary of responses to the question: “If you think the above proposal would have a negative impact, please tell us why, along with any suggestions on how any potential negative impacts could be reduced or avoided”**

7.2.1 There were a total of 12 written responses to this question which raised negative themes. A summary of answers which mentioned one or more of the key themes identified is displayed below (*please note that a single response may cover more than one theme*):

| Theme Number | Theme   | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|---|---------------------------------|--------------------------------------|
| 1            | High costs of building / rebuilding at the combined site                                    | 2                               | 17%                                  |
| 2            | Comments that a combined school would not solve the issues faced by both schools at present | 2                               | 17%                                  |
| 3            | Concerns about the cost effectiveness of the merger   | 2                               | 17%                                  |
| 4            | Concerns about parents/pupils travelling to the Alfred Street site                          | 2                               | 17%                                  |
| 5            | Concerns about what would replace the closed site   | 1                               | 8%                                   |
| 6            | Comments about how the merger would need to be accompanied by new school leadership         | 3                               | 25%                                  |
| 7            | Benefits of having smaller classes at separate schools                                      | 1                               | 8%                                   |
| 8            | Comments that the merger should take place at the Tennyson Road site                        | 2                               | 17%                                  |
| 9            | Concerns about the effective management of the process                                      | 2                               | 17%                                  |
| 10           | Crime / safety concerns at the Alfred Street site   | 1                               | 8%                                   |
| 11           | Support for closing both schools  | 0                               | 0%                                   |

7.2.2 There were multiple themes raised in response to this question with no clear trend.

7.2.3 25% of responses felt that the merger would need to be accompanied by new leadership, echoing responses in the previous section.

7.2.4 Six themes were each reflected in 17% of responses. Respondents expressed concerns regarding the cost of redeveloping and merging the two schools, concerns about the cost effectiveness of the merger, concerns that a combined school would not solve the issues currently faced by both current schools, and concerns regarding the process of transporting children to and from the Alfred Street site. Areas of concerns raised in the latter answers included young people crossing two busy roads to reach the Alfred Street site.

7.2.5 Other themes raised by 17% of respondents included concerns regarding the effective management of the merging process and comments that the merger should take place at the Tennyson Road site because its building is more modern, and it is considered to have a better reputation and Ofsted rating.

7.2.6 One respondent voiced concern about what would happen to the closed site, one respondent was concerned about the negative impact of teaching different year groups in one class, and one respondent was concerned about the cost and safety of staff parking at the new site.

**7.3 Summary of responses to the question: “If you have any other comments you would like to make that you have not already told us, then please tell us here:”**

7.3.1 There were a total of 8 written responses to this question. A summary of answers which mentioned one or more of the key themes identified is listed below (*please note that a single response may cover more than one theme*):

| Theme Number | Theme  | Responses mentioning this theme | % of responses mentioning this theme |
|--------------|--|---------------------------------|--------------------------------------|
| 1            | Importance of commissioning local people/organisations in any work associated with the project                             | 0                               | 0%                                   |
| 2            | Concerns and comments about the costs / disruption of the project  | 2                               | 25%                                  |
| 3            | Comments about respecting the history of the Alfred Street site  | 0                               | 0%                                   |
| 4            | Comments about ensuring the combined school is situated in a safe/secure place, with sufficient and safe parking for staff | 3                               | 38%                                  |
| 5            | Support for closing both schools   | 0                               | 0%                                   |
| 6            | Comments on the importance of recruiting / retaining high quality staff  | 2                               | 25%                                  |
| 7            | Concerns about the capacity for a merged school to expand further if required  | 1                               | 13%                                  |
| 8            | Concerns about the timing of the merger  | 0                               | 0%                                   |
| 9            | Importance of ensuring student numbers will remain stable or grow  | 0                               | 0%                                   |
| 10           | Comments on renaming the combined school   | 2                               | 25%                                  |
| 11           | Comments that the merger will hopefully lead to improved outcomes  | 0                               | 0%                                   |
| 12           | Importance of transparency in the decision-making process  | 0                               | 0%                                   |

7.3.2 As in the previous section, there were many different themes raised in response to this question and no clear trend.

7.3.3 The largest proportion of responses (38%) contained concerns about the safety of the new site, especially the need for safe staff parking – a concern also raised in the previous section.

7.3.4 25% of responses commented on the costs and disruption of the project, another 25% raised the importance of recruiting and retaining high quality staff, and another 25% felt that a new name was needed to help engender “a fresh start” and to help dispense with “negative reputation[s].” In their responses, two people suggested naming the merger “Queen Elizabeth Primary” and one also suggested “Rushden Town Primary.”

7.3.5 One final response (13%) commented on the current expansion of housing in the Rushden area and expressed concern regarding the new school’s ability to expand if needed and the need to preserve adequate outside space in the eventuality of expansion.

## 8 Summary of Outcomes

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8.1 The outcome of the formal consultation shows majority support for amalgamation of the schools overall.

- 8.2 The outcome of the formal consultation also shows majority support for amalgamation of the schools from parents/carers/guardians and staff from either one or both of the schools.
- 8.3 Overall respondents wanted to see an improvement of educational provision, including SEN provision, whether that be in relation to improvement in the welfare of the children or with regard to the improvement of assets and facilities.

## **9 Proposals and Next Steps**

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- 9.1 The Executive is now invited to consider the outcome of the formal consultation.
- 9.2 The Executive decision must be made within a period of two months of the end of the formal consultation period. The reasons for the Executive decision must be published within one week of making a determination.

## **10 Implications (including financial implications)**

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### **10.1 Resources, Financial and Transformation**

- 10.1.1 Revenue funding for schools is provided for through the Dedicated Schools Grant (DSG) and distributed via the National Funding Formula (NFF) for Schools. The proposed amalgamation of the two schools will be reflected in a change to the funding formula that acknowledges the move to a single all-through primary school.
- 10.1.2 There is no revenue financial implication of this proposal on the general fund of the council. The process will be supported through officer time from within existing resources.
- 10.1.3 Should the amalgamation go ahead the all-through school will continue to be maintained by the Local Authority and so there will be no financial impact on the capital funding received or the council's liability to maintain the infrastructure of the school.

### **10.2 Legal and Governance**

- 10.2.1 The procedure followed, including the consultation and considerations set out in this report comply with the Council's duty to exercise its functions with a view to promoting high standards and the fulfilment of each pupil's learning potential in accordance with S13A of the Education Act 1996.
- 10.2.2 Regard has been had to the provisions of the Education and Inspections Act 2006 (Part 2) as well as the School Organisation (Establishment and Discontinuance of Schools) Regulations 2013/3109, in particular Schedule 2 of those regulations.

### **10.3 Relevant Policies and Plans**

10.3.1. Improving outcomes for children and young people and their families is a key element of the Council's Corporate Plan.

### **10.4 Risk**

10.4.1 There is a risk to the Statutory Process if timelines are not met and the anticipated improvements will not be made for children and young people as a result.

### **10.5 Consideration by Executive Advisory Panel**

10.5.1 This report was discussed by the Executive Advisory Panel on Tuesday 25<sup>th</sup> October 2022. Panel members were in favour of the amalgamation of the schools.

### **10.6 Consideration by Scrutiny**

10.6.1 The report was not considered at scrutiny as not required

### **10.7 Equality Implications**

10.7.1 An 'Equalities Screening Assessment' has been completed in respect of this proposal and is attached as **Appendix A**.

10.7.2 The equality implications relating to this report are limited. No detrimental impact on any protected characteristic has been identified as arising from this proposal.

### **10.8 Climate and Environment Impact**

10.8.1 In the event that a decision is made to amalgamate the schools, there will be minimal impact on climate change issues.

### **10.9 Community Impact**

10.9.1 The impact on the community, should the amalgamation of the schools go ahead, will be limited.

10.9.2 A decision not to proceed with the amalgamation will result in children within the community attending schools that do not provide the best possible educational environment because of the financial challenges each school is facing.

## 10.10 Crime and Disorder Impact

10.10.1 This proposal will have no impact on crime and disorder.

## 11 Background Papers

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11.1 [Report to Executive of 22 February 2022](#) (minute 165 refers) - [Update on the proposed amalgamation of Tennyson Road Infant School and Alfred Street Junior School in Rushden](#)

11.2 Documentation issued by the DfE as follows:  
[Opening and closing maintained schools1012.pdf](#)  
[\(publishing.service.gov.uk\)](#)  
[Making significant changes \('prescribed alterations'\) to maintained schools](#)  
[\(publishing.service.gov.uk\)](#)  
[Education and Inspections Act 2006](#) ([legislation.gov.uk](#))







## APPENDIX A

### Equality Screening Assessment Tennyson Road – Alfred Street

The Equality Screening Assessment form must be completed to evidence what impact the proposal may have on equality groups within our community or workforce. Any proposal that identifies a negative impact must have a full Equality Impact Assessment completed before the proposal progresses further.

Page 561  
1: Proposal

| Requirement  | Detail  |
|--|---|
| Title of proposal  | Proposed amalgamation of Tennyson Road and Alfred Street Schools  |
| Type of proposal: new policy / change to policy / new service / change to service / removal of service / project / event/ budget | Change to service   |
| What is the objective of this proposal?  | To address a number of operational challenges being experienced at Tennyson Road Infant and Alfred Street Junior Schools, Rushden. Both schools are currently experiencing a number of challenges that relate to a falling school roll, financial issues arising from the falling roll, staff retention and high levels of pupil mobility. The amalgamation proposal aims to address all of these issues for the benefit of current and future pupils of the Schools. |

| Requirement   | Detail   |
|---|--|
| <p>Has there been/when will there be consultation on this proposal?</p> <p>(List all the groups / communities, including dates)</p> | <p>The statutory process governing school organisational changes of this nature, prescribes that a formal period of consultation be conducted for 4 weeks.</p> <p>This process ran from Monday 5th September to Sunday 2<sup>nd</sup> October and included all key stakeholders.</p>   |
| <p>Did the consultation on this proposal highlight any positive or negative impact on protected groups? (If yes, give details)</p>  | <p>Not specifically, a wide range of views were expressed and these will be included in the consequent report to the Executive Advisory Panel on the 25<sup>th</sup> October 2022 and also to the Executive Council on Thursday 10<sup>th</sup> November 2022.</p>   |
| <p>What processes are in place to monitor and review the impact of this proposal?</p>   | <p>The statutory process that governs school organisational changes of this nature prescribes that all responses received during any period of consultation be feed back to the decision maker i.e. NNC's Executive Committee and be considered in any future decisions on the proposal being made.</p> <p>All feedback received will be provided to and considered by NNC's Executive Council.</p> <p>The statutory process also prescribes that the following are statutory consultees during any period of consultation;</p> <ul style="list-style-type: none"> <li>Governing Body of the school(s);</li> <li>Pupils at the school(s);</li> <li>Teachers and other staff at the school(s);</li> <li>Relevant Diocesan Authorities;</li> <li>Trade Union's with members at the school(s);</li> <li>Governing Bodies or Academy Trusts, teachers and other staff at schools that may be affected by the proposal;</li> <li>Any other LA likely to be affected by the proposal;</li> <li>Parents of pupils at any other school that may be affected by the proposal;</li> <li>The local MP;</li> </ul> |

| Requirement   | Detail   |
|---|--|
|   | <p>NNC Ward Councillors for the area;</p> <p>Rushden and Higham Ferrers Town Councils;</p> <p>All other interested stakeholders.</p> |
| <p>Who will approve this proposal?<br/>(Committee, CLT)</p> | The Executive Council  |

## 2: Equality Consideration

In turn, consider each protected group to ensure we meet our legal obligations of the Equality Act (2010).

| Protected Groups   | General Equality Duty Considerations   | Changes   | Impact  |
|--|--|---|---|
| <p><b>Age</b><br/>Different age groups that may be affected by the proposal in different ways.</p> | <ul style="list-style-type: none"> <li>• Include factual evidence of how people in this group may be affected.</li> <li>• Consider the outcomes and processes.</li> <li>• Does this seek to <b>eliminate discrimination</b>?</li> <li>• Does this promote <b>fostering good relations</b>?</li> </ul> <p>This proposal has been brought forward to address a number of structural challenges that each school is facing arising, mainly, from a falling school roll. Should these challenges not be addressed it is likely they would impact upon each school's ability to effectively deliver the curriculum to pupils attending each setting and as such, this proposal can be considered to have a positive impact upon the children of primary school age.</p> <p>Should the proposal progress there is unlikely to be an immediate change to the site arrangements.</p> | <ul style="list-style-type: none"> <li>• What changes can be made to mitigate any negative impact?</li> <li>• Are there opportunities to <b>remove possible barriers or disadvantages</b> that a group may face?</li> </ul> <p>NNC intend to utilise feedback from this protected characteristic received as part of the formal period of consultation to help shape this proposal, most notably in respect of the where the all-through primary school may be located.</p> | <p>Delete as appropriate.</p> <p>There can be more than one answer per protected group.</p> <p>Positive/Neutral</p> |

| Protected Groups  | General Equality Duty Considerations   | Changes   | Impact         |
|---|--|---|----------------|
| <p><b>Sex</b></p> <p>Is one sex affected more than another or are they affected the same?</p>           | <p>It is not considered that the proposal to amalgamate the Schools will have any impact on sex.</p>   | <p>It is possible that, if the amalgamation takes place, in the planning of new policies a gender neutral language be adopted throughout the school – e.g. sibling rather than brother and sister.</p>  | <p>Neutral</p> |
| <p><b>Disability</b></p> <p>It is likely to have an effect on a particular type of disability? Why?</p> | <p>Should the proposal be progressed any works required to ensure an amalgamated school complies with the Equality Act 2010 will be conducted (if required).</p>   | <p>If amalgamation takes place it may be possible to amalgamate the support services for children with disabilities, creating benefits for those pupils who require this adjustment and support. With a Special school already sharing one site, there could be an opportunity to provide outreach support to the all-through primary school.</p> | <p>Neutral</p> |
| <p><b>Gender Reassignment</b></p> <p>Will there be an impact on trans males and/or trans females?</p>   | <p>Admissions to the proposed all-through primary school will be based on the existing admission criteria for each school. The school will not select pupils on their trans status.</p> <p>It is not considered that the proposal to amalgamate these schools will have any impact on this protected characteristic.</p> | <p>N/A</p>  | <p>Neutral</p> |

| Protected Groups  | General Equality Duty Considerations  | Changes | Impact  |
|---|---|---------|---------|
| <p><b>Race</b></p> <p>Are people from one ethnic group affected more than people from another ethnic group?</p>                                   | <p>Admissions to the proposed all-through primary school will be based on the existing admission criteria for each school. The school will not select pupils based upon ethnicity.</p> <p>It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.</p> | N/A     | Neutral |
| <p><b>Sexual Orientation</b></p> <p>Are people of one sexual orientation affected differently to people of another sexual orientation?</p>        | <p>It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.</p>  | N/A     | Neutral |
| <p><b>Marriage &amp; Civil Partnership</b></p> <p>Are people in a Marriage or Civil Partnership treated less favourably?</p>                      | <p>It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.</p>  | N/A     | Neutral |
| <p><b>Pregnancy &amp; Maternity</b></p> <p>Are people who are pregnant, or have a baby of 6 months old or younger, effected by this proposal?</p> | <p>It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.</p>  | N/A     | Neutral |

|   |   |  |   |
|---|---|--|---|
| <b>Protected Groups</b>   | <b>General Equality Duty Considerations</b> <ul style="list-style-type: none"> <li>• Include factual evidence of how people in this group may be affected.</li> <li>• Consider the outcomes and processes.</li> <li>• Does this seek to <b>eliminate discrimination</b>?</li> <li>• Does this promote <b>fostering good relations</b>?</li> </ul> | <b>Changes</b> <ul style="list-style-type: none"> <li>• What changes can be made to mitigate any negative impact?</li> <li>• Are there opportunities to <b>remove possible barriers or disadvantages</b> that a group may face?</li> </ul> | <b>Impact</b><br>Delete as appropriate.<br>There can be more than one answer per protected group. |
| <b>Religion or Belief</b><br>Does the proposal effect people differently depending on whether they have or do not have a religion or a belief?  | It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.   | N/A  | Neutral   |
| <b>Health &amp; Wellbeing</b><br>1. Health behaviours (E.g. diet, exercise, alcohol, smoking)<br>2. Support (E.g. community cohesion, rural isolation)<br>3. Socio economic (E.g. income, education).<br>4. Environment (E.g. green spaces, fuel poverty, housing standards). | It is not considered that the proposal to amalgamate the Schools will have any impact on this protected characteristic.   | If the amalgamation takes place the Governing Body of the new school will prioritise bringing the two existing school communities together as one.   | Neutral   |


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### 3: Equality Impact

| Question   | Response  |
|--|-----------|
| What overall impact does the proposal have on the protected groups?<br>If a negative impact is identified anywhere in section 2, the response will be Negative Impact. | No Impact |

| Question  | Response  |
|---|---|
| Does an Equality Impact Assessment need to be completed?<br>(Yes, if any negative impact is found.) | No. Based on the outcomes of this screening tool there is no requirement to complete an Equality Impact Needs Assessment in support of this decision. |
| Copy attached to relevant report?   | Yes   |
| Is this document going to be published with the relevant report?                                    | Yes   |

#### 4: Ownership

| Question                       | Response  |
|--------------------------------|---|
| Directorate                    | Children's Services   |
| Service area                   | Education   |
| Lead officer's name            | Jo Hutchinson   |
| Lead officer's job title       | Service Manager – School Effectiveness  |
| Lead officer's contact details | Jo.Hutchinson@northnorthants.gov.uk   |
| Lead officer's signature       |  |
| Date completed                 | 11/10/2022  |

Completed forms must be sent to [Equalities@northnorthants.gov.uk](mailto:Equalities@northnorthants.gov.uk)

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## STATUTORY NOTICE

# PROPOSALS FOR PRESCRIBED ALTERATIONS

## Amalgamation of Tennyson Road Infant School and Alfred Street Junior School through closure and enlargement

### Part 1

Notice is given in accordance with section 19(1) of the Education and Inspections Act 2006 that North Northampton Council intends to make the following prescribed alterations to Alfred Street Junior School from 1<sup>st</sup> September 2022:

- (a) To lower the age range of the school to 3 - 11 years, thereby becoming a primary school.
- (b) The enlargement of the premises of the school.

School: Alfred Street Junior School, Rushden, Northamptonshire, NN10 9YS (Community School)

| Current Admission Number | Proposed Admission Number | Current Age Range | Proposed Age Range | Current Capacity | Proposed Capacity (excluding nursery) | Current Number of Pupils on Roll |
|--------------------------|---------------------------|-------------------|--------------------|------------------|---------------------------------------|----------------------------------|
| 30                       | 30                        | 7 to 11           | 3 to 11            | 232              | 210                                   | 100                              |

### Part 2

Notice is given in accordance with the provisions of Part 2, Section 15 of the Education and Inspections Act 2006 and the School Organisation (Establishment and Discontinuance of Schools) Regulations 2013. North Northampton Council intends to discontinue Tennyson Road Infant, a community school on the 1<sup>st</sup> September 2023.

It is proposed that all pupils attending Tennyson Road Infant school at the time of its closure and Alfred Street Junior School Junior School will automatically transfer onto the roll of the enlarged Primary School (See Part 1). As no pupils are being displaced and no additional pupils added, it is not expected that the closure of the aforementioned school will have a negative impact upon any local schools.

This Notice is an extract from the complete proposal which is available for download via this link:

[Update on the proposed amalgamation of Tennyson Road Infant School and Alfred Street Junior School in Rushden](#) PDF 457 KB

## Contact details

### **Name and address of local authority publishing the proposal:**

North Northamptonshire Council, Sheerness House, 41 Meadow Road, Kettering, Northamptonshire, NN16 8TL

Name, address and category of schools proposed to be amalgamated:

- Tennyson Road Infant School, 1 Highfield Rd, Rushden Northamptonshire NN10 9QD (Community School)
- Alfred Street Junior School, Rushden, Northamptonshire, NN10 9YS (Community School)

## **Implementation (Date on which it is proposed to amalgamate the schools)**

It is proposed to implement the amalgamation as follows:

- Tennyson Road Infant School would close from 31 August 2023
- Alfred Street Junior School would alter its age range and have a Published Admission Number of 30 places Reception from 1 September 2023.

Note: The Secretary of State for Education must approve the change of age range of Alfred Street Junior School before North Northampton Council's Cabinet can approve the closure of Tennyson Road Infant School as the proposals are linked and interdependent.

- All children attending or due to attend Tennyson Road Infant School would transfer to the enlarged Alfred Street Junior School on 1 September 2023.
- Children currently attending Alfred Street Junior School would continue to do so.

## **Reason for amalgamation**

On Thursday 25th August 2022 North Northampton Council Cabinet approved the recommendation to publish a Statutory Notice on the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School through a closure of Tennyson Road Infant and enlargement of Alfred Street Junior School.

The Council, in partnership with the Governing Bodies of Alfred Street Junior School and Tennyson Road Infant School, is intending for the two schools to amalgamate and become one all-through primary school from the 1 September 2023, admitting pupils from 3 (Nursery) to 11 (Year 6) years of age.

The proposal is being put forward as a strategy for these two schools to reduce financial challenges due to falling numbers and secure ongoing provision for the education of children. The Council and the Governing Bodies of both schools wish to meet the challenges for education in the future and to enable children to continue experiencing excellent teaching and learning. In this situation, a primary school is considered to be more educationally and financially sustainable than separate infant and junior schools.



The Steering Group, made up of members of the Governing Bodies of Alfred Street Junior School and Tennyson Road Infant School, reviewed the future for both schools and consider that now is the right time for both schools to combine and become a single, all-through primary. It is the view of the Steering Group that this decision will lead to the development of a stronger, sustainable school that will be best placed to meet the needs of children, parents/carers and the wider community into the future.

## **Consultation**

An initial stakeholder consultation was run by both schools supported by the Local Authority in March 2022. Full details of this are included in Appendix A.

## **School capacity, Pupil numbers and admissions**

### **The numbers for whom provision is currently made at the school:**

Tennyson Road Infant School is a mainstream school for pupils aged 3 to 7 years. The school has a published admission number (PAN) of 30 in Reception and 60 in Year 1 and Year 2. As of the 1 September 2021, the school had 51 pupils on roll.

Alfred Street Junior School is a mainstream school for pupils aged 7 to 11. The school has a PAN of 60 in every year group. As of the 1 September 2021, the school had 101 pupils on roll.

The Pupil Admission Number (PAN) for each year group of the single all-through 3 to 11 primary school will be 30.

## **Displaced Pupils**

This proposal forms an amalgamation, and therefore no pupils would be displaced. From 1 September 2023, pupils currently at Tennyson Road Infants School will have places at the primary school, that being the enlarged Alfred Street Junior school.

## **Impact on the Community**

Tennyson Road Infant School and Alfred Street Junior School serve the same geographic area and are near to each other. The proposal will provide certainty of progression from nursery to the primary phase and offer an all-through primary education. Therefore, it is not anticipated that there will be any adverse impact on the community.

## **Rural primary schools**

Not applicable.

## **Balance of denominational provision**

Not applicable.



## **Early Years provision**

It is intended that the current nursery provision at Tennyson Road Infant School would continue to operate as part of the primary school, and the proposed age-range change of Alfred Street Junior School includes the nursery provision.

## **Changes in boarding arrangements**

Not Applicable

## **Sixth Form provision**

Not applicable.

## **Sex of pupils**

Both schools are co-educational.  
Not applicable

## **Travel**

Alfred Street Junior School and Tennyson Road Infant school are on separate sites. Both schools are within walking distance of one another. Depending on which site the all-through primary school is located on there will be potential changes to the route and distance for pupils and their families to travel.

## **Procedure for Making Representations (objections and comments)**

Within four weeks from the date of the publication of this Statutory Notice, by any person who may object to or make comments on the proposal by email or post.

## Consultation on the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School

### Frequently Asked Questions

#### 1. What is this consultation about?

North Northants Council is proposing to amalgamate Tennyson Road Infant School and Alfred Street Junior School to become an all-through primary school with effect from September 2023

The purpose of the consultation is to seek the views of staff, Governors, parents and carers of pupils at Tennyson Road Infant School and Alfred Street Junior School and other interested parties before a decision can be taken on whether or not to amalgamate both schools.

#### 2. What does “amalgamation” mean?

An amalgamation brings together, two (or more) Local Authority maintained schools as one school under single leadership and Governance arrangements. In this case, the amalgamation is the merging of Tennyson Road Infant School and Alfred Street Junior School to create one all-through primary school.

The process would mean that in progressing with the amalgamation, it will be necessary to close one of the schools and expand the age range of the other school. This will create an all-through primary and transfer the pupils to the roll of the amalgamated school.

From a school organisation perspective, it is necessary to decide which school will close. Following discussion with the Alfred Street/Tennyson Road Steering Group it has been agreed that Tennyson Road Infant School will be the school that is closed and the age range of Alfred Street Junior School expanded.

The closure of Tennyson Road Infant School is only a technical decision which will enable the amalgamation to go ahead. This **does not** prejudice that there will be a change of sites. It **does not** prejudice the name or staffing of the all-through primary school.

The proposal will mean closing the Department for Education (DfE) number of Tennyson Road Infant School.

It is important to note that all of the children currently in Tennyson Road Infant and Alfred Street Junior schools will automatically become pupils in the all-through primary school if the two schools amalgamate.

#### 3. Why are we proposing to amalgamate both schools to form an all-through primary school?

The rationale behind this proposal is to ensure the best outcomes for children at Alfred Street Junior School and Tennyson Road Infant School which are located in Rushden and also to address financial and operational challenges. The amalgamation will also provide the children in both schools with a seamless transition through the school for their education from age three (Nursery) through to age eleven (Year 6).

North Northants Council is committed to considering a move to an all-through primary school, from separate infant and junior schools, when an opportunity arises. The Council was approached by the Governing Boards of the Schools to consider an amalgamation.

A Steering Group has been set up in relation to the potential amalgamation of the Schools. The Steering Group is made up of Governors from both schools. The Alfred Street/Tennyson Road Steering Group recommends that the amalgamation of Alfred Street Junior School and Tennyson Road Infant School is progressed. It is the view of the Steering Group that this decision will lead to the development of a stronger, sustainable school that will be best placed to meet the needs of children, parents/carers and the wider community into the future. The Steering Group are in support of this proposal with a strong preference for the infant school to undertake the technical closure.

#### **4. How would this proposal benefit children?**

The amalgamation of both schools will provide clear benefits for pupils' learning as a single all-through primary would have many benefits including the following:

- The newly amalgamated school would only be required to appoint a single Head Teacher with significant saving being made available to the Governors to support teaching and learning, offer better continuity and a smoother transition between Key Stage 1 (KS1) and Key Stage 2 (KS2);
- Greater opportunities for curriculum development, and staff recruitment and development;
- Builds upon best practice within both the Infant and Junior School, and continue improving standards of pupils achievement and attainment;
- Enables more of the budget to be spent upon front-line teaching and learning allowing the school to be more financially efficient; being able to buy supplies and services as a single school.
- Allows parents to only apply once for the school (before Reception) without having to reapply at the end of KS1;
- The relationship between parents and the school can build over a longer period of time; staff will know children for a longer period of time thus allowing the school to better understand the needs of each pupil.

#### **5. How would this proposal benefit staff?**

A larger school provides the opportunity for a more specialist staffing and management structure, which provides greater opportunity for staff development, and enables greater flexibility in the deployment of staff to support the individual needs of pupils. It will also allow teachers to monitor pupils' progress more consistently.

#### **6. What would be the impact of this amalgamation on education quality and standards?**

The arrangements that amalgamation brings will enable the school to operate under a single staffing structure, a single Governance structure and a single Head Teacher which will allow for the sharing of resources, expertise, knowledge and support across the phases that would improve the quality of education on offer, drive up progress and attainment for all children who attend the current schools.

Overall, it is expected that amalgamation will drive up the standards and the quality of education offered, ensuring continued improvement and positive outcomes for all the children in the single all-through primary school.

**7. What would be the admission arrangements?**

Amalgamation would lead to a single admission with no application required between infants and juniors. This would remove a level of uncertainty for parents. The all-through primary school would continue to admit pupils into Reception each year, as the infant school does now. This does not impact parents' right to apply for an alternative school at year 3 or at any other time.

**8. Would there be any changes to the size and accommodation?**

In the event of amalgamation, the all-through primary school, when it is established, will have greater flexibility to use facilities more effectively. In the first instance there will be no change to the operation of either site.

**9. Is this a cost saving exercise and what will be the impact on the schools' budget?**

Savings will be made through efficiencies as resources can be shared across the all-through primary school.

**10. Both schools have a Head Teacher who is accessible to pupils and staff. How will this be managed in a larger primary school?**

The relationship between the staff and the single Head Teacher will build over time. Staff and Head Teacher will know children for a longer period of time thus allowing the school to better understand the needs of each pupil.

**11. Will there be changes to staffing as a result of changes to the Head Teacher and amalgamation?**

In the first instance, the impact on staff is being kept to a minimum. All the teachers and support staff employed at the Infant and Junior School (at the time of the proposed amalgamation) would automatically continue their employment in the all-through primary school. There should be no direct impact on teaching, class support and ancillary staff as a result of this proposal. The Governing Body of the all-through primary school will review the leadership structure to ensure that this supports the improvement journey that is required.

**12. If the schools become an all-through primary, will there be the same opening and closing times?**

At this present time there has not been any discussion in relation to changing the school opening and closing time and it is unlikely they would change.

**13. What will be the name of the all-through primary school?**

If the amalgamation is taken forward and agreed, this is a conversation which will need to be held with the Steering Group before taking any decisions on the name of the all-through primary school.

**14. Will there be a new school uniform for the all-through primary school?**

If the amalgamation is taken forward and agreed, this would be a decision for the Governing Body of the all-through primary school. In the first instance, there is no proposed change to the uniform of the existing schools.

**15. If a significant number of stakeholders are opposed to this proposal, how will the Council take their views into account?**

The Council will seek views from all interested parties and will balance this against its responsibility to raise education standards. Before making any final decision, the Council will consider a number of factors including views gathered from this consultation, any effect on school standards Governance arrangement and the current schools' budget and viability.

**16. Will there be changes to the site that the all-through primary school is located on?**

This proposal has no impact on the operation of the all-through primary school across the two existing sites. Any proposals to change how the school operates including changing the use of either site would be subject to appropriate further consultation. There will be no change to current arrangement regarding the provision of SEN places at the schools.

**17. Will there be a change to the Governing Bodies when the all-through primary school is formed?**

A new Governing Body will be established to lead the all-through primary school and this will be representative of both communities.

**18. Will the all-through primary school be an academy?**

No, the all-through primary school will still be a Local Authority Maintained school. It will continue to have community status which means that it will be a community school, which is often referred to as a Local Authority Maintained School. This will not change if amalgamation takes place.

**19. How you can make your views known?**

We would like to hear your views on the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School.

You can tell us whether you agree or disagree with the proposal and leave your comments. You have until **2<sup>nd</sup> October 2022** to let us know your views. All responses will be taken into account once the consultation closes, however, we will not be able to acknowledge or respond individually to your comments.

You can give your views by completing the response form online at:

<https://northnorthants.citizenspace.com/schools-and-education/tennyson-alfred-09-22>

Alternatively, you can email or send your comments in by post using the contact details below.

If you have any queries, comments or would like a copy of this questionnaire in another format (including paper, easy read or large print) please contact us.

**Email address:** [lseadmin.ncc@northnorthants.gov.uk](mailto:lseadmin.ncc@northnorthants.gov.uk)

**Postal address:**

North Northamptonshire Council  
Consultation: Tennyson Road Infant School and Alfred Street Primary School  
Sheerness House  
41 Meadow Road  
Kettering  
NN16 8TL



## **18. What happens next?**

At the end of the formal consultation period (4 weeks), the Council will consider the feedback and views expressed by all interested parties during the consultation.

The formal consultation period provides the final opportunity for people and stakeholders to submit their views and comments on the proposal.

Subject to the outcome of the formal consultation period, the Council intends to make a final decision on the proposal by **December 2022**.

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## Text of online questionnaire

### **Formal Consultation: Proposed amalgamation of Tennyson Road Infant School and Alfred Street Junior School, Rushden**

#### **The Purpose of the Formal Consultation:**

This formal consultation is about a proposed amalgamation of:

- Tennyson Road Infant School which provides education for children aged 3 to 7 years.
- Alfred Street Junior School which provides education for children aged 7 to 11 years.

Both schools:

- Are in Rushden on separate sites 0.7 miles apart.
- Are linked i.e. children from the Infant School complete their primary phase of education at the Junior School.
- Have community status. This means that they are community schools, which are sometimes called Local Authority Maintained Schools. They are not influenced by business or religious groups and follow the national curriculum.
- Currently have 'requires improvement' Ofsted ratings.

To address several financial and operational challenges at Alfred Street and Tennyson Road schools the Council was approached by the governing bodies from both schools to support an amalgamation.

Council officers support the request of the Governing Bodies and agree that the proposed amalgamation would be to the benefit of children in the local area. It would also seek to address financial concerns regarding the long-term viability of operating as two separate schools.

#### **The Proposal**

This consultation follows on from an initial consultation carried out between March 1<sup>st</sup> and April 29<sup>th</sup> 2022. This next phase of consultation seeks your views on the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School, resulting in the formal closure of the Department for Education (DfE) number of Tennyson Road Infant School and expanding the age range of Alfred Street Junior School to provide education for children aged 3 (Nursery) to aged 11 (Year 6).

This proposal has no impact on the operation of the all-through primary school across the two existing sites. Any proposals to change how the school operates including changing the use of either site would be subject to appropriate further consultation. There will be no change to current arrangements regarding the provision of SEN places at the schools.

#### **What is Amalgamation?**

An amalgamation brings together, two (or more) Local Authority maintained schools as one school under single leadership and Governance arrangement. In this case, the proposed amalgamation is the merging of Tennyson Road Infant School and Alfred Street Junior School to create one all-through primary school.

The process would mean that in progressing with the amalgamation, it will be necessary to close one of the schools and expand the age range of the other school. This will create an all-through primary and transfer the pupils to the roll of the amalgamated school.

A Steering Group has been set up in relation to the potential amalgamation of the Schools. The Steering Group is made up of Governors from both schools. From a school organisation perspective, it is necessary to decide which school will close. Following discussion with the Alfred Street/Tennyson Road Steering Group it has been proposed that Tennyson Road Infant School will be the school that is closed and the age range of Alfred Street Junior School expanded.

The closure of Tennyson Road Infant School is only a technical decision which will enable the amalgamation to go ahead. This **does not** prejudice that there will be a change of sites. It **does not** prejudge the name or staffing of the all-through primary school.

The proposal will mean closing the Department for Education (DfE) number of Tennyson Road Infant School. This proposal has no impact on the operation of the all-through primary school across the two existing sites. Any proposals to change how the school operates including changing the use of either site would be subject to appropriate further consultation. There will be no change to current arrangements regarding the provision of SEN places at the schools.

It is important to note that all of the children currently in Tennyson Road Infant and Alfred Street Junior schools will automatically become pupils in the all-through primary school if the two schools amalgamate.

### **The Initial Consultation**

An initial consultation took place over a period of 8 weeks from 1<sup>st</sup> March to 29<sup>th</sup> April. The outcome of the initial consultation shows majority support for amalgamation of the Schools.

The initial consultation responses demonstrate that both schools are valued and have a long association with the local community, as well as a history of connectivity between both schools. Where respondents indicated a preferred school and gave comment, this was led by their own affiliation to the school, whether that be a current connection i.e. a parent/carer or guardian or by way of a previous connection i.e. an ex pupil.

In the initial consultation 60% of respondents indicated that they supported the formal closure of one school and expansion of age range of the remaining school over the closure of both to allow the creation of an all-through primary school.

Overall respondents wanted to see an improvement of education opportunities for children, whether that be in relation to whole school performance or with regard to the improvement of assets and facilities. They wanted to see the strengthening of learning for children.

## Related Documents

Please see below documents related to the proposed amalgamation of the Schools:

- [Report to Executive of 22 February 2022](#) (minute 165 refers)
- [Agenda for Executive on Thursday 25th August, 2022, 2.00 pm - North Northamptonshire Council \(moderngov.co.uk\)](#) This link will take you to the outcome of the Executive Council meeting held on 25<sup>th</sup> August 2022, and includes a summary of the initial consultation feedback. Please scroll down to Item 15.
- [Statutory Notice](#)

Documentation issued by the DfE as follows:

- [Opening and closing maintained schools guidance \(publishing.service.gov.uk\)](#)
- [Making significant changes \('prescribed alterations'\) to maintained schools \(publishing.service.gov.uk\)](#)
- [Education and Inspections Act 2006 \(legislation.gov.uk\)](#)
- Tennyson Road Infant School Section 5 Inspection Report November 2018 [50042343 \(ofsted.gov.uk\)](#)
- Alfred Street Junior School Section 5 Inspection Report December 2019 [50143506 \(ofsted.gov.uk\)](#)

Further information is available on our [Frequently Asked Questions \(FAQs\)](#).

## Timetable and Next Steps

| Stage | Description                                 | Timescale                                    | Comments  |
|-------|---|--|---|
| 1     | Publication of Statutory Notice             | September 2022                               | Approval to proceed given at NNC Executive Council Meeting 25th August 2022   |
| 2     | Representation (Formal consultation period) | 5th September – 2 <sup>nd</sup> October 2022 | Representation for a period of 4 weeks  |
| 3     | Decision                                    | 2 <sup>nd</sup> December 2022                | Decision must be made within a period of two months from the end of the Representation (Formal Consultation Period) |
| 4     | Implementation                              | To be confirmed                              | Decision on when schools will formally amalgamate to be confirmed with Steering Group                               |

**Have your say**

Please tell us your views by completing this questionnaire. All views submitted during the representation period will be considered, including all support for, objections to, and comments on the proposal.

Your feedback will be part of a report with many other people's feedback, so you will not be personally identified.

You can also access this online questionnaire free of charge at any North Northamptonshire Council library. Customers are asked to check the opening times of the library you wish to visit and book an appointment in advance. Please see the [Library website](#) or telephone 0300 126 3000 to check times and make a booking.

Alternatively, you can email or send your comments in by post using the contact details below.

If you have any queries, comments or would like a copy of this questionnaire in another format (including paper, easy read or large print) please contact us.

**Email address:** [lseadmin.ncc@northnorthants.gov.uk](mailto:lseadmin.ncc@northnorthants.gov.uk)

**Postal address:**

North Northamptonshire Council  
Consultation: Tennyson Road Infant School and Alfred Street Primary School  
Sheerness House  
41 Meadow Road  
Kettering  
NN16 8TL

**This consultation will run from Monday 5 September 2022 to midnight on Sunday 2 October 2022.**

**Thank you for helping us by completing this questionnaire.**

For information about how consultation and engagement responses are managed, please see the [consultation and engagement privacy notice](#).

## Questions

### About you

**Q) I am:**

- Pupil
- Parent/ carer/ guardian
- Member of Parent Teacher Association (PTA)
- Member of staff

- North Northamptonshire Councillor
- Town or Parish Councillor
- Local resident
- Local business
- Local support group
- Local community group
- Local community group who uses the school for running activities
- Other, please give details)  
[comment box]

**Q) At which school are you (or your child) currently involved with?**

- Alfred Street Junior School
- Tennyson Road Infant School
- Both Schools
- Neither

**The proposal**

As a reminder, this consultation follows on from an initial consultation carried out between March 1st and April 29th 2022. This next phase of consultation seeks your views on the proposal to amalgamate Tennyson Road Infant School and Alfred Street Junior School, resulting in the formal closure of the Department for Education (DfE) number of Tennyson Road Infant School and expanding the age range of Alfred Street Junior School to provide education for children aged 3 (Nursery) to aged 11 (Year 6).

This proposal has no impact on the operation of the all-through primary school across the two existing sites. Any proposals to change how the school operates including changing the use of either site would be subject to appropriate further consultation. There will be no change to current arrangement regarding the provision of SEN places at the schools.

**Q) To what extent do you support or oppose the proposal?**

- Strongly support
- Tend to support
- Neither support nor oppose
- Tend to oppose
- Strongly oppose
- Don't know

**Q) If you think the proposal would have a positive impact, then please tell us why here:**

[comment box]

**Q) If you think the above proposal would have a negative impact, please tell us why, along with any suggestions on how any potential negative impacts could be reduced or avoided:**

[comment box]

- Q) If you have any other comments you would like to make that you have not already told us, then please tell us here:**  
[comment box]

**More about you**

- Q) Are you responding to this questionnaire as an individual or on behalf of an organisation, business or community group?**

- As an individual
- On behalf of an organisation, business or community group

*[Skip logic question that will forward respondents to either organisational or individual specific questions]*

**Question asked of organisations only**

- Q) Please tell us the name of the organisation, business or community group that you are responding on behalf of and your job title / role::**

Name of organisation, business or community group: [comment box]

Job title / role: [comment box]

**Question asked of Individuals only**

- Q) What is your postcode?**

By providing us with your postcode, you are consenting for us to use this information to understand where respondents live. If you do not consent to us using this information in this way, please do not provide your postcode.

[comment box]

*[Individuals will then be asked to complete our corporate equality monitoring questions upon completion of the questionnaire]*



## EXECUTIVE 10<sup>th</sup> November 2022

|                      |  |
|----------------------|--|
| <b>Report Title</b>  | <b>Procurement and Implementation of Children’s Social Care Case Management System</b> |
| <b>Report Author</b> | Ann Marie Dodds, Executive Director of Children’s Services                             |
| <b>Lead Member</b>   | Cllr Scott Edwards, Executive Member for Children, Families, Education and Skills      |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

None

### 1. Purpose of Report

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- 1.1. To seek the Executive’s approval to proceed with the replacement of the Case Management System for Children’s Social Care across Northamptonshire, which will be operated by Northamptonshire Children’s Trust (NCT) through a contribution by North Northamptonshire Council (NNC).

### 2. Executive Summary

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- 2.1. NNC and West Northamptonshire Council (WNC) (collectively the Councils) contract NCT to provide Children’s Social Care and other services across Northamptonshire pursuant to a Service Delivery Contract. To achieve this, and under the Service Delivery Contract with NCT, the Council(s) must provide an IT system to manage and record statutory and contractual information, this is called a Case Management System.

- 2.2. The current contractual arrangements with OLM for the provision of a case management system end in January 2025. There is a risk that from January 2025 NNC and WNC could not fulfil statutory requirements relating to the provision of social care services in Northamptonshire, because there would be no system in place to enable this.
- 2.3. There is no provision for the current contract for the Children's Case Management system to be extended beyond January 2025 and additionally the current system (CareFirst) is not meeting the needs of Children's Social Care Services under the management of NCT. There is provision in the current contract to move to an alternate solution provided by OLM (Eclipse), however, the timescales involved would mean implementing this new system in the last 12 months of the contract, which is not recommended.
- 2.4. This report outlines the costs associated with procuring and implementing a new Case Management System contract.

### **3. Recommendations**

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- 3.1. It is recommended that the Executive:
  - a) Agree to proceed with the replacement of the Case Management System for the Children's Social Care across Northamptonshire, which will be operated by Northants Children's Trust (NCT), contribution by North Northamptonshire is £1.236m as outlined in section 5.5.
  - b) Delegates authority to the Portfolio Holder for Children, Families, Education and Skills, in liaison with the Executive Director for Children's Services, to take any further decisions and actions required to implement the Case Management System and award contracts in relation to this.
  - c) Recommend to Council that it delegates authority to the Executive Member of Finance and Transformation in consultation with the Executive Director of Finance and Performance to access and utilise revenue reserves to fund the Case Management System for Children's Social Care.
- 3.2. Reason for Recommendations: To implement a new Case Management System which is fit for purpose and meets the statutory obligations in delivering Children's Social Care across Northamptonshire.
- 3.3. Alternative Options Considered:
  - For the current system (CareFirst) to continue to be used impacting the transformation and process changes to be reflected on the case management system.
  - For the Eclipse system to be implemented under the current contract. However, the contract will still expire in Jan 2025 and a re-procurement would need to begin prior to implementation of the system.

- To have no case management system would not be a viable option that could be considered.
- There are no other case management software applications in use within the Council that that could be utilised by NCT.

#### **4. Report Background**

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- 4.1. During 2019 the previous Northamptonshire County Council awarded a contract with OLM Eclipse for the provision of Children's and Adult Social Care Case Management System and associated finance modules. Implementation commenced with Adult Social Care, which went live ahead of the vesting day of the new Councils.
- 4.2. Between the contract being awarded in 2019 and the planned implementation of the new system, Children's Social Care Services in Northamptonshire were transferred into an independent organisation, Northamptonshire Children's Trust (NCT), following a direction from the Secretary of State for Education. Northamptonshire County Council was also disbanded and replaced by the two new Unitary Councils.
- 4.3. The relationship between the Councils and NCT is governed by a set of contractual agreements. Under the terms of these agreements, NCT is responsible for the delivery of children's social care. However, the Councils retain responsibility for the provision of a database (case management system) that allows NCT to deliver services. This is one of the key contractual dependencies on the Councils in the contractual agreements.
- 4.4. Post-vesting day, the OLM Eclipse implementation programme was transferred to joint responsibility between the Councils and NCT. The Eclipse Implementation programme team undertook an implementation readiness review and identified concerns with the application of the system to Children's Social Care. Whilst the supplier OLM worked with the Councils to rectify these the timescales for fixes implied that the solution would be implemented in the last 12 months of the OLM contract.
- 4.5. A previous capital bid for funding of the procurement and implementation costs associated with a Children's Social Care Case Management System was submitted to Strategic Capital Board in June 2022.
- 4.6. However, following the NNC Capital Board and further due diligence this is now being confirmed as a revenue bid for a decision on finance of the programme of work, as it was deemed that an asset would not be created and cannot therefore, be funded from capital resources.

#### **5. Issues and Choices**

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- 5.1. Since the issues were identified in September 2021, NCT have continued working with the Councils' Programme team to shape the way forward and

much effort was spent trying to make the existing contract work, with supplier workshops and analysis of the Eclipse product. However, despite this effort, in February 2022 the conclusion was that there was no way forward with the current OLM Eclipse contract and therefore a new procurement is now needed.

5.2. The scope of the programme is for a procurement and implementation of a new IT Case Management System for use by NCT under the NCT contract to provide services to Children and Families across Northamptonshire.

5.3. The estimate of the programme of work is £2.8m, the programme of work is split into projects as follows:

| Phase   | Total Cost estimate      | Estimated resources  |
|---|--------------------------|--|
| Ongoing development of CareFirst (for next 18 months) | £150,000                 | (18-month period) <ul style="list-style-type: none"> <li>• Business analyst costs - £60,000</li> <li>• System developer - £90,000</li> </ul>   |
| Procurement costs                                     | £429,125                 | <ul style="list-style-type: none"> <li>• Programme management - £129,150 (note: although costed here resource will oversee all other concurrent projects in this scheme)</li> <li>• SC Business Analyst - £115,500</li> <li>• IT Architect - £60,375</li> <li>• IT Business Analyst - £25,200</li> <li>• Data reporting - £18,900</li> <li>• Legal costs - £30,000</li> <li>• Services lead (x4, p/t) - £50,000</li> </ul> |
| New Case Management Implementation Programme          | £1,800,000               | N/A – this estimate is based on the previous model used for Eclipse and will be unknown depending on the solution selected. For example, some solutions are more “turn-key” and so resources will be on the supplier side rather than Council(s)   |
| System Processes Optimisation                         | £430,000                 | Based on previous examples, over 2 years and assumes fixed term contract resources: <ul style="list-style-type: none"> <li>• Lead Business Analyst - £130,000</li> <li>• SC Business Analyst - £100,000</li> <li>• System developer (x2) - £200,000</li> </ul>   |
| Total one-off costs                                   | <b><u>£2,809,125</u></b> |  |

- 5.4. It should also be noted that there are current revenue costs associated with the OLM CareFirst System to consider within this. It is intended that these “Licence and Hosting” costs are used for the ongoing licence and hosting of a new solution. The current revenue spend on **OLM CareFirst is £183,000 per annum** and looking at previous bids (from the 2019 procurement) there is a range from about £180,000 to £250,000 per annum. But it should be noted that this is 3 years old and pricing and costs may have increased. This base budget will be explored during the procurement phase.
- 5.5. The phasing for these costs within this programme of work is forecast as follows:

| <b>Phase</b>  | <b>Estimated totals</b> | <b>2022/23</b>          | <b>2023/24</b>         | <b>2024/25</b>           | <b>2025/26</b>         | <b><u>TOTALS</u></b>     |
|---|-------------------------|-------------------------|------------------------|--------------------------|------------------------|--------------------------|
| Ongoing development of CareFirst (for next 18 months) | £150,000                | £75,000                 | £75,000                | £ -                      |                        | <b><u>£150,000</u></b>   |
| Procurement costs                                     | £429,125                | £429,125                | £ -                    | £ -                      | £ -                    | <b><u>£429,125</u></b>   |
| New Case Management Implementation Programme          | £1,800,000              | £ -                     | £900,000               | £900,000                 | £ -                    | <b><u>£1,800,000</u></b> |
| System Processes Optimisation                         | £430,000                | £ -                     | £ -                    | £215,000                 | £215,000               | <b><u>£430,000</u></b>   |
| TOTAL -->   |                         | <b><u>£ 504,125</u></b> | <b><u>£975,000</u></b> | <b><u>£1,115,000</u></b> | <b><u>£215,000</u></b> | <b><u>£2,809,125</u></b> |
| SPLITS  |                         |                         |                        |                          |                        |                          |
| NNC (44%)   |                         | <b><u>£ 221,815</u></b> | <b><u>£429,000</u></b> | <b><u>£490,600</u></b>   | <b><u>£94,600</u></b>  | <b><u>£1,236,015</u></b> |
| WNC (56%)   |                         | <b><u>£ 282,310</u></b> | <b><u>£546,000</u></b> | <b><u>£624,400</u></b>   | <b><u>£120,400</u></b> | <b><u>£1,573,110</u></b> |

- 5.6. Within the original NCT budget there were a set of efficiency savings identified against the implementation of OLM Eclipse that were not fully realised because the system was not able to be utilised as anticipated. As a base these would be the assumed efficiencies because of this work and would therefore start to be delivered from January 2025 under the current plan.

- 5.7. However, there is a note above that the supplier (hosting and licencing) costs may increase from the base budget, due to changing providers. But equally the efficiency savings may be greater by implementing a modern and purpose created system contract for use by NCT to deliver services. It is therefore suggested that these are revisited at the point of contractual award to a new supplier, when both the intended go live date, the licencing and hosting costs, and also the details of the solution and thus the opportunities it presents, will be known. In the current plan this should take place around Q1 2023/24.
- 5.8. As cloud-based systems are generally revenue in nature, funding for the project will initially be met from revenue reserves. However, a decision on whether any of the costs can be capitalised, in line with the accounting code of practice, will be considered once the procurement route is complete.

## 6. Next Steps

- 6.1. Once funding is agreed the following plan will start in Q3 2022 to deliver the programme:

The high-level timeline is as follows:

- 2022/23 – start procurement activities
- 2023/24 – contract award to supplier
- 2023/24 – Start implementation of new contract
- 2024/25 – Go live across NCT
- 2025/26 – Solution optimisation

Other Key events

- Q3 2022 – Full ILACS inspection
- Jan 2025 – current contract with OLM comes to an end
- Q2/Q3 2025 – Full ILACS Inspection

- 6.2. The table below shows the detailed plan for the implementation of the project.

| Children's Social Care System procurement                       | Estimated Start | Estimated Finish | 21/22 |    | 22/23 |    | 23/24 |    |    |    | 24/25 |    |    |    | 25/26 |    |    |    |    |    |
|---|-----------------|------------------|-------|----|-------|----|-------|----|----|----|-------|----|----|----|-------|----|----|----|----|----|
|   |                 |                  | Q3    | Q4 | Q1    | Q2 | Q3    | Q4 | Q1 | Q2 | Q3    | Q4 | Q1 | Q2 | Q3    | Q4 | Q1 | Q2 | Q3 | Q4 |
| TASK  |                 |                  |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Continued Use/Development of CareFirst                          |                 |                  |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Continued contract management of OLM                            |                 | 31/01/2024       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Approval to start procurement                                   |                 | 30/09/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| PRE PROCUREMENT   | 01/10/2022      | 31/07/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Budget approval   | 01/03/2022      | 30/06/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Programme initiation (inc governance setup)                     | 01/05/2022      | 30/09/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Specification sign off  | 01/10/2022      | 30/11/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Agree Procurement approach                                      | 01/07/2022      | 30/11/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| FORMAL PROCUREMENT  | 01/12/2022      | 31/03/2022       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Procurement start   | 01/12/2022      | 31/01/2023       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Invitation to Tender (ITT)                                      | 01/12/2022      | 31/01/2023       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| System Demos (scored)   | 01/02/2023      | 15/03/2023       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Scoring panels and decision                                     | 01/02/2023      | 30/05/2023       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Contracting with preferred supplier and implementation planning | 30/05/2023      | 30/09/2023       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| System Implementation and Launch (★)                            | 01/10/2023      | 31/01/2025       |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |
| Post Implementation roadmap/ optimisation                       | 01/01/2025      |                  |       |    |       |    |       |    |    |    |       |    |    |    |       |    |    |    |    |    |

Resources for the programme are already identified and ready to start work as soon as funding is agreed in 2022. This includes the following for the procurement phase:

- Programme manager
- Procurement specialist(s)
- Business analyst
- IT Architecture
- Other IT resources as required

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

7.1.1. The costs of the system will be borne by North Northamptonshire Council and West Northamptonshire Council. This would be an increase to the budgeted revenue costs for the Children's Services for North Northamptonshire Council of £1.236m over the next 4 financial years to implement this system. Further detail on the profiling of this expenditure is provided at section 5.5.

7.1.2. As the proposal is that this is delivered through a cloud-based solution, the current view is that it must be funded via the revenue budget. However, should the procurement route offer the potential to capitalise any of the costs then this position will be reviewed, and an alternative funding proposal may be put forward. While it is considered as revenue, it will be funded through revenue reserves.

7.1.3. These additional costs have arisen due to the current contract coming to an end in January 2025 and the need to conduct a new procurement exercise for a new system.

7.1.4. It is envisaged that improvements and efficiencies will be realised through implementation of the case management by allowing re-design of processes. Potentially further efficiencies will be realised once the system is implemented as changes required to reflect transformation within the Trust can be implemented within the system.

### **7.2. Legal and Governance**

7.2.1. The Service Delivery Contract between the Councils and NCT defines a range of activities provided by the Councils that NCT is dependent on to deliver the Services successfully. These are known as the Council Dependencies. These are to be carried out by the Councils free of charge and NCT will not have to pay the Councils in respect of the performance of the Dependencies.

7.2.2. If the Councils do not fulfil the Council Dependencies, NCT may claim a Relief Event, which is an event which has a direct adverse impact on NCT's delivery of the Services.

- 7.2.3. One of the specific Dependencies is for the Councils to procure for NCT access to and the use of a database (a case management system).
- 7.2.4. The current system contract was awarded under the G-Cloud Framework and commenced in 2021. The initial contract term was for 2 years, but Northamptonshire County Council exercised the right to extend this by a further 2 years at contract commencement. This is the maximum extension allowable under the current system contract, and there is no further contractual entitlement to extend the term.
- 7.2.5. When the term of current system contract expires, the Councils will need to have in place a Case Management System in order to comply with their obligation to provide NCT with access to and use of such a system. If a new Case Management System is not delivered by the Councils before the current contract ends in January 2025, NCT may claim a Relief Event. If the NCT claims a Relief Event, it can be excused from delivering the Services, or part of the Services. NCT could also possibly make a claim under an indemnity for Losses.
- 7.2.6. The Intelligent Client Function (involving officers from both Councils) in the Service Delivery Contract will provide governance and oversight of the programme/funding to procure a Case Management System.
- 7.2.7. The Council has the power to procure the facilities and services pursuant to section 1 of the Localism Act 2011 (GPOC) and section 111 of the Local Government Act 1972 (power to do things conducive or incidental to functions).
- 7.2.8. The estimated value of the contract means that any procurement will be subject to the Public Contract Regulations 2015 and the Council's Contract Procedure Rules. The Council's intention is to procure a Case Management System from an existing framework. This will provide a legally compliant route to tendering the requirement and provides an opportunity to reduce the time to conclude the tender process.
- 7.2.9. The data on the Case Management System is of vital importance to NCT as evidence to support legal action and court proceedings. A fresh procurement is an opportunity to strengthen the integrity and reliability of data and ensure full GDPR compliance. A high-quality Case Management System will support an effective discharge of statutory social care functions.

### **7.3. Relevant Policies and Plans**

- 7.3.1. This proposal supports the Council to deliver on its Corporate Plan. Specifically, it supports the delivery of priority 2 – Better, brighter futures by supporting NCT to provide higher standards of support by providing a modern case management system that support improvement in social work practice. It also supports the delivery of priority 6 – Modern public services by using assets and technology most effectively.



#### **7.4. Risk**

- 7.4.1. The failure of NCT to deliver to the required standard is identified as a risk on the Council's Strategic Risk Register. It has an inherent risk score of 20 and a residual risk score of 15. The implementation of a modern and effective case management system is vital to supporting the improvement of children's social care practice and outcomes for children. The delivery of the new system therefore helps to mitigate the risk identified on the strategic risk register.
- 7.4.2. If the procurement of a new system does not take place, the Council will either have to attempt to extend the current contract for the system or operate without a system. The former opens the Council up to legal challenge from providers of case management systems as the Council has already extended the contract to its maximum length. The latter would pose a great risk to the delivery of good quality children's social care as a case management system is vital to the operation of services.
- 7.4.3. The costs included in this report are based on estimations and there is the possibility that there are increased costs for the implementation and/or the ongoing licence costs however until the procurement activities commence this cannot be established. The mitigation for this will be that the management of the budget to deliver this programme of work will be undertaken by the governance approach as outlined within section 7.2.

#### **7.5. Consultation**

- 7.5.1. In developing the proposals, the Council has consulted with NCT as the primary user of the proposed system. There has also been extensive engagement with West Northamptonshire Council as the joint funder of NCT and the programme and approval to fund the programme is currently going through their governance processes.

#### **7.6. Consideration by Executive Advisory Panel**

- 7.6.1. This report has not been considered by the relevant Executive Advisory Panel due to a delegated decision on the funding being required to allow the new system to be delivered in a timely manner.

#### **7.7. Consideration by Scrutiny**

- 7.7.1. This decision has not been considered by the Scrutiny Committee.

#### **7.8. Equality Implications**

- 7.8.1. Within the initial procurement exercise all equality implications will be explored. It is the intention of the procurement team to include all relevant policies and

statements relating to this to ensure that a new supplier will adhere to all council requirements.

## **7.9. Climate and Environment Impact**

7.9.1. Once a solution has been selected specific impacts can be assessed. However, one of the potential benefits of a new case management solution is a reduction in staff travel, post and associated printing that currently occurs within the services, which should have a positive impact in this area.

## **7.10. Community Impact**

7.10.1. There is no distinct community impact arising from this report.

## **7.11. Crime and Disorder Impact**

7.11.1. There is no crime and disorder impact arising from this report.

## **8. Background Papers**

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8.1. No background papers.

## EXECUTIVE 10<sup>th</sup> November 2022

|                      |  |
|----------------------|--|
| <b>Report Title</b>  | <b>Integrated Care Northamptonshire – Strategy, Outcomes Framework, North Place Delivery</b>                           |
| <b>Report Author</b> | David Watts - Executive Director of Adults, Health Partnerships and Housing (DASS)<br>Ali Gilbert - ICS Place Director |
| <b>Lead Member</b>   | Councillor Helen Harrison – Executive Member for Adults, Health and Wellbeing  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

#### Appendix A - Integrated Care Northamptonshire Strategy

##### 1. Purpose of Report

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- 1.1. To provide an overview of the development of the Integrated Care Northamptonshire Strategy and its outcomes framework.
- 1.2. To provide an overview of the progression of the Northamptonshire Integrated Care System development of the 'North Place' as it moves into the implementation phase.

##### 2. Executive Summary

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- 2.1 The Department of Health and Social Care (“DHSC”) have published statutory guidance for Integrated Care Systems (ICS) to progress in the development of a five-to-ten-year strategy to support the planning and improvement of health

and care. The Northamptonshire Integrated Care Partnership (ICP) has a central oversight role over the strategy.

- 2.2 The guidance proposes that 2022/23 will be a 'Transition Year' recognising the time available will limit the breadth and depth of the initial integrated care strategy. It is expected that the five to ten-year strategy will mature and develop over time. The guidance includes statutory requirements which need to be included in the strategy content.
- 2.3 The Northamptonshire Strategy Development Board, accountable to the Northamptonshire Integrated Care Partnership (ICP), has developed the 'Live Your Best Life' high-level strategy to date, encompassing the strategic ambitions and strategic outcomes framework which will be expected to be delivered through the Integrated Care system operating model (**Appendix A**).
- 2.4 The North Place development is a key component of the ICS operating model which will support the delivery of the ambitions and improvement outcomes required.
- 2.5 At the heart of this model are our communities and the services that indirectly influence health and care improvements through the development of the Local Area Partnerships (LAPs) and Community Wellbeing Forums (CWFs).
- 2.6 To consider alignment of existing and future NNC (North Northamptonshire Council) strategies to the emerging Integrated Care Strategy.

### **3. Recommendations**

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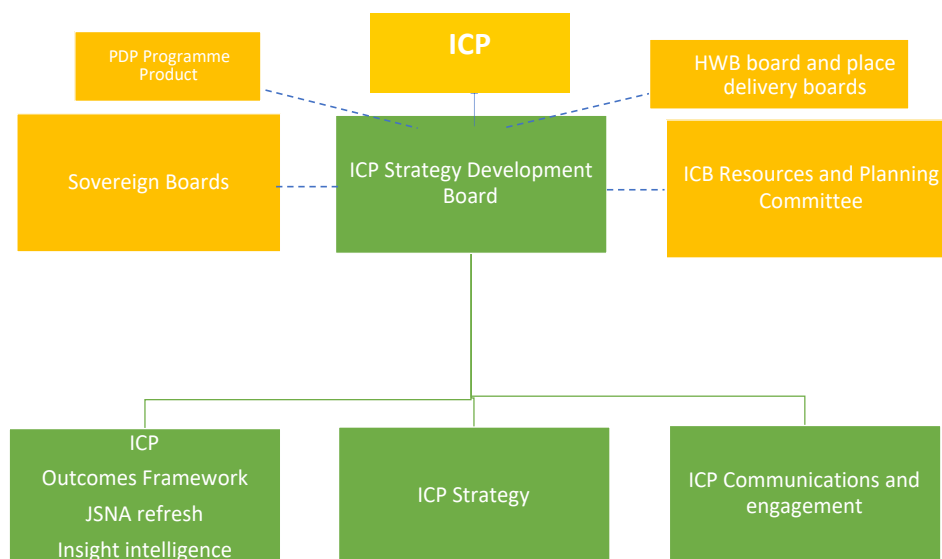
- 3.1 It is recommended that the Executive:
  - a) Consider the alignment of NNC strategies with the development of the Integrated Care Northamptonshire Strategy – Live Your Best Life.
  - b) Note the progress of the Integrated Care Partnership North Place development and implementation and its role in delivering the strategy.
- 3.2 Reason for Recommendations: The Executive is asked to consider alignment of existing and future NNC strategies to the emerging Integrated Care strategy.
- 3.3 Alternative Options Considered: There are no other options as this is a national request

## 4. Report Background

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### Integrated Care Northamptonshire Strategy

- 4.1 The DHSC have published statutory guidance for Integrated Care Systems (ICS) to progress in the development of a strategy to support the planning and improvement of health and care.
- 4.2 The Northamptonshire Integrated Care Partnership (ICP) has a central oversight role in the development of the five-to-ten-year strategy to:
- Improve health and care outcomes
  - Reduce inequalities in health and wellbeing outcomes
  - Make best use of public funds
  - Contribute to the social and economic wellbeing of our County
- 4.3 DHSC proposes that 2022/23 will be a 'transition year' recognising the time available will limit the breadth and depth of the development of the initial integrated care strategy. It is expected that the integrated care strategy will mature and develop over time.
- 4.4 The guidance defines statutory requirements which need to be included in the strategy content and includes:
- Strategy based on evidence and needs assessment
  - To deliver system-level, evidence-based priorities in the short, medium- and long-term
  - Integration of health and social care and wider determinants of health and wellbeing
  - Consideration of joint working and opportunity for section 75 agreements.
  - Extensive engagement and involvement
  - Contents of the strategy to build on existing strategies.
  - To publish by December 2022 the content of the Integrated Care Strategy
- 4.5 The North Health and Wellbeing Board will own and develop a Health and Wellbeing Strategy for North Northamptonshire that will underpin the Integrated Care Strategy, focused on its inequalities, health challenges and solutions that drives local service design. This is a key requirement of the Integrated Care Partnership and will influence the Integrated Care Board's 5-year commissioning plan.
- 4.6 The Northamptonshire Strategy Development Board has been established to progress the development of the strategy.



4.7 The ten ambitions of the 'Live Your Best Life' strategy are:

1. The best start in life
2. Access to the best available education and learning
3. Opportunity to be fit, well and independent
4. Employment that keeps people and families out of poverty
5. Good housing in places which are clean and green
6. Feel safe in homes and when out and about
7. Connected to family and friends
8. Chance for a fresh start
9. Access to health and social care when they need it
10. Valued for who they are

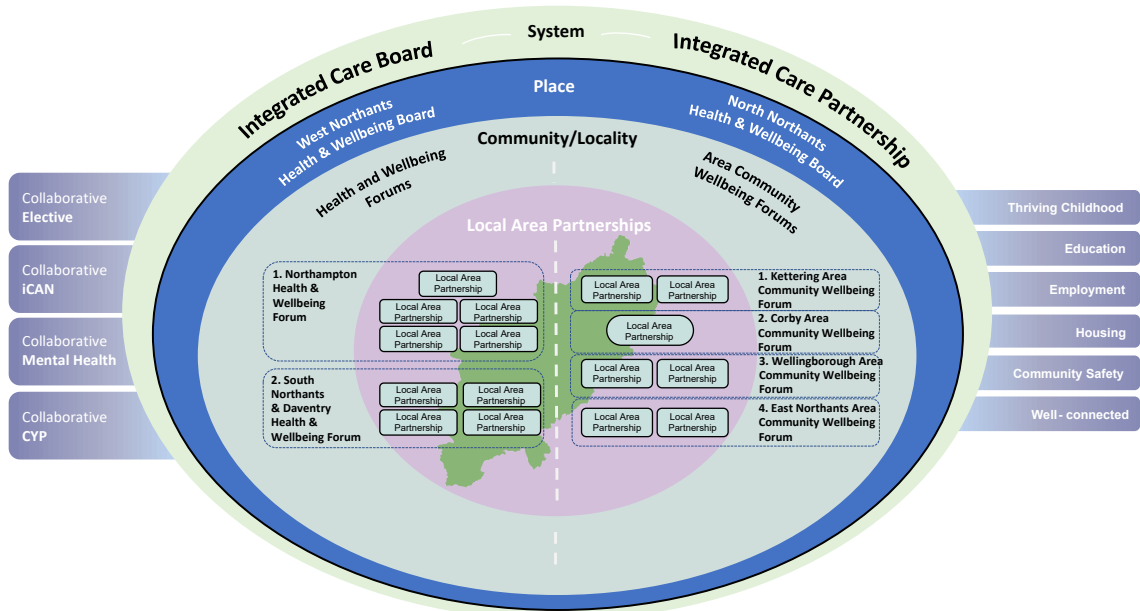
4.8 It is supported by an outcomes framework and delivery model to achieve ten core ambitions key for the people of Northamptonshire to live their best life. The framework describes for each of the ambitions:

- Where we are now
- The approach to achieving the ambition
- The outcomes we want to achieve

4.9 The strategy incorporates existing strategic materials existent with the ICS to anchor the strategy (**Appendix A**).

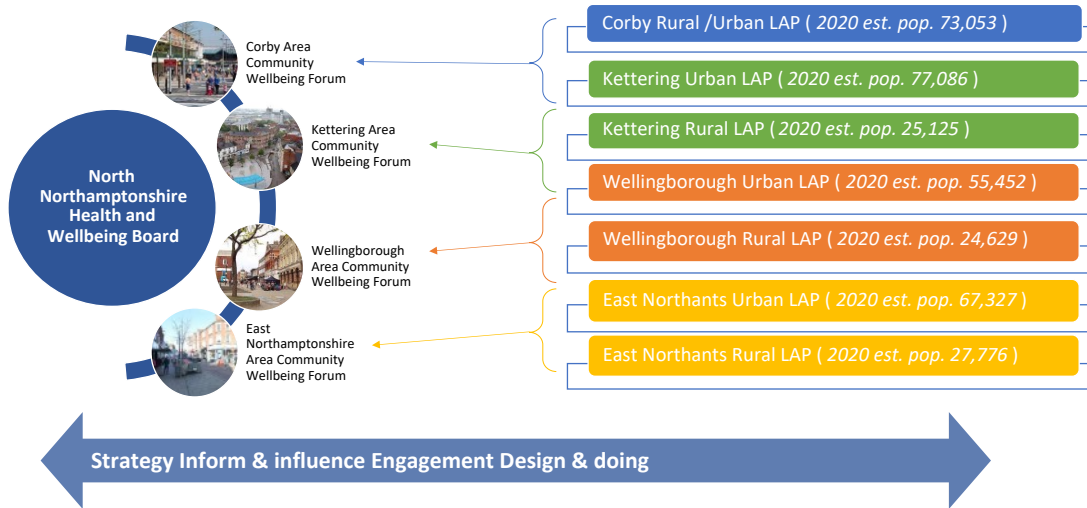
## North Place Delivery model

- 4.10 Our Integrated Care Northamptonshire (ICN) system operating model is reflected in the diagram below with the North Place being a key component.



- 4.11 In North Northamptonshire, we aim to deliver our ten ambitions of the strategy through a joined-up approach across all the organisations and services involved in supporting our population and communities. This will be through a new very local approach with our communities central to our operating model – our local area partnerships (LAPs).
- 4.12 The North Place model consists of seven Local Area Partnerships LAPs which mirror the current electoral ward boundaries and population sizes and four area Community Wellbeing Forums CWFs.
- 4.13 The operating model has been developed with system partners to date through the North Place Delivery Group accountable to the North Health and Wellbeing Board.

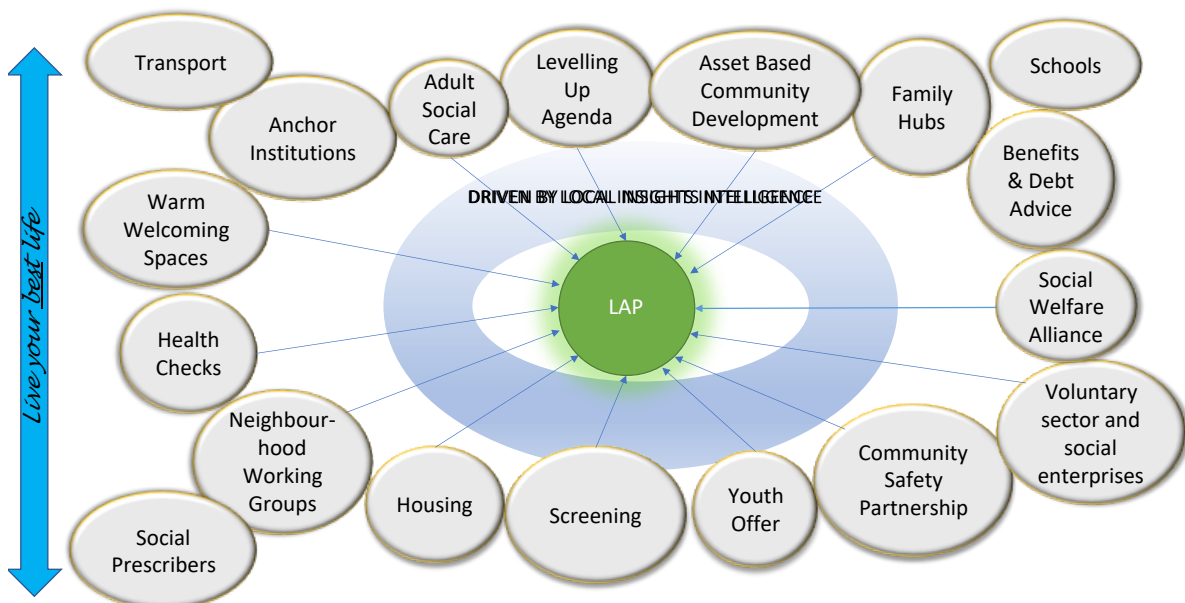
## Area Community Wellbeing forums Local Area Partnerships



### Seven Local Area Partnerships LAPs

- They represent local areas and give a voice to residents, translating strategy into local action.
- They empower residents to co-produce new services and solutions for their local area.
- They contribute to system-wide priorities by utilising strong evidence-based information and deep local insight from frontline services and communities.
- They empower local leaders to take accountability for local action.

## LAPS – so much to bring together – some examples





## **Four Community Wellbeing Forums CWFs**

- They consolidate the views of residents, local providers and local area partnerships.
- They unblock challenges and identify at scale opportunities for their areas.,
- Through oversight of the Local Area Partnerships, they ensure their priorities are represented throughout the system.
- Local leaders influence policy to access the right resource and capabilities to deliver their functions.
- They support our collaboratives by identifying and co-ordinating community assets across health, care and wider determinant of health partners to co-produce services and pathway (re-) design

## **North Place implementation**

4.14 The four CWFs and two pioneering LAPs – Corby and Wellingborough rural will hold their inaugural meetings in November 2022.

4.15 The remaining the LAPs will be implemented in December 2022/January 2023 Each LAP (Local Area Partnerships) will have a LAP (Local Area Partnerships) profile consisting of:

- Demographics and Deprivation
- Population estimates, projections, ethnicity and vulnerable populations.
- Overall deprivation levels and components of deprivation
- Wider determinants of health
- Housing, Education, Income, Employment, Crime, Connectedness
- Health outcomes
- Physical and mental health outcomes (adults and children)
- LAP assets
- Physical assets (including GPs, pharmacies, leisure, green spaces, schools, libraries, faith groups)
- Community assets (eg CVS organisations, local networks)
- Community priorities
- Summary of feedback from existing engagement

## **5. Issues and Choices**

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5.1 The Integrated Care Systems and its requirements are requirements under the legislation laid out in the Act and therefore health and social care bodies are required to have in place the specified governance arrangements for 1<sup>st</sup> July 2022. The structure of the North Place has been developed in consultation with a wide variety of stakeholders and officers have taken these views into

consideration as part of the final proposal for the Integrated Care Systems operating model.

## **6. Next Steps**

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- 6.1. The alignment of existing and future NNC strategies to the emerging Integrated Care strategy will be presented to the North Health and Wellbeing Board on 29<sup>th</sup> November 2022 before presentation for approval at the Integrated Care Partnership on 1<sup>st</sup> December 2022.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

- 7.1.1 There are currently no identified financial implications.
- 7.1.2 Staffing resources to facilitate the development of North Place is being managed through existing resources

### **7.2 Legal**

- 7.2.1 There are currently no legal implications

### **7.3 Risk**

- 7.3.1 The working model of the governance of the emergent place operating model, the Integrated Care Partnership, the Integrated Care Board and the collaboratives is being addressed to ensure that the existing statutory governance and decision making of organisations is connected into Integrated Care Strategy operating model decision making.

### **7.4 Consultation**

- 7.4.1 Communications will play a key role in informing and engaging the public around the creation of the new Integrated Care Strategy and explaining the objectives, priorities to our local communities and how these will translate into future improved outcomes to meet their health and care needs.

### **7.5 Consideration by Scrutiny**

- 7.5.1 No further consideration by scrutiny has been undertaken since the last Health and Wellbeing Board meeting.

## **7.6 Climate and Environment Impact**

7.6.1 There is currently no identified climate or environmental implications.

## **7.7 Community Impact**

7.7.1 The development of place will create positive impacts on communities, wellbeing and on our ability to collectively support better outcomes for residents. Key priorities at a local level underpinned by insight data and led by Local Area Partnerships will drive the delivery of services that meet the wider determinants of health supporting people to live their best life in North Northamptonshire.

## **8. Background Papers**

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8.1 None

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# Integrated Care Northamptonshire Strategy Live your best life

2022 / 23

Development overseen by  
Northamptonshire strategy development board

## Please Note

This draft strategy still requires further proofing of the language, content and images.

Version control: V3 10/22

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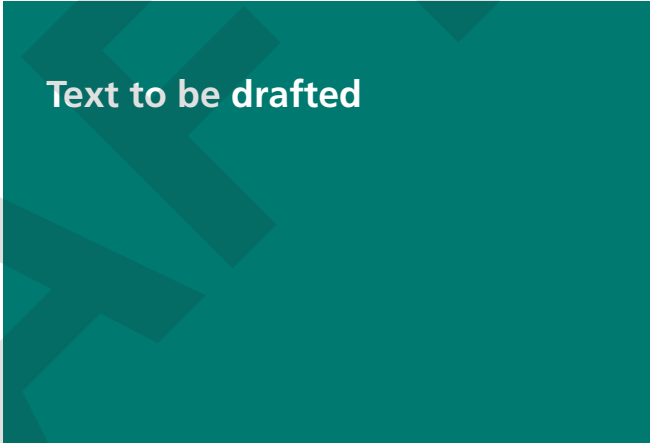
# Foreward



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# Executive Summary



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# Introduction

## We are delighted to launch our ten-year Live Your Best Life Strategy for the people and communities of Northamptonshire

Our strategy for us means people have equity of opportunity to be the best version of themselves and the best outcomes for everyone. We want you to have as healthy a life as possible. Every child should have the best start in life. We all want a good experience of ageing and at the end of life. None of us can achieve these things alone.

Our strategy outlines ten core ambitions key for the people of Northamptonshire to live their best life.

These are:

- The best start in life
- Access to the best available education and learning
- Opportunity to be fit, well and independent
- Employment that keeps people and families out of poverty
- Good housing in places which are clean and green
- Feel safe in homes and when out and about
- Connected to family and friends
- Chance for a fresh start
- Access to health and social care when they need it
- Valued for who they are



Our strategy focusses on improving a set of outcomes for the health, care and wellbeing of local people which will realise these ambitions.

These are identified because:

- It is these outcomes that really matter to people
- It is these outcomes that we are collectively responsible for
- It is these outcomes that we can only change by aligning our ambitions
- It is these outcomes that we can only change by aligning our resources and how we do this together



**It is only by both working together with our communities across the whole of Northamptonshire, -whilst recognising their distinct characteristics - that we can make a real and lasting difference to the health, care and wellbeing of the more than 800,000 people that we serve who face different challenges and have different opportunities.**

Our shared vision and aims will be delivered through our ambitions and strategic outcomes framework. As we deliver our 10 ambitions we will need to focus on prevention and wellbeing if we are to reduce inequalities and boost the economic and social wellbeing of Northamptonshire.

This builds upon the aims and priorities set out in many local health, wellbeing and care strategies already in existence across Northamptonshire providers and commissioners and outlines our intentions as an Integrated Care System moving forward. It is based on the available data and evidence locally, nationally, and internationally. We have taken into consideration our refreshed Joint

Strategic Needs Assessment, and health and wellbeing trends in Northamptonshire.

We recognise that the health, care and wellbeing of our population is proportionally impacted by the following estimates:

- the health and care received 20%
- lifestyle choice 30%
- population genetics and wider economic, physical and social environments 50%

Although estimates vary, it is the wider determinants of health that have the largest impact.

**To enable our communities and residents to truly flourish, we need to understand what drives our health and wellbeing. The circumstances in which people are born, grow, live, work and age provide the foundations for people to live healthy or unhealthy lives.**



# Partners working together

# in partnership with all our voluntary sector and social enterprises



West  
Northamptonshire  
Council



North  
Northamptonshire  
Council



Northamptonshire  
Integrated Care Board



University Hospitals  
of Northamptonshire  
NHS Group



Kettering General Hospital  
NHS Foundation Trust



Northampton General Hospital  
NHS Trust



VOLUNTARY  
IMPACT NORTHAMPTONSHIRE



Northamptonshire  
Children's Trust

UoN  
University of  
Northampton



Northamptonshire Healthcare  
NHS Foundation Trust

healthwatch  
North Northamptonshire  
West Northamptonshire





# Partners working together

## Who we are

- We're working together. An Integrated Care System is where community, local government, VCSE, universities, anchor institutions and NHS organisations work together to improve your health and wellbeing. You've told us how important this is and we are now committed to work together in this way.
- This is OUR Strategy. Every area in the country now has a strategy and ours is AMBITIOUS. We want to support you to live your best life by having the best health and care system in the country. We will do this by helping you to avoid ill health whilst also having access to excellent care when you need it.

## Why we need to work together

- We've been listening and will continue to do so. A variety of different engagement exercises have taken place over the recent past by a full range of public services. We have used all the data from these engagements to build a picture of your views. You've told us you want quicker and easier access to GP appointments, hospital, community and mental health services. You want joined up services that are easy to navigate and continuity of care. You have also told that you want access to local activities and tidier green spaces. However, the biggest message by far from engagement was easy access to information about services, support and community activity.
- We will continue to listen to your views with an ongoing programme of community engagement to make sure we are responding to the issues which matter most to you.
- Our local population is changing. We are increasingly affected by significant population growth. Clearly, it's a good thing that we're all living longer – however more of us are living with multiple long-term conditions and dementia. We are also increasingly affected by deprivation.
- We're 'Thinking Differently'. New advances in digital and medical technology offer opportunities to radically change the ways we think and work. We will focus on research, development, innovation and evaluation so we can also make a difference by building better networks and relationships, opening access to services and information, and developing the potential in our local communities.



## Anchor Institutions

We have already said that socio-economic factors play a huge role in determining people's long-term health, and contribute significantly to health inequalities. Anchor institutions are large organisations that are unlikely to relocate and have a significant stake in our local area. They have sizeable assets that can be used to potentially support our local community's health and wellbeing and tackle health inequalities, for example, through training, employment, professional development, and buildings and land use.

Anchor institutions are defined more by their link to a place than their sector. We will continue to explore the opportunities with the many private and voluntary sector organisations across Northamptonshire that hold a significant interest in the long-term development and health of our local areas.

## Health Protection

Our local authorities, Public Health and UKHSA will work closely together as a single public health system through joint working, with clarity on roles and responsibilities, which is crucial for the safe delivery of health protection. The DPH will work with local NHS and Non- NHS partners to ensure that threats to health are understood and appropriately addressed.



# Shared vision, aims and ambitions



**Our shared vision and aims will be delivered through our ambitions which are underpinned by the:**

- 1. Outcomes framework**
- 2. Community engagement framework**
- 3. Integrated care system operating model**





# Shared vision, aims and ambitions

## Shared Vision

We want to work better together to create a place where people and their loved ones are active, confident and enjoy good health and well being. A Northamptonshire where people can see and feel a bright future for themselves and their families, take personal responsibility for their own health and wellbeing, and can reach out to quality integrated support and services if and when they need help.

## Shared Aims

- Improve the health and wellbeing of the population
- Reduce inequalities in health and wellbeing outcomes
- Ensure value for money
- Contribute to the economic and social wellbeing of Northamptonshire

## Shared Ambitions

We want the people of Northamptonshire to have:

- The best start in life
- Access to the best available education and learning
- Opportunity to be fit, well and independent
- Employment that keeps them and their families out of poverty
- Housing that is affordable, safe and sustainable in places which are clean and green
- Safety in their homes and when out and about
- Feel connected to their families and friends
- The chance for a fresh start when things go wrong
- Access to health and social care when they need it
- To be accepted and valued simply for who they are

The detail of each of the ambitions are further expanded from page 21 of this document and sets out what good looks like for our population.



# Our case for change



# Our case for change

## Population growth

Northamptonshire's location and setting make it an attractive county to settle in; over the last decade our population has grown at a faster rate than most local authorities not just in the region but in England.

While the population that has grown the most over that time is those aged over 70, we have also locally seen a big increase in the numbers of children aged 5 to 15. Conversely, the numbers of babies born in the county has been slowly decreasing over the last ten years.

This change in population presents real challenges for us as an integrated care system in terms of the likely continuing increase in demand for public services at the same time as a pull in our workforce being attracted to nearby commutable cities of London, Leicester and Birmingham.

If we are to meet these needs, we need to change how we work as a system.

In 2021 the population of West Northamptonshire was 425,700 and North Northamptonshire 359,500

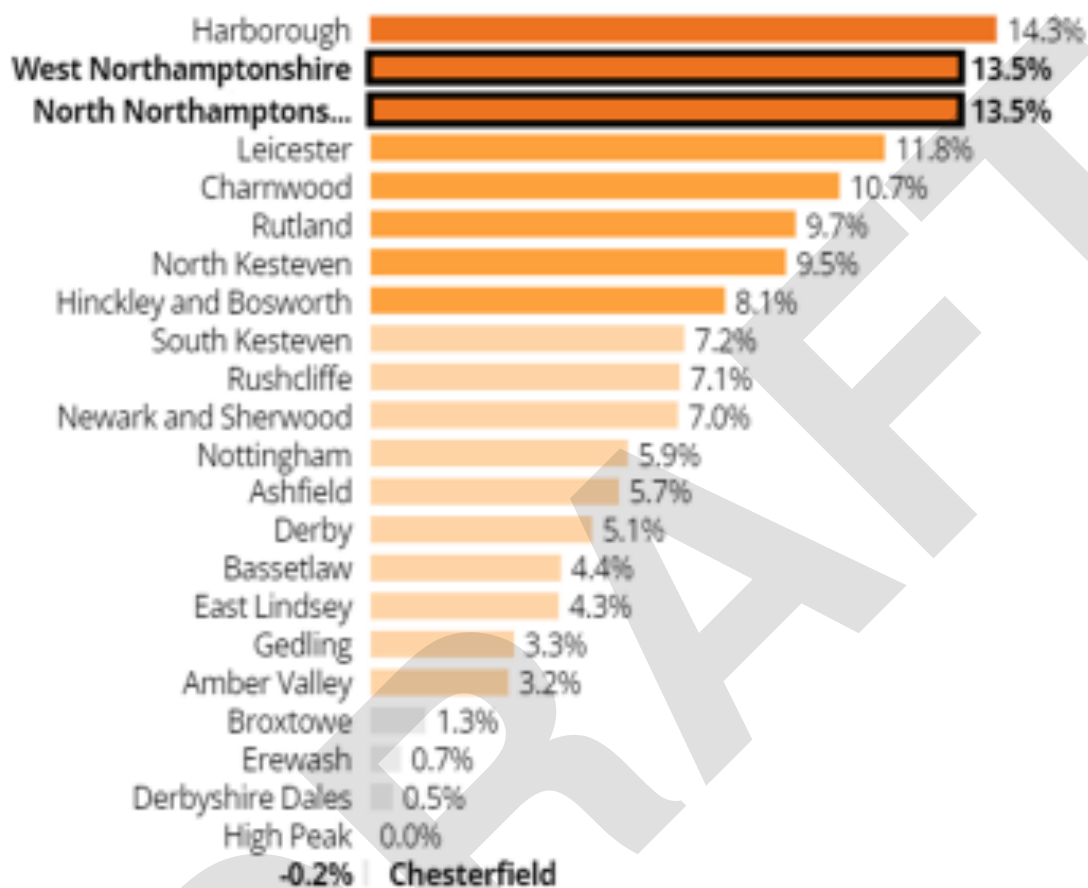
In the last 10 years the population has increased by over 42,000 in North Northamptonshire and over 50,000 in West Northamptonshire (an increase of 13.5%).

This is higher than the overall increase for England (6.6%), where the population grew by nearly 3.5 million and among the highest population growth in the region.

West Northamptonshire is now the 13th and North Northamptonshire the 21st largest local authority in England, out of 128 Local Authorities in England.

## Population change of local authorities in the East Midlands between 2011 and 2021 (Percentage change)

### Population change of local authorities in the East Midlands between 2011 and 2021 (Percentage change)



Source: How the population changed, Census 2021 - ONS













### Demographics

We know that while the county as a whole is less diverse than the England population, there is huge variation in the shapes of our communities. This can very broadly be divided into much less diverse rural communities and much more diverse towns and urban areas. Understanding our communities better and how they differ will be key to ensuring that our integrated care system delivers better outcomes for all.


















# Health and Wellbeing in North Northamptonshire, August 2022






## Start Well

-  3,789 babies were born in 2021.
-  12.2% of mothers smoked at the time of birth in 2020/21. This is worse than the England average.
-  The population of North Northamptonshire was 359,500 in 2021.
-  70% of children achieved a good level of development at the end of reception class in 2019.
-  14% of children aged under 16 lived in low income families in 2020/21. This is better than the England average.
-  24% of children in reception class were overweight or obese in 2019/20. This is similar to the England average.\*
-  34% of children in Year 6 were overweight or obese in 2019/20. This is similar to the England average.\*
-  69% of young people gained a standard pass (4) in English and Maths GCSEs in 2021.
-  The Chlamydia detection rate was 1,330 per 100,000 in 15 to 24 year olds in 2020. This is below the national target range.
-  There were 14 pregnancies in females aged under 18 per 1,000 girls aged 15 to 17 in 2020. This is similar to the England average.

## Live Well

-  A 2018 based projection estimated there were 150,136 households in North Northamptonshire in 2021.
-  The average salary (persons) in 2020 was £30,189. This was an increase of 9% compared to 2019.
-  79.6% of adults were employed in 2020/21. This is better than the England average.
-  10% of households experienced fuel poverty in 2018.
-  There were 323 new sexually transmitted infections per 100,000 population in 2020. This is lower than the England average.
-  62.6% of adults were physically active in 2020/21. This is worse than the England average.
-  53% of the population aged 16+ ate their "5-a-day" in 2019/20. This is worse than the England average.
-  70% of adults were overweight or obese in 2020/21. This is worse than the England average.
-  There were 431 alcohol related hospital admissions per 100,000 population in 2020/21. This is better than the England average.
-  18% of adults smoked in 2019. This is worse than the England average.
-  There were 11 suicides per 100,000 population in 2018-2020. This is similar to the England average.
-  There were 196 hospital admissions for self-harm per 100,000 population in 2020/21. This is worse than the England average.
-  There were 4 deaths from drug misuse per 100,000 population in 2018-2020. This is similar to the England average.
-  38 people were killed or seriously injured on roads per 100,000 population in the 2016-2018. This is better than the England average.
-  There were 28 deaths in under 75s from preventable cardiovascular diseases per 100,000 population in 2017-2019. This is similar to the England average.
-  There were 24 deaths in under 75s from preventable respiratory diseases per 100,000 population in 2017-2019. This is worse than the England average.
-  There were 60 deaths from preventable cancers per 100,000 population in 2017-2019. This is worse than the England average.

## Age Well

-  There were 1,893 hospital admissions due to falls in people aged 65+ per 100,000 65+ population in 2020/21. This is better than the England average.
-  The average male life expectancy was 79.2 in 2018-2020. This is similar to the England average.
-  The average female life expectancy was 82.4 in 2018-2020. This is worse than the England average.

\* Please note that figures on childhood excess weight should be interpreted with caution due to low 2019/20 NCMP participation.

# Health and Wellbeing in West Northamptonshire, August 2022



XXXX



XXXX



XXXX



XXXX

## Start Well



4,647 babies were born in 2021.



12.3% of mothers smoked at the time of birth in 2020/21. This is worse than the England average.



The population of West Northamptonshire was 425,700 in 2021.



72% of children achieved a good level of development at the end of reception class in 2019.



14% of children aged under 16 lived in low income families in 2020/21. This is better than the England average.



21% of children in reception class were overweight or obese in 2019/20. This is better than the England average.\*



30% of children in Year 6 were overweight or obese in 2019/20. This is better than the England average.\*



73% of young people gained a standard pass (4) in English and Maths GCSEs in 2021.



The Chlamydia detection rate was 1,417 per 100,000 in 15 to 24 year olds in 2020. This is below the national target range.



There were 10 pregnancies in females aged under 18 per 1,000 girls aged 15 to 17, in 2020. This is lower than the England average.

## Live Well



A 2018 based projection estimated there were 170,103 households in West Northamptonshire in 2021.



The average salary (persons) in 2020 was £32,467. This was an increase of 2% compared to 2019.



78% of adults were employed in 2020/21. This is similar to the England average.



9% of households experienced fuel poverty in 2018.



There were 374 new sexually transmitted infections per 100,000 population in 2020. This is lower than the England average.



63% of adults were physically active in 2020/21. This is worse than the England average.



52% of the population aged 16+ ate their "5-a-day" in 2019/20. This is worse than the England average.



69% of adults were overweight or obese in 2020/21. This is worse than the England average.



There were 467 alcohol related hospital admissions per 100,000 population in 2020/21. This is similar to the England average.



15% of adults smoked in 2019. This is similar to the England average.



There were 8 suicides per 100,000 population in 2018-2020. This is lower than the England average.



There were 297 hospital admissions for self-harm per 100,000 population in 2020/21. This is worse than the England average.



There were 3 deaths from drug misuse per 100,000 population in 2018-2020. This is lower than the England average.



42 people were killed or seriously injured on roads per 100,000 population in the 2016-2018. This is similar to the England average.



There were 26 deaths from preventable cardiovascular diseases per 100,000 population in 2017-2019. This is similar to the England average.



There were 20 deaths in under 75s from preventable respiratory diseases per 100,000 population in 2017-2019. This is similar to the England average.



There were 54 deaths from preventable cancers per 100,000 population in 2017-2019. This is similar to the England average.



There were 2,727 hospital admissions due to falls in people aged 65+ per 100,000 65+ population in 2020/21. This is worse than the England average.



The average male life expectancy was 79.8 in 2018-2020. This is better than the England average.

The average female life expectancy was 82.8 in 2018-2020. This is worse than the England average.

\* Please note that figures on childhood excess weight should be interpreted with caution due to low 2019/20 NCMP participation.

# Case for Change

## Starting Well

It is in early childhood (and even earlier during pregnancy) that the foundations for future health and wellbeing are built. While for many of our children in Northamptonshire there are good opportunities for healthy development, for some more vulnerable, particularly those children who need support from health and care services (including looked after children, children with disabilities), those building blocks for healthy development (such as access to play and leisure activities, a supportive education environment) might be harder to come by. It is only by working together as a system that we can make sure all children in Northamptonshire have all they need to thrive.

## Living Well

Our living and working conditions, the environment we live in and our relationships and social networks continue to shape our health and wellbeing through adulthood. The diseases that are responsible for most of the ill health and early deaths in Northamptonshire - cancers, heart disease, chronic lung disease, musculoskeletal diseases and poor mental health – are all hugely shaped by these social, economic and environmental factors. While rate of death and disability due to these conditions may be similar in scale to the national average in Northamptonshire, the volume of hospital care required is significantly higher than the national average suggesting that the county is much better at treating these conditions when they cause problems, than preventing them.

## Ageing Well

In Northamptonshire, too many older people get admitted to hospital and stay too long, resulting in a greater chance of them losing their independence and not being able to return to their home or needing long term care and support. While the foundations for healthy ageing are laid in middle age, there are things that we can continue to do throughout older age to stay fit, well and resilient. There are huge opportunities in working together as an integrated care system to ensure that Northamptonshire provide the right condition for older people to avoid having to stay in hospital and leave their homes.

## Resource utilisation

We recognise as a system that the way we utilise our collective resources and assets needs to change and this is our opportunity to do that more effectively to support delivering our ambitions. We are committed to work together to understand how we can further consolidate and strengthen the way we deliver financial sustainability and value for money for Northamptonshire.

## Inequalities

Northamptonshire benefits from high employment levels and a beautiful rural setting but many in our communities face the same challenges affecting people nationally around poverty (including food poverty and fuel poverty), a lack of affordable housing, and crime and safety in our neighbourhoods as well as issues such as a lack of access to green space. These all have a significant impact on the health of our children, young people and adults alike and affect our ability to be able to engage in healthy behaviours like eating well, moving more, sleeping well, drinking less alcohol and stopping smoking.



Health inequalities are the **preventable, unfair and unjust differences** in health status between groups, populations or individuals that arise from the unequal distribution of social, environmental and economic conditions.

Some of our local communities and specific groups for example travellers, migrants, carers are among the most disadvantaged in England. It is unacceptable that life expectancy on average can be as much as 8.25 years less depending on where you live. The top 3 broad causes of death that contribute the most to the gap in life expectancy between the most and least deprived areas in Northamptonshire are Cardiovascular disease; Cancer and Respiratory disease. This is why we are committed to working together to tackle the health inequalities caused by deprivation.

You can find the strategy here:

[www.icnorthamptonshire.org.uk/health-inequalities](http://www.icnorthamptonshire.org.uk/health-inequalities)



# What we plan to do together





## Our strategy is focused on

- Our Ten ambitions that all partners across our system have collectively committed to delivering over the next 5 to 10 years.
- Our ten ambitions are underpinned by our Strategic Outcomes Framework where the outcomes are bold, ambitious and exciting and provide a focus for the forthcoming years.

To support our residents with these ten ambitions we have to collaborate, not just with our partners and local business but also with local people to ensure we understand the uniqueness of each of our communities and the people who live in them. Understanding this enables us to make sure the right support, environment and interventions are in place to help people to live their best life.

**Our shared vision and aims will be delivered through our ambitions which are underpinned by the:**

- a) Outcomes framework**
- b) Community engagement framework**
- c) Integrated care system operating model**

## Our ten ambitions

1. Best Start in Life
2. Access to the best available education and learning
3. Opportunity to be fit, well and independent
4. Employment that keeps them and their families out of poverty
5. Housing that is affordable, safe, and sustainable in places which are clean and green
6. To feel safe in their homes and when out and about
7. Connected to their families and friends
8. The chance for a fresh start when things go wrong
9. Access to health and social care when they need it
10. To be accepted and valued simply for who they are

## Outcomes Framework

We have developed the Outcomes Framework and its purpose is to outline priority outcomes, based on the needs identified in the joint strategic needs assessments. The Outcomes Framework provides a mechanism by which we can measure joint efforts in driving progress on the most important outcomes for our local population.

The Outcomes Framework has been shaped around the ten “Live Your Best Life” ambitions and fundamentally underpins this ICN strategy. It sets out the short, medium and long term outcomes the whole ICS will work together to achieve, and supports strategic planning by ensuring system improvement priorities and investment enable achievement of the outcomes. Our framework reflects a commitment that everyone should have the opportunity to make choices that support independence and wellbeing. We will be developing measures throughout our new operating model described in the next section. These will be at System, Place and LAP levels based on JSNA data, local insights data and what local people agree are priorities. This will allow us to measure and report whether we are successfully delivering our outcomes or whether we need to reorganise and refocus our resources.

Through this framework we will show:

- How outcomes for residents are being achieved across the system
- Focus plans and inform priorities on an annual basis through clearly articulated measures; and
- Support organisations to work as one system to deliver impact and continually improve.

The framework describes for each of our ambitions :

- Where we are now
- Our approach to achieving our ambition
- The outcomes we want to achieve

# The best start in life

## Where we are now

Our population aged 5-15 has grown by nearly 20% in the last 10 years but this is likely to slow in future as birth rates fall;

Risks of birth complications and poor health in newborns is higher than it ought to be due to high levels of smoking and obesity in pregnancy;

Looked After Children (LAC) in Northamptonshire get poorer access to regular health and dental checks than LAC in other areas;

Not enough children are starting school with the skills they need to succeed;

Organisational boundaries continues to be a barrier to better care for children and young people.

## Our approach

Everyone will recognise their role in our collective responsibility to improve children and young people's health and wellbeing, including parents, families, friends and schools;

Our communities will raise children to become healthy adults, who themselves raise healthy families and are net contributors to a healthy society;

Young people want to make healthy choices and will seek support for their needs before they reach crisis;

Our children and young people will have a voice in the decisions that affect them, supporting them to be involved in the identification of problems and creation of positive solutions;

The services and support systems available to children and young people will be consistent and stable



## Outcomes we want to achieve

Women are healthy and well during and after pregnancy

All children grow and develop well so they are ready and equipped to start school

## You've said...

There needs to be better support for parents and children such as training and mentoring to support parents in dealing with life pressures.

That advice and care should be provided as close to home as possible and for care to be received at the right place, at the right time.

Waiting times need to be reduced and for services to be equitable for all who access them.

# Access to the best available education and learning

## Where we are now

Too many young people are not reaching their educational potential, which limits their future options;

We have an increasing gap in attainment between the least and most disadvantaged children;

Northamptonshire has a higher rate of permanent exclusions from school than the England rate;

There are also a large number of children in county electively home educated

Too many children with special educational needs or disabilities are being educated outside of the county or at home

## Our approach

Schools in the county will be places that encourage not just academic achievement for all but also healthy social and emotional development

Families of all children, regardless of need, will be confident in the quality of the education they receive at schools within the county

Education settings will be trauma-informed environments so that those with challenging home lives and histories will not have their trauma compounded by school exclusions.

Further and higher education settings will provide the skills training that local employers are looking for in employees.



## Outcomes we want to achieve

Education settings are good and inclusive and children and young people, including those with special needs perform well

Adults have access to learning opportunities which support them with work and life skills

## You've said...

Access to special educational needs (SEN) support and education needs to improve.

There needs to be better support for parents and children such as training and mentoring to support parents in dealing with life pressures.

# Opportunity to be fit, well and independent

## Where we are now

Over one in four adults in the county are classified as physically inactive and almost two thirds are classified as overweight or obese;

Smoking is the single greatest risk factor for death and disability in the county with 16.4% of adults in the county being current smokers;

Around 90,000 adults in the county are estimated to be experiencing a common mental health disorder;

Too many young people have poor mental wellbeing and this is increasing

The severity of poor mental health in adolescence is also increasing resulting in high rates of admission to hospital for self-harm and eating disorders

## Our approach

The county's built environment and infrastructure will support people to be more active and make healthier food choices easier to make.

Taking up smoking will not be an easy or attractive choice for young people and adults who smoke will be supported with treatment to help overcome the addiction.

Long term conditions and their risk-factors will be spotted early and treated appropriately.

People recognise and have opportunities for all of the factors that promote mental wellbeing including: parenting and early years support, good relationships, good education, stable, secure, good quality and affordable housing, good quality work, a healthy standard of living, accessible safe and green outdoor space, arts and cultural activities.



## Outcomes we want to achieve

Children and adults are healthy and active and enjoy good mental health

People experience less ill-health and disability due to lung and heart diseases

## You've said...

Bring people together by offering local activities and events to support healthier lifestyles and to support those in inclusion groups to connect with others.

The opportunity to receive care in your own homes to support independence is something that is important to you.

You would like to see better communication, so you can stay informed and up to date on what is going on, as well as having a clear understanding of where to go for support on grants, benefits and opportunities.

# Employment that keeps people and families out of poverty

## Where we are now

We have relatively high rates of employment in the county but a large proportion of work available is very low paid;

Many people and families are not claiming financial support they are eligible for;

There are large gaps in employment for vulnerable communities such as those with serious and enduring mental illness and those with learning disabilities

## Our approach

Training and education settings, employers and recruiters as well as the job centres will work more effectively in collaboration to ensure that skills match.

The economy of Northamptonshire grows in a way that is sustainable not just environmentally, but also socially;

meaning that the increase in the county's revenue doesn't increase inequalities or create more environmental damage.

The right support will be given for those in groups who are under-employed to access jobs and remain in employment.

People, especially in under-served communities, get good information and advice on financial and other support available to them.



## Outcomes we want to achieve

More adults are employed and receive a 'living wage'

Adults and families take up benefits they are entitled to

## You've said...

You would like to see better communication, so you stay informed and up to date on what is going on, as well as having a clear understanding of where to go for support on grants, benefits and opportunities.

# Good housing in places that are clean and green

## Where we are now

The population of Northamptonshire has grown by over 13% in the last decade which represents among the highest growth in the country:

We have among the least affordable housing in the East Midlands with over 9,000 people were on a waiting list for social housing in the county;

While the county is largely green and rural, with much of land usage in the county agricultural, access to green spaces for man who live in our urban centres is poor;

Air quality in our largest towns is particularly poor and contributing to poor heart and lung health;

## Our approach

Our built environment will support and encourage more people to walk and cycle.

As well as more active travel, more transport via electric vehicles will ensure that air quality, particularly in our urban areas, is improved.

Our local housing market and social housing offer will ensure that all people and their families (but in particular vulnerable groups such as care leavers) have access to affordable safe and good quality and accommodation.

While new homes are being built across the county, priority will be given to ensuring that these new developments are green, with plenty of access to open green spaces, urban trees and other green and blue infrastructure.



## Outcomes we want to achieve

Good access to affordable, safe, quality, accommodation and security of tenure

The local environment is clean and green with lower carbon emissions

## You've said...

Investment is needed in local public green spaces as well as a focus on reducing litter and fly tipping to increase civic pride in residential areas.

# Feel safe in their homes and when out and about

## Where we are now

Though the rate has been gradually reducing over the past ten years there are still over 130 young people (under 17) entering the youth justice system each year;

Twice as many entrants live in the most deprived areas as the least;

The rate of violent offences is higher than the national average, and has increased significantly in recent years; A significant proportion of violent crime in

Northamptonshire is domestic abuse and the rate of incidents is increasing year on year;

Too many young people are ending up in hospital due to injuries including deliberate injuries; the rate is increasing in contrast with national patterns

## Our approach

People will feel safer walking around their communities and feel confident in being out and about in their local neighbourhoods.

Young people will grow up in families, communities and environments that are supported to be safe and nurturing, with plenty of opportunities for personal development and to have fun and enjoy.

Organisations will work together more effectively to ensure children and young people at risk of harm are identified at the earliest opportunity and protected.

Those who experience abuse at home and in their intimate relationships will be supported to have stability in their lives while being protected from perpetrators.



## Outcomes we want to achieve

People are safe in their homes, on public transport and in public places

Children and young people are safe and protected from harm

## You've said...

That community safety needs to be a focus and this includes improving the quality and safety of public spaces with improved safer footpaths, reducing anti-social behaviour as well as preventing gangs and grooming.



# Connected to family and friends

## Where we are now

Many of our neighbourhoods score poorly compared with the national average in measures of connectivity to key services, digital infrastructure and isolation

There is huge variation in digital exclusion across the county with high rates of exclusion both in our most deprived communities as well as less deprived rural communities

While lots of learning and positive action has been taken from the COVID-19 pandemic, social isolation remains an issue including for younger people in deprived urban centres.



## Our approach

Not only will digital infrastructure and technology be available to those most vulnerable groups, people will have the knowledge and skills to be able to confidently use it.

As well as being better connected digitally, transport will be sustainable and affordable to connect those at greatest need.

People who care for friends and family will be connected so that they have social contact but also access to support and services for their own mental and physical health.

People will have stronger relationship networks within their communities so that they can share knowledge, experience and give each other support.

## Outcomes we want to achieve

People feel well connected to family, friends and their community

Connections are helped by public transport and technology

## You've said...

You would like to see better communication, so you stay informed and up to date on what is going on, as well as have a clear understanding of where to go for support on grants, benefits and opportunities.

Bring people together by offering local activities and events to support healthier lifestyles and to support those in inclusion groups to connect with others.

# Chance for a fresh start

## Where we are now

To many people in the county have experiences associated with 'deep social exclusion' – namely, homelessness, substance misuse, history of offending and 'street culture' activities (such as begging and street drinking).

Too many preventable and early deaths happen due to drug use or in people experiencing rough sleeping

## Our approach

Rough sleeping in the county is prevented wherever possible, and where it does occur it is rare, brief and non-recurrent.

People with addictions have access not only to effective treatment and support but also stable accommodation and environments that support recovery.

Employers, landlords and community groups are inclusive so that people with experience of any features of social exclusion may be offered opportunities to thrive.



## Outcomes we want to achieve

Ex-offenders and homeless people are helped back into society

People have good access to support for addictive behaviour and take it up

## You've said...

We know we need to talk to you more about areas of focus to improve the 'chance for a fresh start', therefore we look forward to talking to you and hearing your feedback about this soon.

# Access to health and social care when they need it

## Where we are now

We are missing opportunities to prevent disability and early deaths through screening and vaccination

Groups such as adults with serious and enduring mental illness, adults with a learning disability and looked after children are missing out on opportunities for more focused preventative health and care services through regular health checks.

The demand for some services (e.g. adolescent mental health services) is such that there are long wait

Older and frail people are staying longer in hospital than necessary and as a result are leaving in poorer physical condition

## Our approach

Organisations will be more health literate and recognise and address the barriers that people face in accessing preventative health services.

We will prevent chronic mental and physical conditions but also support those already diagnosed to have the skills and confidence to manage their own conditions.

People will be confident in managing minor illness at home but when acute care is needed, appropriate services will be staffed at a level to allow timely response

Hospital stays will be avoided where possible for those who are frail and be as short as possible for those who cannot avoid it..



## Outcomes we want to achieve

People can access NHS services and personal and social care when they need to

People are supported to live at home for as long as possible and only spend time in hospital to meet medical needs

Services to prevent illness (e.g. health checks, screening and vaccines) are good, easy to access and well used.

## You've said...

Communications with patients' needs to be improved to enable an open dialogue about care available.

The opportunity to receive care in your own homes to support independence is something that is important to you.

Improving access to services including GP's, mental health support services for children and young people, bereavement support and those with dementia is needed.

Waiting times for services needs to be reduced.

# Valued for who they are

## Where we are now

Early conversations with people communities about what it means to the, to “be valued” tells us that:

### Belonging

People talked about wanting to feel connected, to feel like they had roots and a network in their community.

### Being yourself

People talked about being respecting and celebrating differences and being comfortable to just “be who you are.”

### Being considered

People talked about wanting their voice to be heard and to know that they are “thought of” in every decision.

### Being needed

People talked about wanting to help and support each other and feel helpful and needed.

## Our approach

People living and working in Northamptonshire will feel connected to their communities, respected and considered in decisions.

Stronger networks and relationships within our communities will mean that people are in a better position to be able to support each other.



## Outcomes we want to achieve

People are treated with dignity and respect, especially at times of greatest need like at the end of their lives

Diversity is celebrated

People feel they are a valued part of their community and are not isolated or lonely

## You've said...

Services need to be equitable for all who access them.

Bring people together by offering local activities and events to support healthier lifestyles and to support those in inclusion groups to connect with others.

# Working together to include the voice of people and communities in all we do

Collaborating as Integrated Care Northamptonshire (ICN) offers a great opportunity for health and care to work together more effectively.

- We have developed a Community Engagement Framework to shape our shared approaches for involving and working with people and communities.
- Our framework is for everyone – it is our call to action for staff, practitioners, people and communities across Northamptonshire to work together to deliver the changes we have all said we want to see. Through having a framework, we have clarity on our direction of travel, accountability for our actions and agreement on our communication and engagement priorities.
- Shaped together through co-design, and in the true essence of co-production we will continue to shape and evolve our approach. It is ambitious, but together so are we.
- It sets out our expected ways of working, our shared vision and our highest priority projects to help us to work together with people and communities, not just in pockets or on an ad-hoc basis, but across all we do in better and more authentic ways.

This framework and our approach was developed by and for members of Integrated Care Northamptonshire (ICN), in partnership with Traverse – an independent social purpose consultancy – and with a wide range of local partners and people through a co-design and co-production process. We co-produced our vision, ambitions and values for working together with people and communities below:

## Community Engagement Framework Our co-produced vision, ambitions and values

| Our vision   | Our ambitions   | Our values            |
|--|---|-----------------------|
| <p>“We work in partnership with people and communities in Northamptonshire, especially those affected by inequalities, on issues that are important to them. Everyone will know how their contribution has made a difference.”</p> | <p><b>We build trusting relationships and effective partnerships by embedding as consistent approach to co-production</b></p>         | <p><b>Trusted</b></p> |
|  | <p>We are all committed to genuinely hearing what people say, and feeding back the influence on our decisions and actions</p>         | <p>Transparent</p>    |
|  | <p>We have genuine diversity and inclusion at all levels in the system, involving people-according to their needs and preferences</p> | <p>Authentic</p>      |
|  | <p>We prioritise the needs and issues that are important to people in communities</p>   | <p>Accountable</p>    |
|  | <p>We evaluate what we do, share learning and celebrate our successes</p>   | <p>Accessible</p>     |

You can read and find out more about the full Community Engagement Framework here: [icnorthamptonshire.org.uk/involvement](http://icnorthamptonshire.org.uk/involvement)

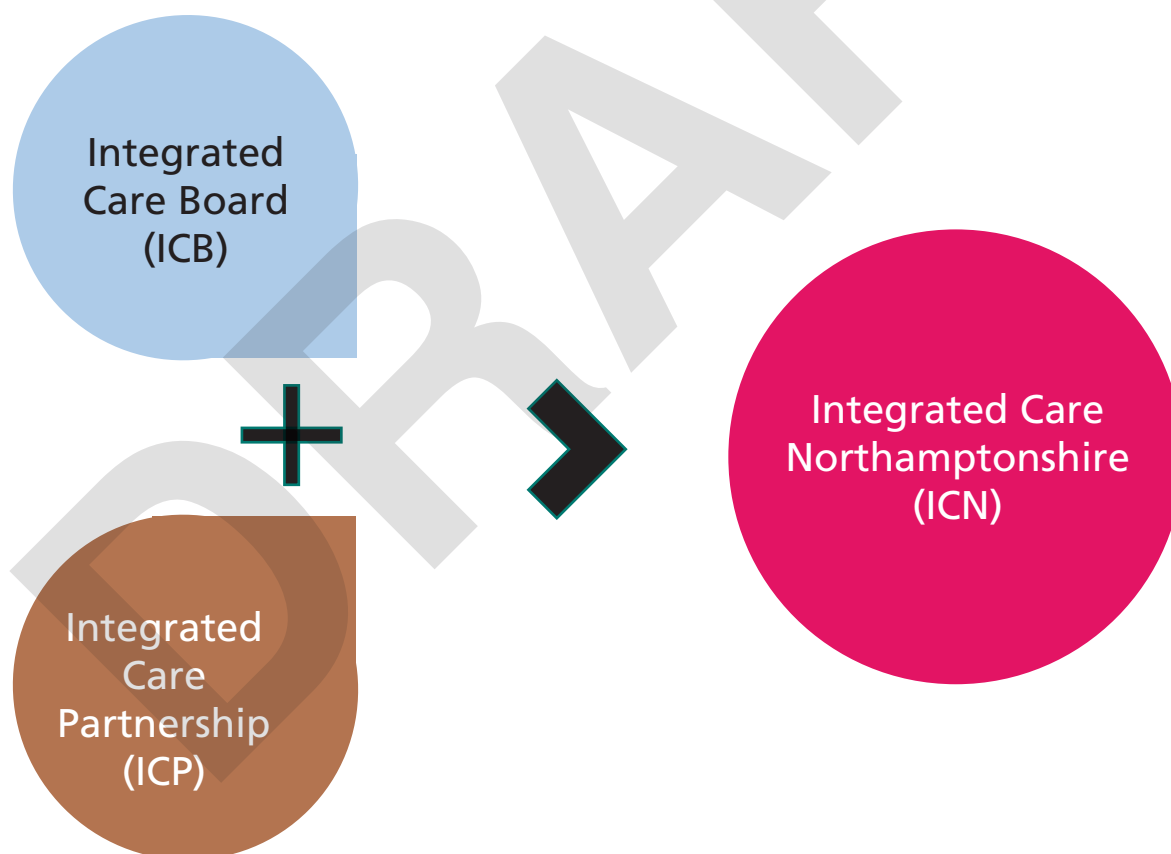
## Our delivery approach

We will work in partnership to deliver the aspirations and outcomes through a new way of working together. As Integrated Care Northamptonshire we have new opportunities to bring together services and staff on a systemwide, place and local community level relating to the needs of the population.

We will combine skills, knowledge and expertise from across communities, commissioners and providers and based on intelligence and insights identify where resources should be focused to deliver our ambitions and reduce inequalities. We will deliver improved outcomes by ensuring services are integrated at the right place that make sense to our population.

Our Integrated Care system is in a privileged position in that we had the launch of our two new Unitary Authorities in 2021 and the introduction of the new Integrated Care Board and Integrated Care Partnership in 2022 providing us with opportunities to work together differently and focus on improving outcomes for the population we serve.

### Our new integrated care system, Integrated Care Northamptonshire high level structure is illustrated below:



You can read and find out more about the full Community Engagement Framework here: [icnorthamptonshire.org.uk/involvement](https://icnorthamptonshire.org.uk/involvement)

# Our delivery approach

System operating model consists of the following components:

## An Integrated Care Partnership (ICP)

- Members of the ICP include a wide range of key players from the two local authorities, the voluntary sector, the NHS, and other public bodies that are key to delivering our aims
- The partnership is responsible for agreeing this strategy to improve health and well-being across the whole of Northamptonshire. It will use the best insights from data available, built bottom-up up from local assessments of needs and assets identified at place level and Local Area Partnership level.
- Our Health and Wellbeing Boards will also use this strategy as the basis of their Health and Wellbeing strategy and delivery planning.

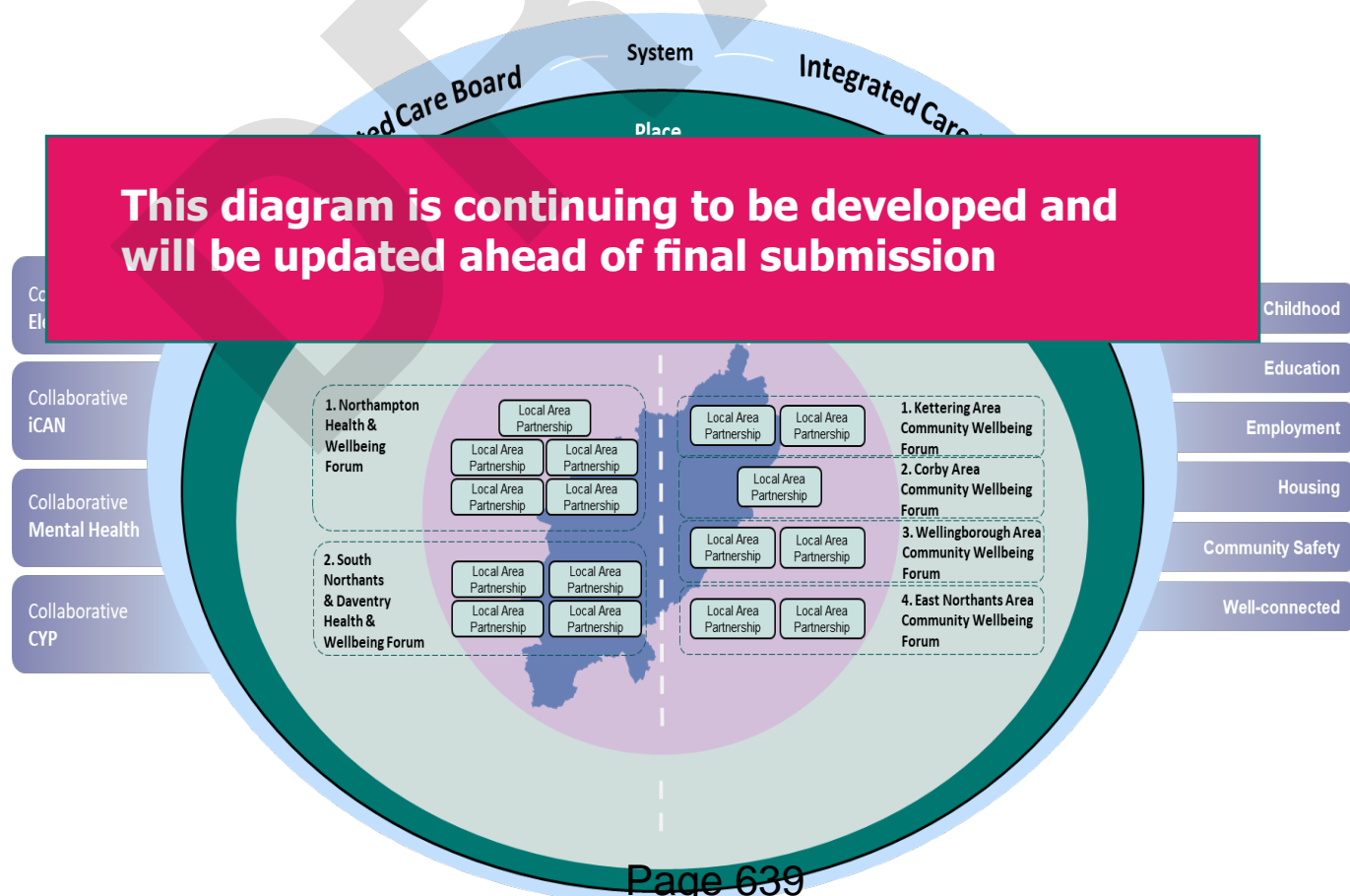
## An Integrated Care Board (ICB)

- Members of the ICB include a Chief Executive and Chair, senior representation from each local authority, senior representation from NHS provider organizations (the Hospital Group, Northants Health Foundation Trust, and primary care) and four non-executive directors.
- The ICB is responsible for commissioning healthcare services for the population. This includes hospitals, GP Practices and wider primary care, mental health, community services, ambulance services and some specialised services.
- As our system further matures the functions and budgets associated with commissioning healthcare services could be delegated to our Collaboratives and Places. As we integrate services and blur organisational boundaries, we will ensure we will use pooled budgets under s75 agreements where it seems sensible and where evidence shows it provides additional benefit.

Both the ICP and the ICB work together to:

- Improve health and care outcomes
- Reduce inequalities in health and wellbeing outcomes
- Make best use of public funds
- Contribute to the social and economic wellbeing of our County

Service design and delivery is organised across the geography of the County:



# Our delivery approach

## Through our places

### Two places - North and West Northamptonshire

- Six communities / localities: geographically smaller than the places, but are larger than the Local Area Partnerships (LAPs)
- Sixteen Local Area Partnerships

We aim to deliver our ten ambitions through a joined-up approach across all the organisations and services involved in supporting our population and communities. This will be through a new very local approach with our communities central to our operating model – our local area partnerships (LAPs).

We will actively and collectively engage, involve and co-produce with local people and communities to understand needs and priorities. This will be supported by local intelligence and local profiles to assist with identifying needs, priorities and actions.

### Local Area Partnerships:

- They represent local areas and give a voice to residents, translating strategy into local action.
- They empower residents to co-produce new services and solutions for their local area.
- They contribute to system-wide priorities by utilising strong evidence-based information and deep local insight from frontline services and communities.
- They empower local leaders to take accountability for local action.

### Localities/Communities:

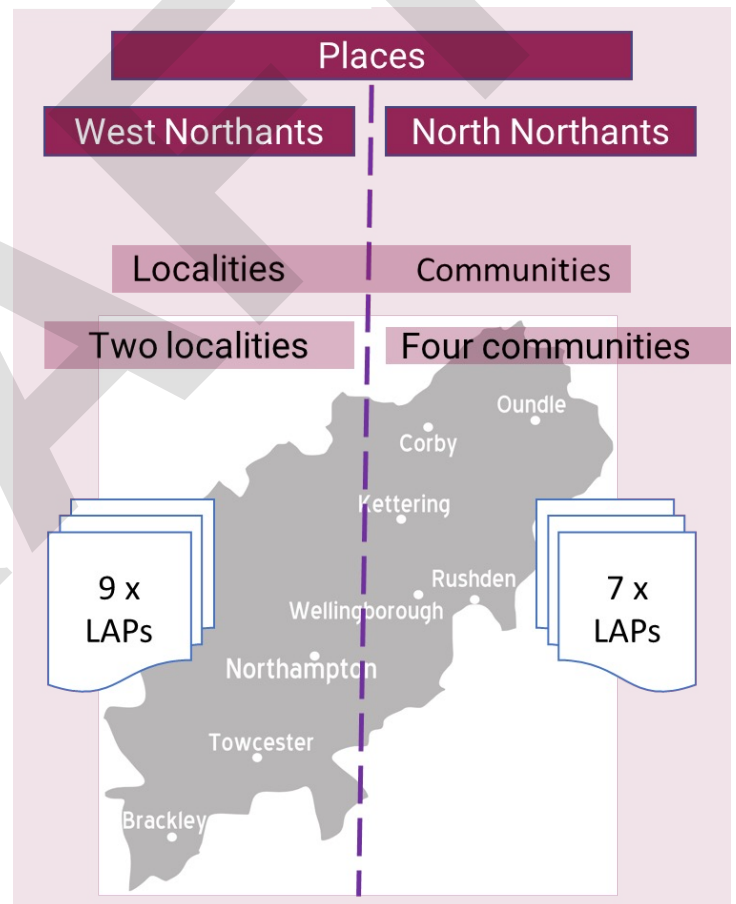
- They consolidate the views of residents, local providers and local area partnerships.
- They unblock challenges and identify at scale opportunities for their areas.,
- Through oversight of the Local Area Partnerships, they ensure their priorities are represented throughout the system.
- Local leaders influence policy to access the right resource and capabilities to deliver their functions.
- They support our collaboratives by identifying and co-ordinating community assets across health, care and wider determinant of health partners to co-produce services and pathway (re-) design

### Places:

- The North and West Places in Northamptonshire mirror the two Unitary population footprints and boundaries.

### Our Places:

- Initiate and encourage the integrated delivery of health, social care and other services with health and wellbeing related responsibilities such as housing, policing, education, leisure, planning, community activities.
- Understand and work with communities by joining up and coordinating services around the needs of people.
- Our two Health and Wellbeing Boards enable key leaders from across North and West Northamptonshire to secure better health and wellbeing outcomes for the local population, better quality of care for all patients and care users, better value for the taxpayer and reduce health inequalities by shaping the future of services through a more integrated approach to commissioning health and wellbeing related services.





# Our delivery approach

## Through our collaboratives that operate Countywide

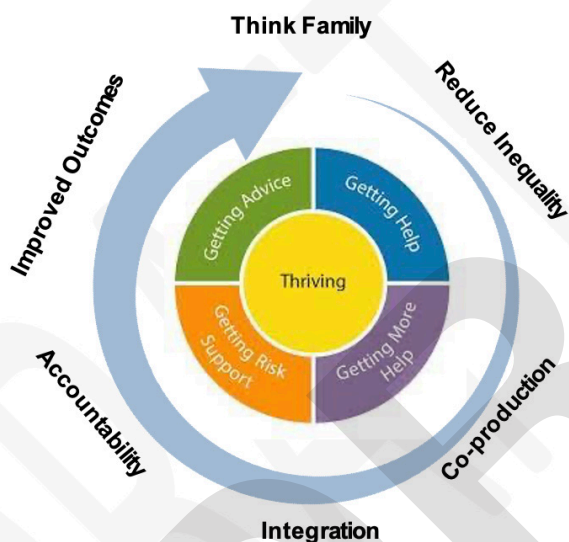
There is recognition that each of our four Collaboratives; Children’s and Young People, Elective Care, iCan, and Mental Health are at different stages of maturity and there are different planned approaches to delivery. However, their visions clearly demonstrate how by working in collaboration across identified populations they align and contribute to the delivery of our ten ambitions and underpinning outcomes framework.

### Mental Health, Learning Disabilities and Autism Vision

To coproduce seamless, responsive pathways of integrated mental health and care services across Northamptonshire that feel meaningful; person centred; agile; integrated and intelligent.



### Children and Young People Transformation Programme Vision;



### iCAN Vision:

Our vision is to support more people to choose well, stay well and age well at home resulting in reduced unnecessary admissions to hospitals and better outcomes for people. Where they do experience a crisis, we will ensure that they get the right care at the right time and in the right place ensuring, where possible, they return to independence and ideal outcomes.



### Elective Care Vision:

To improve health outcomes, inequalities and quality of life through all partners working together in a patient-centred approach, across the whole elective pathway. We will do this by transforming delivery of services to enable patients to be supported to keep well, but where required to ensure equitable access to timely treatment for patients across the county.

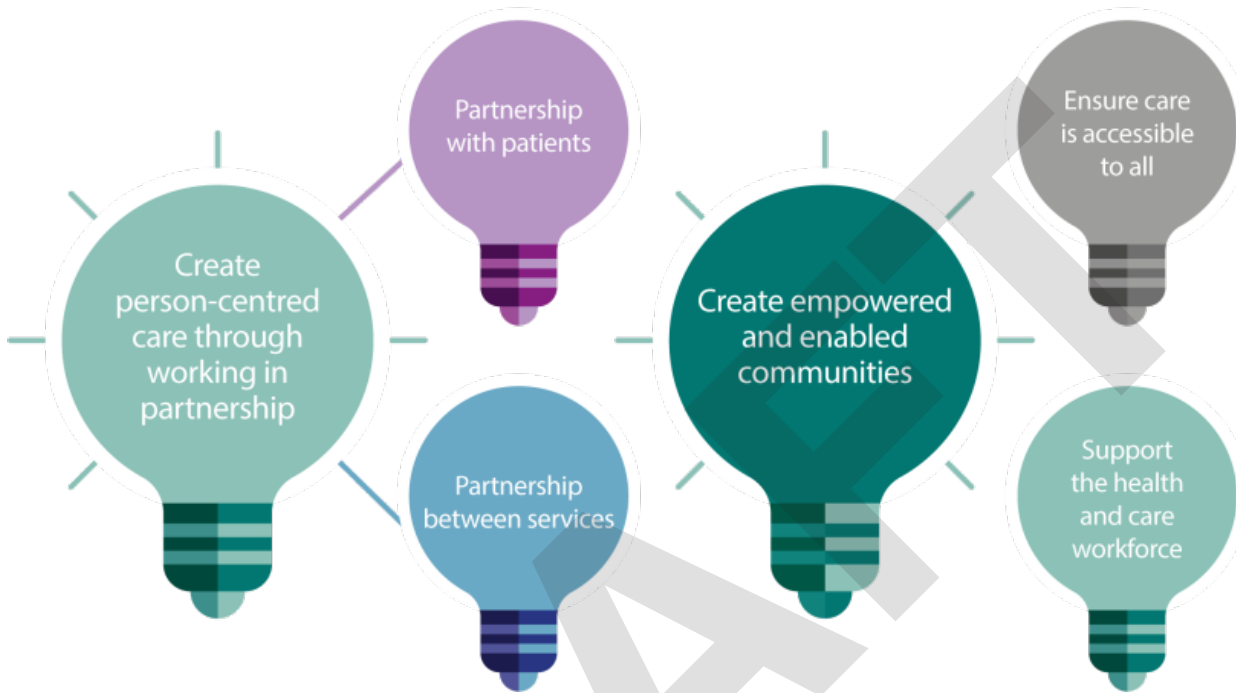




# How we move forward together

## Please Note - this section is under review and awaiting update

As the demographics of Northamptonshire's population changes, so does the demographics of the workforce.



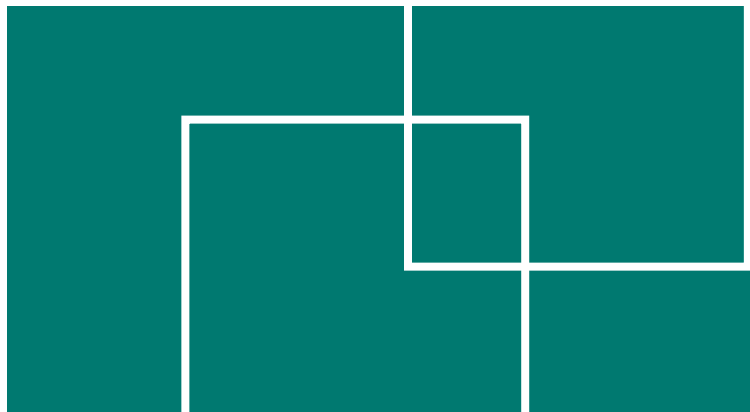
### This text will be reviewed and updated prior to final submission

Population growth locally, and aging population, and a sharp increase in school age children with not only shape the needs of the population, but also the workforce required to support them.

In taking a population health approach and targeting wider determinates of health challenge, will require a shift in resources e.g. more social care skills recognised  
Managing sickness and absence – our current absence is around 6%. This is higher than typical absence for this time of year (3-4%), but much improved from our early April position which peaked at 16%.

Workforce Planning - Our local Higher Education Institution has experienced disruption of student completion, as well as a challenge now facing our Trusts to retain and convert those brought in on Fixed Term Contracts to substantive posts. The disruption to 2nd and 3rd year students has impacted on our inflow of workforce for the coming year.

Vacancy rates are at well documented highs, especially in registered professions. This is a Northamptonshire issue, which will only be solved by working together.



# Digital Transformation Across Northamptonshire

## Our vision for Digital Transformation across Northamptonshire is to:

- Empower our population and workforce with access to digital solutions that are inclusive, integrated and high quality to revolutionise overall health, well-being and care
- Inclusive: Access to digital services that are easy to use and understand; supporting active management of health, care and wellbeing across diverse communities.
- Integrated: Access to digital tools that provide joined up health and care details; facilitating access to holistic information across care pathways.
- High Quality: Access to digital tools that are safe, reliable and efficient; enabling enhanced health, care and wellbeing experiences across our communities.

We have developed a Digital Transformation strategy to deliver our vision and meet digitisation requirements over the next three years and enable the effective delivery of integrated care.

For Northamptonshire, these ambitions were also considered in the context of:

- The 800,000 people that live in our county, all with different and distinct health and care needs
- High level and complexity of demands on our services that we are currently challenged to meet
- The desire to provide our population and workforce with the tools to proactively prevent and manage ill health
- The ability for digital solutions to enable a collaborative and seamless health and care experience
- How data can be utilised to best assess and identify ways to improve health and care outcomes
- The Digital Transformation programmes that have been implemented to date across ICS organisations

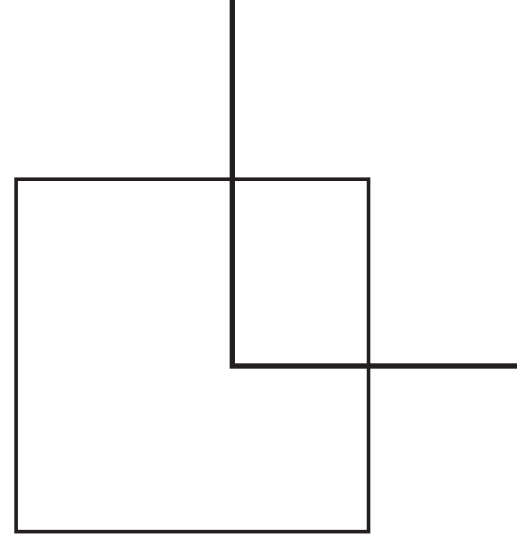


There are a number of core health, care and social drivers that have informed the need for transformation. These drivers reflect the key reasons why we need to transform and become more digital in order to provide the right care in the right setting across our communities and improve health and care outcomes for all. These transformation drivers include:

- Joining Up Health and Care Data
- Addressing Impacts of Covid-19
- Connecting Health and Care Pathways
- Developing Local Insights to Transform Care

With the possibilities of Digital Transformation in mind, it is the improved health, care and wellbeing outcomes for our population and workforce that remain at the heart of our continued transformation.

**Thank you to those involved in creating this strategy and the feedback shared from residents of Northamptonshire to help shape our areas of focus. As we work together with partners, anchor institutions and voluntary sector and social enterprises, we will continue to strive to meet our vision and ambitions to help residents 'live their best life'.**



**A signatory sign off page  
will be included here  
before final submission**



# Contact details

XXXXXXXXXXXXXXXXXX,  
XXXXXXX,  
XXXXXXXXXXXXXXXXXX,  
XXXXXXXXXX XXXXXX,  
XXXXXXXXXXXXXXXXXX,  
XXX XXXX

**Phone:** XXXXX XXXXXXXXX

**Web:** [icnorthamptonshire.org.uk](http://icnorthamptonshire.org.uk)

**Email:** [xxxxxx@nhs.net](mailto:xxxxxx@nhs.net)



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Integrated Care Northamptonshire



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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Northamptonshire Safeguarding Adults Board (NSAB) Annual Report 2021-2022</b>  |
| <b>Report Author</b> | David Watts, Executive Director of Adults, Health Partnerships and Housing (DASS) |
| <b>Lead Member</b>   | Councillor Helen Harrison, Executive Member for Adults, Health and Wellbeing      |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

#### Appendix A – Northamptonshire Safeguarding Adults Board Annual Report 2021-2022

#### 1. Purpose of Report

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- 1.1. To present to the Executive the Northamptonshire Safeguarding Adult Board (NSAB) Annual Report 2021-2022. The report outlines Board and statutory partner achievements during the year.

#### 2. Executive Summary

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- 2.1. Under section 43 of the Care Act 2014, every local authority must establish a Safeguarding Adults Board (SAB) for its area. The objective of a SAB is to help and protect adults in its area and assure itself that local safeguarding arrangements and partners act to help and protect adults in its area.

Under section 14.136 of the Care and Support Statutory Guidance, a SAB has 3 core duties:

- It must publish a strategic plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this.
  - It must publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan.
  - It must conduct any safeguarding adults review in accordance with Section 44 of the Act.
- 2.2. The NSAB Annual Report 2021-2022 provides an overview of the Board's progress and achievements against the NSAB Strategic Plan for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The progress made against the plan is detailed via the achievements of the NSAB Sub-Groups, work of the Delivery Board and Strategic Board.

### **3. Recommendations**

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- 3.1. It is recommended that the Executive:
- a) Note the NSAB Annual Report 2021-2022 as approved by the NSAB Strategic Board on 6<sup>th</sup> October 2022 at Appendix A
  - b) Acknowledge the contribution that North Northamptonshire Council has made in supporting NSAB's achievements in keeping adults safe from harm.
- 3.2. Reason for Recommendations: The report provides assurance to the Executive of the activities undertaken to help safeguard adults across North Northamptonshire.
- 3.3. Alternative Options Considered - That the report is not presented for consideration by the Executive as the DASS approved the report as the Chair of NSAB.

### **4. Report Background**

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- 4.1 The report has been developed including contributions from the four statutory partners and was reviewed and approved by NSAB's Strategic Board on 6<sup>th</sup> October 2022.
- 4.2 The Care Act 2014 places Safeguarding Adult Boards on a statutory footing with a requirement to produce and publicise an annual report.
- 4.3 This is the second annual report received by North Northamptonshire Council (NNC).
- 4.4 The report highlights the progress and achievements made during the period, and also advises the future developments for NNC for the year ahead to safeguard adults in the North Northamptonshire area.

- 4.5 The format of the report aligns with the NSAB Strategic Plan, and includes quantitative and qualitative evidence, key messages, and impact of activities that relate to:
- (a) Raising community awareness of how to report safeguarding concerns via the #Report It campaign
  - (b) Providing multi-agency training opportunities and learning from Safeguarding Adult Reviews for frontline workers via the week of learning
  - (c) Developing a new dashboard to provide analysis of safeguarding data to understand the reasons for safeguarding concerns, and to use the information to inform the strategic plan and operational arrangements including adults' desired outcomes (Making Safeguarding Personal)
  - (d) Under section 44 of the Care Act 2014, undertake Safeguarding Adult Reviews when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
  - (e) Working in partnership with local authorities and local Healthwatch to understand adults' experience of the s42 safeguarding process (in progress)
  - (f) Providing scrutiny and challenge regarding the effectiveness of safeguarding arrangements across the partnership
  - (g) Developing closer working arrangements with the Voluntary & Community Sector Assembly, Safeguarding Children's Partnership and Community Safety Partnerships
  - (h) Review how well agencies are working together to effectively safeguard adults at risk of harm and abuse via self-case audit activities

## **5. Issues and Choices**

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- 5.1 The report has been developed via contributions from statutory partners and has been reviewed and approved by NSAB's Strategic Board.

## **6. Next Steps**

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- 6.1 Once received by both local authorities in Northamptonshire, the statutory annual report will be published by Northamptonshire Safeguarding Adult Board on the [NSAB website](#).

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

- 7.1.1 There are no financial implications arising from the presentation of the report at this time. The NSAB Strategic Board has already approved the budget for 2023-2024.

## 7.2. **Legal and Governance**

7.2.1 It is a legal requirement under The Care Act 2014 for Safeguarding Adults Boards to publish an Annual Report,

## 7.3. **Relevant Policies and Plans**

7.3.1 [See Northamptonshire Safeguarding Adults Board Strategic Plan 2021 – 2033.](#)

## 7.4. **Risk**

7.4.1 Under the Care Act 2014, the Local Authority has a duty to establish a Safeguarding Adults Board (SAB), which in turn must publish an annual report. In order to mitigate risk, the report is designed to highlight achievements for the year and future priorities for the statutory partners. Monitoring of progress enables early action to be taken where there are areas of significant risk or failure to deliver.

## 7.5. **Consultation**

7.5.1 There has been no public consultation in respect of the NSAB Annual Report 2021-2022, but an approval process has taken place, as detailed below:

- Statutory Partners provided their input in respect of their achievements for period along with their areas for improvement for 2022-2023.
- The draft Annual Report 2021-2022 was approved by NSAB Strategic Board members on Thursday 6<sup>th</sup> October 2022. Members include senior officers from the two local authorities, lead members for adult care and wellbeing, the Integrated Care Board, and Northamptonshire Police.

## 7.6. **Consideration by Executive Advisory Panel**

7.6.1. N/A

## 7.7. **Consideration by Scrutiny**

7.7.1. N/A

## 7.8. **Equality Implications**

7.8.1 An Equality Screening Assessment was completed to evidence the impact the NSAB Annual Report 2021-2022 may have on equality groups within the

community. Results concluded that the Annual Report has no impact on the protected groups.

7.8.2 The Annual Report will be made accessible and will be published on the NSAB website for individuals to access. As the document is accessible this means that individuals can use Dragan NaturallySpeaking technology (or similar) in order to read the document.

7.8.3 The Annual Report can be requested in alternative formats or alternative languages by contacting the NSAB Business Office.

#### **7.9. Climate and Environment Impact**

7.9.1 There is no climate/environmental impact arising from the NSAB Annual Report 2020-21 as it is shared on the NSAB website, and not printed.

#### **7.10. Community Impact**

7.10.1 There is no distinct community impact arising from the Annual Report.

#### **7.11. Crime and Disorder Impact**

7.11.1 There are no crime and disorder implications arising from the NSAB Annual Report 2020-21.

### **8. Background Papers**

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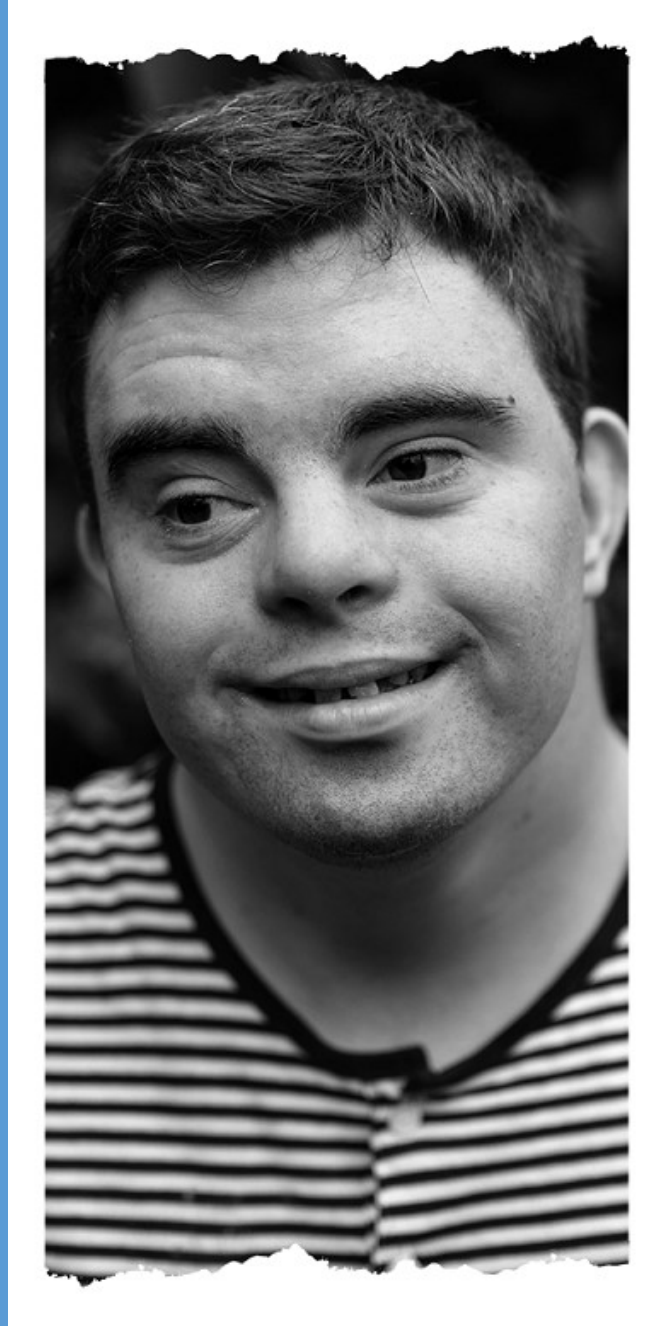
8.1 The Care Act 2014 - [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

8.2 [Northamptonshire Safeguarding Adults Board Strategic Plan 2021-2023](#)

8.3 NSAB Annual Report Equality Screening Assessment

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# Northamptonshire Safeguarding Adults Board



## Annual Report 2021-2022

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### Foreword from Stuart Lackenby, Chair of Northamptonshire Safeguarding Adults Board

This is my second annual report as Chair of Northamptonshire Safeguarding Adults Board (NSAB), and I hope that within this report there is assurance of the level of work that has been undertaken to help protect those most at risk in the county.

We started the year in the midst of the Covid-19 pandemic and were faced with a 3<sup>rd</sup> lockdown. In January 2022, the county declared a major incident due to the Omicron variant and concerns about the rapid spread of the virus, which thankfully didn't materialise as first anticipated, and the incident was soon stepped down. However, the pressures placed on organisations during this period was incredibly challenging and included increased staff absence due to Covid-19. On behalf of NSAB, we would like to thank all staff and front-line workers for their resilience during this difficult and very challenging period.

On 31<sup>st</sup> March 2021, Northamptonshire County Council ceased to exist as a result of local government reorganisation and as a consequence, North and West Northamptonshire Councils were formed. As you can imagine, there was a huge amount of work needed to ensure that the two new unitary councils were up and running and fit for purpose on the 1<sup>st</sup> April, and to ensure there was no interruption to safeguarding practices.

Like so many organisations during the period, NSAB meetings continued to be held via Teams or Zoom, which freed up time for additional meetings. Whilst there were far fewer restrictions at the end of the year, some organisations found that their service users liked the option of both face to face and virtual appointments, and many offered a hybrid approach to services.

This annual report provides more detailed information on the work undertaken throughout 2021-22, including the achievements of the Delivery Board and Sub Groups, Safeguarding Adult Reviews and the work of the statutory partners.

The work of the NSAB Business Office is very demanding having to manage and co-ordinate the many activities needed to ensure safeguarding arrangements are in place across the partnership, and I would like to take this opportunity to thank Suzanne and Chloe for their hard work and commitment, and also thank colleagues within the partnership for actively supporting the work of NSAB to help keep people safe in Northamptonshire, including Superintendent Richard Tompkins who stepped down as Chair of the Delivery Board in March 2021.

As agreed at Strategic Board, the role of NSAB Chair will change on an annual basis, and therefore it is likely that I will be handing over the Chairing responsibilities very soon, so I will take this opportunity to thank you for your continued interest and support of the work of Northamptonshire Safeguarding Adults Board.

**Stuart Lackenby**

**Executive Director for Adults, Communities and Wellbeing (DASS) and  
Chair of Northamptonshire Safeguarding Adults Board**



The purpose of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect the welfare of local adults who may be at risk of abuse and harm. This is in accordance with the Care Act 2014 and supporting statutory guidance.

Northamptonshire Safeguarding Adults Board (NSAB) is made up of senior officers nominated by partner agencies including statutory partners such as local authorities, police and the clinical commissioning group. Members have delegated authority to represent their organisation and to make decisions on their agency’s behalf.

NSAB’s vision is:

*'Working together to keep people safe'*

During the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, the Strategic Board was supported by the operational Delivery Board and four Sub Groups - Communications & Engagement, Learning & Development, Quality & Performance, and Safeguarding Adults Review. Task and finish groups were also held to support activities from the various groups.

There were no new declarations of interest received by members during the year.

Safeguarding Adults Boards have three core duties under the Care Act 2014:

- Publish a strategic plan for each financial year and its strategy for achieving its objectives.
- Publish an annual report including what has been achieved during the year, what it has done to implement the strategy, what members have achieved and findings of reviews.
- Conduct Safeguarding Adults Reviews in accordance with Section 44 of the Care Act.

The Annual Report 2021-22 provides an overview of NSAB’s achievements against the [Strategic Plan 2021-23](#) for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022.

A meeting was held in June 2021 to review the strategic plan 2019-21. The outcome of the discussion was to retain the existing three priorities, but the key themes were reviewed and updated. See page 18 for further details.

The NSAB Strategic Plan is aligned with the six key principles as outlined in the Care Act:



**Empowerment**

People are supported and encouraged to make their own decision and informed consent.



**Prevention**

It is better to take action before harm occurs.



**Proportionality**

The least intrusive response appropriate to the risk presented.



**Protection**

Support and representation for those in greatest need.



**Partnership**

Local solutions through services working with their communities.



**Accountability**

Accountability and transparency in delivering safeguarding.

For the period 2021-22, NSAB agreed to retain the three priorities in line with other Adult Safeguarding Boards in the East Midlands region, namely: **Prevention, Quality and Making Safeguarding Personal (MSP)**. These were incorporated in the Strategic Plan 2021-23. Progress against the delivery plan is detailed below:

### Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability

#### Northamptonshire Safeguarding Adults Board

- With the change to two unitary authorities in April 2021, NSAB members agreed to hold meetings bi-monthly rather than quarterly.
- Six strategic board meetings were held during the year with 100% attendance from representatives from statutory members.
- Membership for the Strategic Board was also reviewed and increased.
- Due to the continued Covid-19 pandemic all NSAB meetings continued to be held virtually via Microsoft Teams.
- Membership of the Boards and Sub Groups were reviewed.
- Appropriate challenge was made regarding representation and attendance at Sub Groups where necessary.
- In April 2021, following the departure of the Independent Chair, Tim Bishop, NSAB agreed to align the arrangements for scrutiny with that of [Northamptonshire Safeguarding Children Partnership](#) and recruit an Independent Scrutineer instead of an Independent Chair. In this respect, a robust recruitment and selection process with statutory partners was undertaken and a new Independent Scrutineer, Jane Geraghty was appointed in July 2021.
- NSAB received bi-monthly updates from the Independent Scrutineer, Adult Social Care and the Deprivation of Liberty Safeguards (DoLS) assessments and progress on the transition to Liberty Protection Safeguards (LPS), as well as periodic updates from St. Andrew's Healthcare.
- The Chair of the Delivery Board provided updates to the Strategic Board on a quarterly basis and highlighted good practice and other key issues.
- The Board used their influence in setting up an ARM Oversight Panel in April 2021, with West Northants Council taking the lead. Officers from key agencies make up the Oversight Panel and the group provides advice and guidance on new referrals for the ARM process. During the course of the year 66 ARM notifications were received and 17 referrals were discussed at the Oversight Panel.

#### Delivery Board

- The purpose of the Delivery Board is to oversee the progress made against the strategic plan and the operational activities in place to support the three priorities and themes in the plan. The Sub Groups are instrumental in delivering the core activities to support the plan.
- In June 2021, a meeting was held to review and consider the strategic themes. Members agreed the following five themes:
  1. Raising Awareness of NSAB and Safeguarding
  2. Learning from Safeguarding Adult Reviews
  3. Understanding the Impact of Covid-19
  4. The Difference NSAB Makes
  5. Homelessness
- In March 2021, Joseph Banfield, Detective Superintendent with Northamptonshire Police took over as Chair of the Delivery Board from Detective Superintendent Richard Tompkins.
- Progress on the delivery plan was monitored at every bi-monthly meeting, and there was good progression made by Sub Groups during the course of the year as outlined below in the section below.
- In addition to updates from the NSAB Sub Group Chairs, partners were brought up to date in relation to other key activities and developments in the county, including:
  - Adult Risk Management Oversight Board (received at each meeting)
  - Homelessness (received at each meeting)
  - Mental Health – Section 140 Policy Update – 14.09.2021
  - Learning Disability Review (LeDeR) – 24.11.2021
  - Suicide Prevention – 24.11.2021
  - Exploitation – 20.01.2022
- Responsibility for the NSAB risk register moved to the Delivery Board and a review and refresh was undertaken in January 2022.

### Jane Geraghty – Independent Scrutineer Introduction

I started working as the NSAB Independent Scrutineer in July 2021. My role is to provide scrutiny and constructive challenge for Northamptonshire Safeguarding Adults Board (NSAB) and seek assurance from partners on the effectiveness of the adult safeguarding arrangements across the county in order to meet statutory duties to keep people with care and support needs safe.

I look to identify areas of good practice and report areas of weakness to NSAB, whilst ensuring that the voices of users and carers is threaded through all aspects of NSAB's work.

In my first year, I have chaired the Quality & Performance Sub Group and prioritised the development of the performance dashboard, hearing from a wide range of stakeholders. I have attended various groups of the Voluntary and Community Sector Assembly around mental health, pan-disability, carers and the elderly, and also a number of staff team meetings to hear first-hand any safeguarding issues. A key issue raised from participating in the wide range of forums is the lack of accessible mental health services. Other prominent issues are around Mental Capacity Act assessment, carer stress and limited access to advocacy.

I have overseen audits around homelessness and Making Safeguarding Personal (MSP) and have supported the development of action plans and learning materials.

Future areas of focus are the review of the partnership self-assessment audit, collaborative working with Community Safety Partnerships and Northamptonshire Safeguarding Children's Partnership around transitions and early help, as well as having a greater focus on the identification of good quality practice and the further development of engagement work and preparation for a possible Care Quality Commission (CQC) inspection next year. I know Northamptonshire is up to the challenge.

#### Jane Geraghty

#### Independent Scrutineer for Northamptonshire Safeguarding Adults Board

#### Communications & Engagement Sub Group

- A wider [#ReportIt campaign](#) was launched in August 2021 and included vinyl banners for high footfall areas, leaflets and posters for shops and businesses, and business sized cards to keep in purses/wallets. Please see page 8 for details on how the campaign was promoted across the county.
- A new information video was added to the [Adult Risk Management \(ARM\) Toolkit](#) and this was relaunched on 2<sup>nd</sup> November 2021. The campaign has generated 4587 Twitter impressions and there had been 297 views of the ARM video.
- In January 2022, the group supported Northamptonshire Police with the relaunch of the [Herbert Protocol](#). This campaign generated 3831 Twitter impressions.
- NSAB launched the [Tricky Friends animation](#) in March 2022. Thanks to Norfolk Safeguarding Adults Board who created the animation and allowed us to personalise for Northamptonshire. This campaign generated 5206 Twitter impressions.
- In March 2022, the Independent Scrutineer and Safeguarding Team Manager for North Northants Council took part in a [Safeguarding podcast with Voluntary Impact Northamptonshire](#).
- The NSAB Business Office proactively uses a Twitter account to share information. The number of followers increases month on month with 468 followers at the end of March 2022, an increase of 220 on the previous year. <https://twitter.com/NorthantsSAB>
- The NSAB website was regularly reviewed and updated during the year to provide a range of information to support both the public and practitioners including campaigns and learning opportunities.
- Website reports show that April 2021 was the month in which the NSAB website was accessed the most, with over 1300 views. This could be explained by colleagues accessing the recently published SAR 016 and 019 reports during this time.
- Over 1000 visits to the website were also registered in July 2021, November 2021, January 2022 and March 2022 which correspond to the publication of learning briefings and launch of a variety of campaigns.

### Learning & Development Sub Group

- Following the publication of SARs 016 'Dean' and 019 'Jonathan' in March 2021, learning events were held in July 2021.
- 54 colleagues from a range of organisations attended the SAR 016 Learning Event. 100% colleagues believed the event gave good insight into the issues from the case and found the discussion sessions informative and helpful. 100% colleagues also state that they would use the learning from the event to support future practice.
- 80 colleagues from a range of organisations attended the SAR 019 Learning Event. 100% of colleagues agreed that the event gave good insight into the issues identified in the case. 97% colleagues said that they would use the learning from the event to support future practice.
- Partner agencies, and organisations involved in the reviews, were asked to feedback where they shared the SAR reports within their organisations. Assurance included: reports were shared via internal communications such as email, staff intranets and newsletters, and were discussed in team meetings. The reports now form part of staff induction and training within some organisations.
- In January 2022, and in partnership with the University of Northampton, multi-agency training was provided to SAR Sub Group members and other colleagues to support knowledge in this area.
- In November 2021, the first NSAB Week of Learning was held to coincide with National Adult Safeguarding Week. This was a truly multi-agency partnership event and we thank all the speakers for giving their time and for sharing their expertise, and to the colleagues who participated. Further details can be found on page 7.
- Following the refresh of the Serious Incident and Safeguarding, supported by colleagues in Patient Safety, another audit was undertaken in December 2021 to ensure agencies had embedded the renewed process and pathway. The audit showed that whilst progress had been made, communication between the health agencies and the local authorities still needing improving.

### Quality & Performance Sub Group

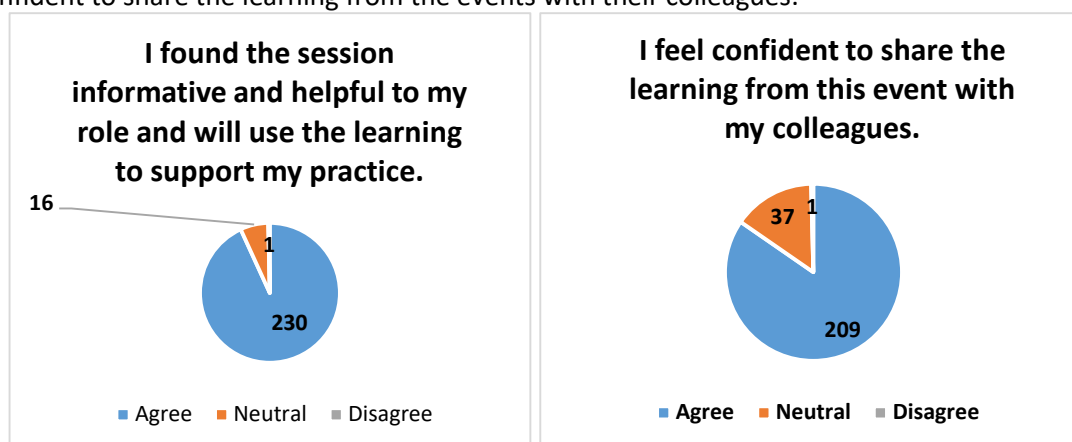
- The Independent Scrutineer took over the leadership of the Sub Group in July 2021.
- Work on redesigning the data Dashboard commenced, with a number of task and finish meetings held.
- Learning briefings for Safeguarding Adult Reviews 016, 019 and 020 were developed by the Quality & Performance Sub Group and shared with the partnership. The briefings were also made available on the [NSAB website](#), together with a briefing for multi-agency case audit mental health.
- The composite action plans for SARs 016, 019 and 020 were monitored for progress throughout the year.
- As a result of SAR 019, a great deal of additional work was put in place by the housing teams in North and West Northamptonshire Councils, and supported by the wider partnership, to develop a homelessness pathway which is likely to be launched in 2022.
- An audit on the Serious Incident and Safeguarding process was carried out in April 2021. It was positive to evidence that serious incident investigations were being undertaken and that the patient and families had been involved.
- Two multi-agency case audits (MACA) were undertaken in respect of Safeguarding Adult Review 019 'Jonathan'. Homelessness was undertaken at the end of 2021. [The findings and learning briefing can be found here \(published May 2022\)](#). The 2<sup>nd</sup> audit in February 2022 on Adult Risk Management is yet to be published at the time of writing. A learning briefing relating to a mental health MACA was published in July 2021.
- A single agency audit on Making Safeguarding Personal was held in November 2021. The audit evidenced good evidence of the adult's voice being captured, and there were very few complaints received regarding the cases audited. St Matthews Healthcare has a number of initiatives in place including a newsletter and a patient reference group. The audits showed persistence in obtaining consent and other relevant information.
- The Communication and Public Reporting Protocol, the Serious Incident and Safeguarding Process, and the Training Strategy were refreshed during the year. Work also began on updating the Information Sharing Protocol.

### Safeguarding Adult Review Sub Group

- The composite action plan for SAR 008 was completed, and the plan for SAR 010 had one remaining action for Northamptonshire Children’s Trust in respect of IT system change implementation, which has taken longer much longer to implement than expected. All other agency actions were completed.
- Good progress was made in respect of the actions for SARs 016 and 019, but this had been hampered due to the Covid-19 pandemic and the wider work undertaken to support the development of a homelessness pathway.
- The action plan for SAR 020 was completed.
- There were two ongoing SARs: 021 and 022.
- There were six Safeguarding Adult Review referrals considered by the Sub Group between April 2021 and March 2022. See further details on Safeguarding Adult Reviews on pages 14 and 15.
- The group continued to review and prioritise SAR governance during the year to support decision-making.
- Progress was made on the local action plan in respect of the [National SAR Analysis](#).

### Week of Learning – November 2021

- Historically, NSAB has held an Annual Conference in November. During this period, and due to the pandemic, the Learning and Development Sub Group offered a virtual NSAB Week of Learning to coincide with National Safeguarding Adults Week between 15<sup>th</sup> and 19<sup>th</sup> November 2021.
- Eleven learning opportunities were delivered and included: An introduction to NSAB; Modern Slavery; Raising a Safeguarding Concern (2 sessions held); ARM; Mental Health Integrated Response Hub; Cyber and Fraud Awareness; Homelessness - Duty to Refer; Experiences of caring during the Coronavirus pandemic; Voice for Victims and Witnesses service provision and how to refer in; and Legal Literacy.
- Colleagues were able to book onto the events via Eventbrite, with over 1100 registrations received, and 585 colleagues attending across the course of the week.
- The Week of Learning was promoted on @NorthantsSAB Twitter which generated 2,284 impressions.
- Partner agencies were asked to feedback where they shared the learning opportunities within their organisations. Responses included sharing via internal communications, emails, intranets, safeguarding bulletins and newsletters, and discussed at team meetings.
- Colleagues were asked to complete an evaluation form for each event they attended and in return, they received a certificate of attendance. 247 (42%) evaluation forms were received.
- The feedback was incredibly positive with 93% attendees stating they believed the sessions were informative and helpful to their role, and they would use the learning to support their practice. 85% colleagues also stated that they felt confident to share the learning from the events with their colleagues.



- Due to the event’s success, there are now plans to provide a second week of learning in June 2022 as the opportunity has a wider reach than an annual conference.
- Videos of the learning sessions are available on the NSAB YouTube channel and you can [access them via the NSAB website](#).

#ReportIt Campaign

- The Communication and Engagement Sub Group launched a wider #ReportIt Campaign in August 2021, building on the success of the virtual #ReportIt Campaign in July 2020.
- A number of materials were developed to raise awareness of how to raise a safeguarding concern across the county. There are plans to translate the information into other key languages used in the county.
- The campaign launch was supported by a press release, social media messaging and an interview with Global Heart Radio was also given.
- Over 10,000 Twitter impression were generated for this campaign. Examples of tweets shared by NSAB are shown below.



- Partner organisations supported the campaign roll-out by retweeting NSAB tweets, sharing their own messages on social media as well as sharing within their organisation via newsletters and intranets.
- The Community Safety Partnerships in North & West Northants supported the campaign roll-out by displaying vinyl banners and sharing promotional materials at events to help raise awareness.
- Here are some of images from the #Report It campaign shared across the county.



NSAB worked closely with its statutory partners; NHS Northamptonshire Clinical Commissioning Group (CCG), Northamptonshire County Council (NCC) and Northamptonshire Police. All statutory partners are represented on the Strategic Board, the Delivery Board and Sub Groups.

### NHS Northamptonshire Clinical Commissioning Group

#### Achievements in 2021 - 2022

- We worked very closely with commissioning and primary care to ensure that the safeguarding assurance self-assessment is part of the GP contract, and therefore every practice will use this as an ongoing development tool.
- We continued to hold regular forums and training events for general practice safeguarding leads during the pandemic, and a specialist safeguarding coordinator for primary care was appointed to work alongside the Named GP's.
- We worked with the health providers and key partners in establishing a countywide Adult Risk Management Process (ARM) which is working well with several referrals and regular attendance.
- We have continued to work with colleagues across health and social care to scope and support the implementation and delivery of the Liberty Protection Safeguards.
- Progress was maintained at pace to support the transition towards an integrated care system.
- Health and other partners continued to implement actions relating to recent Safeguarding Adult Reviews (SARs) and Domestic Homicide Reviews (DHRs).
- We continued to support NSAB by maintaining a presence at Board meetings and actively supporting Sub Groups to ensure NSAB was able to meet its annual strategic plan, and we worked closely with Northamptonshire Community Safety Partnerships.
- We supported a care home by re-deploying a whole team of colleagues to support patients to be discharged from hospital during the pandemic.
- Supporting the countywide Afghanistan Refugee Resettlement, quickly responding to the request to facilitate wrap-around care solutions which included primary care, maternity and mental health services, which were regarded by the Home Office as a platinum service.

#### Areas for development

- NHS Northamptonshire CCG will become NHS Northamptonshire Integrated Care Board (ICB) from 1<sup>st</sup> July 2022. The newly appointed Chief Nurse will be the Executive Lead for safeguarding. We will ensure that the transfer of safeguarding legal responsibilities and processes are in place within the ICB and support partners to understand the new commissioning landscape. This will also include safeguarding training so that ICB staff receive the necessary skills and support to identify and respond to safeguarding concerns.
- We will respond to the Liberty Protection Safeguards consultation and will continue to work with colleagues across health and social care to support the implementation and delivery of this legislation
- We will review and fully embed the local serious incident/safeguarding adult guidance to ensure there is an effective interface between safeguarding adult procedures and serious incident investigations undertaken in health services.
- Work with other partners to ensure that the identification and management of domestic abuse at both a strategic and operational level is considered across the health system.

### North Northamptonshire Council – Adult Social Care

#### Achievements in 2021 - 2022

- The Target Operating Model (TOM) has been in place since October 2020 and continues to be embedded. During 21-22 a review and audit was undertaken to assess whether the anticipated outcomes for the people of North Northants had been achieved. The audit concluded that the TOM was satisfactory in relation to the control environment and compliance, and organisational impact was moderate. The audit and review highlighted the demand at the ‘front door’ and on the community teams, and their resilience to manage demand when faced with levels of absence and vacancies. Processes have since been strengthened, and a single approach to risk management for adults seeking support, including those waiting allocation has been implemented. This guidance has been recognised regionally and by the Department of Health & Social Care (DHSC) who wish to use our model as an example of best practice.
- The review highlighted that data and systems were a potential barrier to demonstrating performance and the original key performance indicators (KPIs) needed review. It also demonstrated positive examples of the impact of the 3 conversations model and strengths-based working, and the focus is on embedding this approach within other areas in adult services.
- In November 2020, ‘Eclipse’ replaced CareFirst and work is ongoing to ensure processes are reviewed.
- An independent audit into Safeguarding referrals, published in March 2022, identified areas for improvement and recommended the need for a single point of access to be implemented for responding to safeguarding concerns.
- Changes were made to the Quality Board following review. The reporting framework now enables all parts of the organisation to raise, report and respond to risk. A full review of the framework is due to be completed by the end of September.
- Monthly operational meetings were held with Safeguarding to share information and offer support, training and consistency to our providers, and bi-monthly provider forums were delivered face to face and via Microsoft Teams to maximum attendance. Regular provider newsletters were also completed.
- The teams moved to a place-based model of working to drive local area support and improvements.
- Several surveys were completed to aid information gathering from providers to ensure North Northants Council (NNC) can be responsive to supporting providers.
- A full review of the risk register was completed and a robust process embedded. The Safeguarding team contributed to the risk register which is presented at the Quality Board.
- A contracts officer visited all providers to seek assurance, and there have since been changes to the reporting structure, and work is ongoing with providers to identify the training, information, and advice they require.
- An annual schedule of visits was put in place for providers.
- An initial audit of training identified a gap in ARM training and improvements to the ARM toolkit.
- A working group was put in place to carry out the actions for SAR019.

#### Areas for development

- Continue to embed the Target Operating Model within North Northants.
- A project team will be set up in August to review Safeguarding processes across North ASC and implement the recommendations from the independent safeguarding review including a single point of access for responding to safeguarding referrals and a review of the Eclipse forms and processes for recording the response to Safeguarding.
- Continue to disseminate learning from Safeguarding Adult Reviews.
- Safeguarding awareness & information packs have been completed and will be distributed to all providers by Monday 22<sup>nd</sup> August 2022.
- The Notification of Concerns process will be reviewed with Safeguarding to enable swift responses to provider concerns.
- Principal Social Workers (PSWs) from the Provider Safeguarding Team have visited and presented at team meetings to raise awareness. Link roles remain with PSWs covering Primary Health care, Nursing homes, L/D services, Residential homes and home care.



### North Northamptonshire Council – Adult Social Care

#### Areas for development continued...

- As part of the contract framework review, within Commissioning we will consult with providers to identify training gaps, advice and information sharing topics and platforms for engagement. Work is ongoing to establish a “training offer” to providers and provider consultation days that will be delivered through the team. Also, we are in the process of reviewing the current monitoring tools and required data to enhance the visit opportunity for people in services, embedding learning from SARs. A provider information portal is also being developed to offer communication, examples of outstanding work (such as a medication policy) and a signposting service to access local communities.
- Due to the disaggregation of the Learning and Development Service a meeting will be held to discuss changes to the current training programme to include providing training to external stakeholders.
- The two local authorities will continue to work together with Health colleagues as members of the Northamptonshire Responsible Bodies Group to plan for the Liberty Protection Safeguards. North Northants has a working group in place to ensure that the processes, training and resources required are in place. Initial training has been provided via iLearn and consideration is being given to staff who will require specific training.
- The DoLS Service was disaggregated between North and West Northamptonshire Councils on 1<sup>st</sup> April 2022. The DoLS service has an improvement plan in place including actions regarding recruitment, systems improvements, data cleansing and the utilisation of agency Best Interest Assessors (BIAs) and doctors to reduce the waiting list of people requiring an assessment. This will improve NNC’s ability to respond to and implement LPS.
- Following North Northants response to the Government’s consultation on the proposed LPS Code of Practice and Regulations, work will progress on governance, partnership working & external stakeholders, service design, training & workforce development, and Policy and Performance, to ensure readiness to implement the LPS.

### Northamptonshire Police

#### Achievements in 2021 - 2022

##### Domestic Abuse

- DA now sits within the Violence Against Women & Girls (VAWG) portfolio, and under that banner this remains a matter of priority for Northamptonshire Police.
- In the last 12 months recorded domestic abuse (DA) has dropped by 7.2% within the County, and there are 6% fewer victims of DA crime in the same reporting period. This is at odds with the national trend which has seen increases in the amount of recorded DA. We believe that this position is as a result of our strong performance and our long term ethical crime recording position.
- The Force arrested 36% of DA perpetrators in the 12 months up to March 2022, this is significantly above the national average of 27.3% in the same period and may help to explain the current victim satisfaction rate which sits at of 90.7%. There have always been strong links between victim satisfaction and the early arrest of perpetrators and we believe the two figures are very much linked.
- Op Motto, our operation to place Independent Domestic Abuse Advisors (IDVA) in the Force Control room and also with patrol officers at times of peak demand is now embedded and improving the service we offer. The operation allows specialist advice from IDVA’s to assist control room staff prioritise incidents and provide immediate support to victims at first point of police contact.

##### Mental Health

- OP Alloy (Street Triage) continues to be a cornerstone of the partner response to mental health (MH) and has improved the interaction with, and the safeguarding of, those in crisis. The operation runs between 11:00-03:00 every day of the week and places mental health nurses and police officers together in patrol vehicles to provide the initial response to those in crisis.

### Northamptonshire Police

#### Achievements in 2021 – 2022 continued...

##### Partnership Work

- The Office of the Police, Fire and Crime Commissioner (OPFCC) is funding the purchase of FLARE. Flare is a cutting edge interactive reporting application which is available free to the user through Apple Store and Google Play. It allows for the anonymous reporting of adverse experiences within the county such as:
  - Staring
  - Cat calling/wolf-whistling
  - Inappropriate gestures
  - Inappropriate comments/comments on physical appearance
  - Invading personal space
  - Up-skirting
  - Serious sexual assault and rape

The app will help improve local agencies' understanding of how and where people feel unsafe and will allow targeted action to remedy the concerns.

##### Areas for Development

- Northamptonshire Police are in the middle of a thorough review of our protecting vulnerable people department to ensure that we are providing the best possible outcomes to those that live within the county. Additional resources have already been placed into the Multi-agency Safeguarding Hub (MASH) as a result of this work and the review will concentrate on the police response to Domestic Abuse and Rape in the coming year.
- Operation Motto, the use of VOICE crisis IDVA's within the police control room continues at peak times to improve our initial response to DA. Consideration is currently being given to extending this service due to its success.
- Serious and Organised Crime (SOC) remains a 'Matter of Priority' for the force. A new Sex Worker Profile has been compiled and will be used to provide safeguard interventions to those who need them and to target offenders who exploit them for gain.
- Senior Officer audits of DA, Modern Slavery & Human Trafficking and SOC are planned for the upcoming year to ensure we improve our service to victims and pursuit of perpetrators.

### West Northamptonshire Council – Adult Social Care

#### Achievements in 2021 - 2022

- The Adult Risk Management (ARM) oversight panel and revision of the data dashboard was embedded.
- Safeguarding practice guidance and thresholds were reviewed and implemented.
- Every safeguarding notification and PPN is now reviewed by the ASC duty team.
- Practice development sessions and listen and learn lunches in relation to safeguarding specific areas were undertaken regularly by the Principal Social Worker.
- Adult Social Care played an active role in multi-agency case audits (MACA's) and implemented the learning within WNC.
- West Northants Council Chair the Channel Panel.
- A number of cases were reviewed as part of the Person in Position of Trust (PIPOT) process.
- The Safeguarding and Assurance Service Manager and Principal Social Worker (PSW) worked with the Complaints Officer to ensure that learning from complaints was embedded across the People Directorate.
- Adult Social Care put in place ongoing learning and development from Safeguarding Adult Reviews (SARs).
- Successful work with housing colleagues took place during the winter to support people that were vulnerable and at multiple risk of becoming homeless.
- Development of strategic oversight of safeguarding data to inform areas of development with partner organisations.
- The PSW leads the Learning & Development Sub Group which has made significant progress in the last year.
- Regular assurance meetings were held with the NSAB Independent Scrutineer focused on NSAB key objectives.

## West Northamptonshire Council – Adult Social Care

### Areas for development

- Further development of the ARM Oversight Panel under the Chair of the local authority.
- Making Safeguarding Personal (MSP) – audits have identified a lack of recording of MSP on the social care system which gives a lower data percentage than actual activity. There are plans for an internal programme both in relation to recording of data and refresher training on MSP.
- Further development and embedding of the target operating model (phase 2).
- Development of an assurance framework that underpins internal practice and external market management. This includes the joint Quality Board with the Clinical Commissioning Group (CCG) and the Care Quality Commission (CQC), and the internal joint working of commissioning & quality and safeguarding, and the care home review team via a weekly forum to pro-actively manage quality in the market.
- Change of the Principal Social Worker (PSW) role to focus on practice development and assurance to include proposals for roles to be created to support this.
- The Principal Social Worker will continue to Chair the NSAB Learning and Development Sub Group.
- WNC will continue to disseminate learning from Safeguarding Adult Reviews once published.
- Preparation for the introduction of Liberty Protection Safeguards (LPS) is ongoing. A proactive working group across both councils is in place and will start to formalise the plan for LPS in Northants once the code of conduct is released for consultation.
- Work in conjunction with the NSAB Independent Scrutineer in relation to assurance activity on behalf of the NSAB.

**All statutory partners provided dedicated officers to support the work of NSAB at Strategic and Delivery Boards, and at Sub Groups and various Task & Finish Groups.**

**Statutory agencies will be asked to provide assurance to NSAB that the areas for development were achieved in next year's annual report.**



## Safeguarding Adult Reviews (SARs)

The Safeguarding Adults Board (SAB) must arrange a SAR when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. The SAB must also arrange a SAR if the same circumstances apply where an adult is still alive but has experienced serious neglect or abuse.

### Criteria for a Safeguarding Adult Review

1. A SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs); if –
  - (a) There is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult; and
  - (b) Condition 1 or 2 is met.
2. Condition 1 is met if:
  - (a) The adult has died; and
  - (b) The SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).
3. Condition 2 is met if:
  - (a) The adult is still alive; and
  - (b) The SAB knows or suspects that the adult has experienced serious abuse or neglect.
4. A SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs).
5. Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to:
  - (a) Identifying the lessons to be learnt from the adult's case; and
  - (b) Applying those lessons to future cases.

The Safeguarding Adult Review (SAR) Sub Group has responsibility for considering SAR referrals, and for managing the SAR process. The group has strong links with other NSAB Sub Groups to ensure that the monitoring and communication of SARs and other type of reviews are undertaken, and that learning is embedded. The Chair of the Sub Group has responsibility for keeping NSAB updated on the progress of SARs.

For the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, six referrals were received for consideration of a SAR. The table below shows SAR activity for the year.

| Ref | Reason for Referral - Summary   | Approved by Statutory Partners | Published |
|-----|---|--------------------------------|-----------|
| 020 | Male - suicide out of county  | August 2020                    | July 2021 |
| 021 | Serious neglect reported at a care home   | June 2020                      | Ongoing   |
| 022 | Male - suicide  | July 2021                      | Ongoing   |
| 023 | Female - mild learning disability and physical health issues - <i>Did not meet criteria</i> | Multi-agency case audit        | Awaited   |
| 024 | Female - self-neglect   | March 2022                     | Ongoing   |
| 026 | Male - homelessness   | Awaited                        | -         |

### SAR 020 'William'

*Whilst this SAR was covered in last year's report, we have included again as published in July 2021.*

The SAR relates to the sad circumstances of 'William' who died through suicide in 2018. SAR Sub Group members and the NSAB Independent Chair initially agreed that the criteria for a SAR was met. However, from the information gathered by agencies in Northamptonshire and out of county, it became apparent that the case did not meet the criteria for a SAR, but there was important learning that could be disseminated and a table top exercise was undertaken by the Independent Author.

#### Key points of learning for Northamptonshire:

- Referrals to Primary Care Liaison should be responded to within the standard two working days.
- Primary Care Liaison should not expect an IAPT worker to risk assess patients.
- Assumptions should not be made by Primary Care Liaison that assessments have already been made without being verified.

#### Key points of learning for Bournemouth, Christchurch and Poole:

- Poole Emergency Department (ED) staff should ensure that key information regarding suicidal thinking is communicated to police when the Criminal Justice Liaison Service (CJLS) are expected to undertake a clinical assessment.
- CJLS practice at that time was not to interrogate Systm1 electronic records. Had Systm1 been viewed and information gathered from the family, this is likely to have provided a very different picture of the risk.

#### Published reports, learning briefings and composite action plans

Published reports and learning briefings for all Safeguarding Adult Reviews [can be found on the NSAB website](#).

Agency recommendations for the three reviews were collated into composite action plans. All actions are monitored by the Quality & Performance Sub Group and reviewed by the Safeguarding Adults Review Sub Group. NSAB will evaluate changes to policy and practice and the embedding of the learning within agencies through until completion.



#### National SAR Analysis

The first national analysis of Safeguarding Adult Reviews (SARs) in England was funded by the Care and Health Improvement Programme, supported by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). Its purpose was to identify priorities for sector-led improvement. You can find the report on the [LGA website here](#). The SAR Sub Group have a detailed action plan to address the learning for Safeguarding Adult Boards.



**2,533** concerns raised

**1,959**  
remained Alerts

**574**  
became Enquiries

**86%** (479) of enquiries had Provider as the 'Source of Risk'



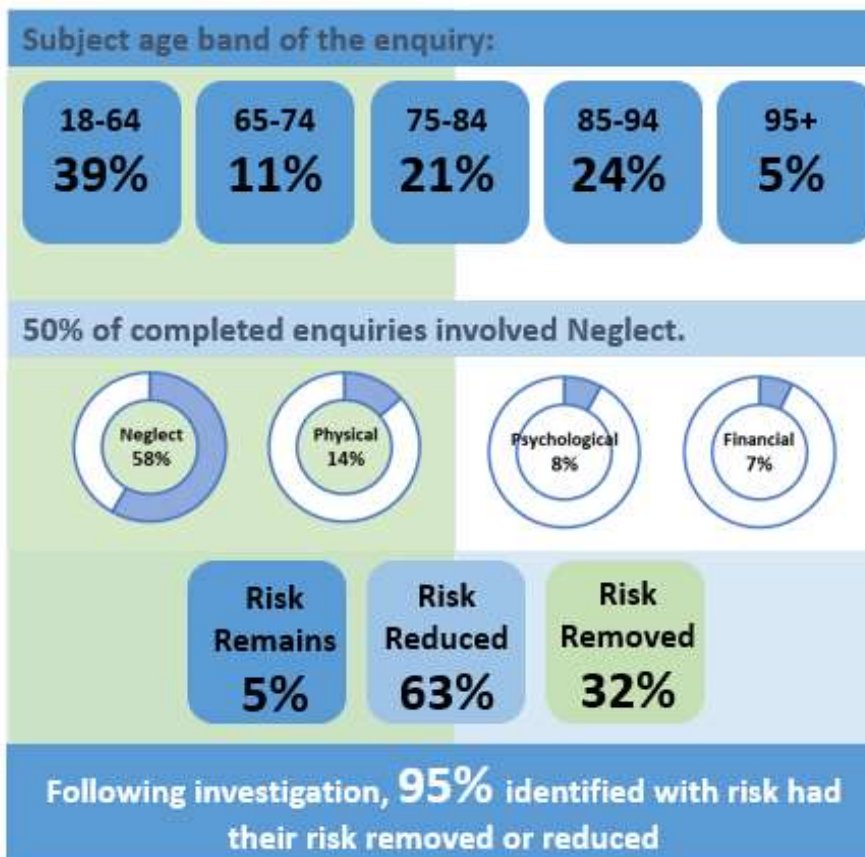
Other options- Known to Individual 13% and unknown to Individual 1%

**42%**  
Male

**58%**  
Female

The enquiry subject was frequently of the female gender

\*Adult population based on first draft census data ages 15+.



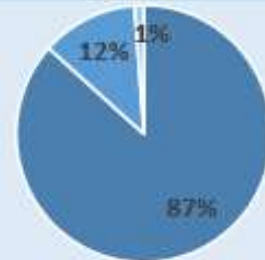


**3,941** concerns raised

**2,389**  
remained Alerts

**1,552**  
became Enquiries

**87%** (1338) of enquiries had Provider as the 'Source of Risk'



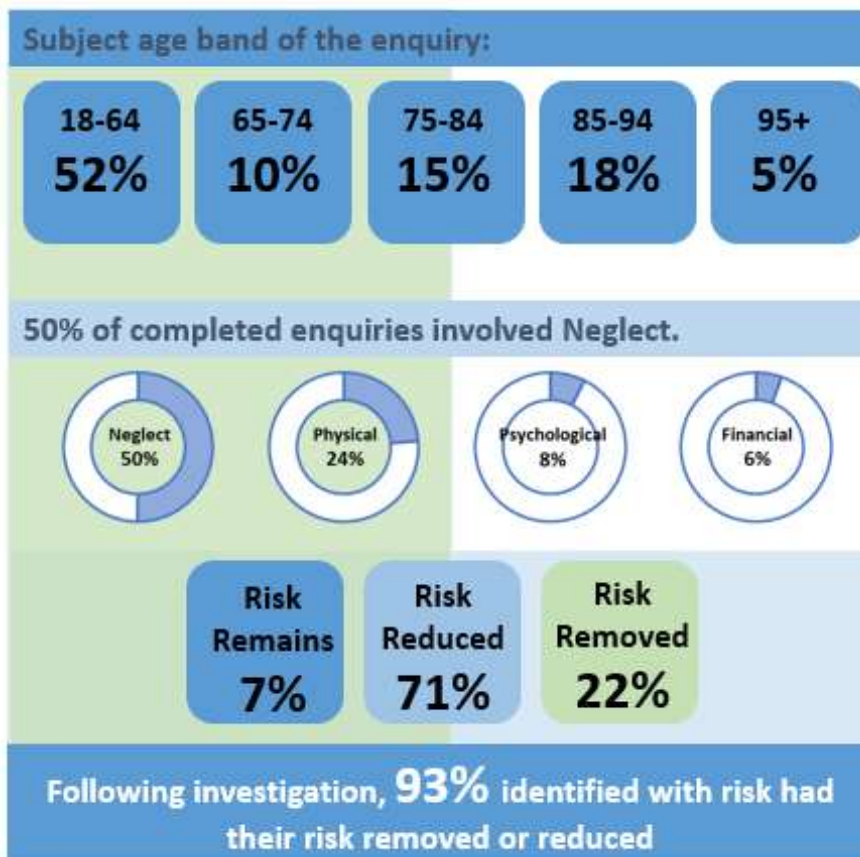
Other options- Known to Individual 12% and unknown to Individual 1%

**46%**  
Male

**54%**  
Female

The enquiry subject was frequently of the female gender

\*Adult population based on first draft census data ages 15+.



## Strategic Plan 2021-23 – Progress

The Strategic Plan 2021-23 was built on the previous plan 2018-20 and is structured according to NSAB's vision, the six key principles (as set out by the government in the Care Act 2014 statutory guidance), local and national priorities.

### Board priorities for 2021-23:

1. Making Safeguarding Personal
2. Prevention
3. Quality

### NSAB themes for 2021-23:

1. Raising Awareness of NSAB and Safeguarding
2. Learning from Safeguarding Adult Reviews
3. Understanding the Impact of Covid-19
4. The Difference NSAB Makes
5. Homelessness

The Board also received 6-monthly updates from Public Health Northamptonshire and Northamptonshire Police in respect of the themes in the previous version of the Strategic Plan - suicide, domestic abuse, and serious organised crime.

### Priority 1 - Making Safeguarding Personal

- a. Work together as a Board to provide local leadership on safeguarding adults to ensure people are safe, particularly during the period of transition from the County Council to the new Unitary Authorities. ✓ **Achieved**
- b. Continuously learn and develop as the NSAB to ensure the Board's key priorities and objectives are delivered by the partnership. ✓ **Achieved**
- c. Ensure appropriate membership is at the right level for Board and Sub Groups and engagement is appropriate to drive business. ✓ **Achieved**
- d. Ensure users and carers are supported in their role in keeping people safe, and they help to evaluate the effectiveness of safeguarding adults within Northamptonshire. ✓ **Ongoing activity**

### Priority 2 - Prevention

- a. Enable and support local communities to play their role in keeping people safe by improving communication to raise awareness of key safeguarding messages. ✓ **Achieved**
- b. Ensure learning from national and local multi-agency reviews and reports are shared and implemented locally. ✓ **Achieved**
- c. Ensure learning and development opportunities are available to the voluntary sector. ✓ **Achieved**

### Priority 3 - Quality

- a. Ensure statutory responsibilities for a safe and legal transfer to the new Unitary Authorities is in place, and that customers are not adversely affected by the change. ✓ **Achieved**
- b. Mitigate risks flagged on the NSAB Risk Register. ✓ **Achieved**
- e. Ensure effective analysis and response to partnership data. ✓ **Ongoing activity**
- c. Ensure Board have oversight of partners' use of resources to meet the demands to meet quality standards. ✓ **Achieved**
- d. Ensure NSAB multi-agency policies and procedures are reviewed in a timely manner. ✓ **Achieved**



## Income and Expenditure 2021-22

Statutory partners contribute financially to NSAB's operating expenditure as well as providing 'in kind' resources such as meeting venues and their officers' valuable time and expertise

### Partnership Income

| Statutory Partner                                   | 2021-22<br>£   |
|---|----------------|
| NHS Northamptonshire Clinical Commissioning Group * | 30,535         |
| North Northamptonshire Council                      | 37,500         |
| Northamptonshire Police *                           | 30,535         |
| West Northamptonshire Council                       | 37,500         |
| Carry forward from 2020-21 for CCG and Police       | 13,930         |
| Covid fund  | 10,620         |
| <b>Total Income</b>                                 | <b>160,620</b> |

\*Towards the end of financial year 2020-21, an additional contribution was requested from the three statutory partners of £4,155. NHS Northamptonshire Clinical Commissioning Group (CCG) and Northamptonshire Police made an additional financial contribution, but Northamptonshire County Council (NCC) did not adjust their base budget from £30,624. As a result, NCC overspent by £1,385 but the CCG and the Police underspent by £6,965 each. At the end of the year, there was a small carry forward of £13,930 that the CCG and Police agreed to off-set against their contribution for 2021-22.

### Partnership Expenditure

| Statutory Partner                        | 2021-22<br>£   |
|--|----------------|
| Staffing                                 | 83,057         |
| Independent Chair                        | 18,076         |
| Safeguarding Adult Reviews (SAR)         | 10,127         |
| Marketing and print - #ReportIt campaign | 734            |
| Week of Learning                         | 804            |
| Office costs                             | 207            |
| SAR legal fees                           | 7,075          |
| <b>Total Expenditure</b>                 | <b>120,080</b> |

  
**Northamptonshire**  
*Safeguarding Adults Board*



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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Annual Report of Northamptonshire Children’s Trust</b>   |
| <b>Report Author</b> | AnnMarie Dodds, Executive Director of Children’s Services<br><br>Susan Tanner, Assistant Director of Commissioning and Partnerships |
| <b>Lead Member</b>   | Cllr Scott Edwards, Executive Member for Children, Families, Education & Skills   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

**Appendix A** – NCT 2021-22 Annual Report

**Appendix B** – TBC, the Annual Report template has appendices embedded

#### 1. Purpose of Report

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- 1.1. To provide Executive with an update on the Annual Report of Northamptonshire Children’s Trust and to seek Executive’s approval on the Report being shared at the next Council meeting.

#### 2. Executive Summary

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- 2.1. As part of the contractual arrangements between Northamptonshire Children’s Trust and North and West Northamptonshire Councils, there is a requirement to produce an Annual Report. The purpose of the Annual Report is:

- to consider the quality of practice in the provision of children’s social care services

- to facilitate the Councils' quality assurance of the operation of the agreements with NCT
  - to enable the Councils to review the discharge of its statutory functions delivered by NCT
  - for the Councils and NCT to consider whether changes to the contractual agreements are required
  - for the Councils and NCT to consider all applicable factors in relation to the setting of future Contract Sums paid to NCT including for the next financial year
- 2.2. NCT have produced the Annual Report in line with timescales and requirements of the Service Delivery Contract. The report has been reviewed by the Operational and Strategic Group meetings that focus on management of the contractual agreements between NCT and the Councils.
- 2.3. The Report proposes some potential changes to the contractual agreements, including the Key Performance Indicators used to monitor NCT's performance. However, it proposes that these are discussed in more detail and agreed following the Ofsted Inspection of Local Authority Children's Services (ILACS) that is due to take place in Autumn 2022.

### **3. Recommendations**

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3.1. It is recommended that Executive:

- a) Note the content of the Annual Report that was completed in line with the service delivery contract.
- b) Note the proposal to further discuss and agree any amendments to the Service Delivery Contract following the Ofsted Inspection of the Local Authority Children's Services (ILACS) due to take place in Autumn 2022.
- c) Recommend that the annual report is taken to Council for consideration.

3.2. Reason for Recommendations –

- The Annual Review process and subsequent Annual Report provides a procedure through which the Councils can review the Service Delivery Contract and Northamptonshire Children's Trust performance in delivering its functions
- Making changes to the Service Delivery Contract after the expected Ofsted inspection allows any changes to be considered in the context of the outcome of this inspection and any recommendations from Ofsted
- Taking the report to Full Council gives all elected members an insight into the work of Northamptonshire Children's Trust and supports the discharge of their Corporate Parenting duties

3.3. Alternative Options Considered – No other options considered

## **4. Report Background**

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- 4.1. Following a statutory direction from the Secretary of State for Education, Northamptonshire County Council was required to oversee work towards the establishment of a Trust for the delivery of children's social care services in Northamptonshire, transferring operational control for children's social care services from the Council to the Trust. Upon the creation of the two new unitary councils, the commissioning and ownership of Northamptonshire Children's Trust (NCT) was transferred to North and West Northamptonshire Councils.
- 4.2. As part of the establishment of NCT, a suite of contractual agreements was put in place to govern the relationship between NCT and the Councils. The core contractual agreement was the Service Delivery Contract and its associated schedules.
- 4.3. The Annual Review schedule of the Service Delivery Contract specifies that each year, NCT and the Councils will prepare an Annual Report. This is a key component of the Council's strategic oversight and review of NCT. The overarching aims and objectives of the Annual Review are:
- to consider the quality of practice in the provision of children's social care services and the outcomes for children, young people and families in the county of Northamptonshire
  - to facilitate the Councils' quality assurance of the operation of the agreements with NCT
  - to enable the Councils to review the discharge of its statutory functions delivered by NCT
  - for the Councils and NCT to consider whether changes to the contractual agreements are required and to consider any factors that may affect the performance of the agreements in the next contract year
  - for the Councils and NCT to consider all applicable factors in relation to the setting of future Contract Sums paid to NCT including for the next financial year
- 4.4. As per the Service Delivery Contract, NCT produced a first draft of the Annual Report at the Operational Group before the 31<sup>st</sup> July 2022. The Operational Group is the key monthly meeting between the Councils and NCT to enable the Councils to properly and effectively monitor the performance of NCT. The Annual Review was considered by the Operational Group meeting on 29<sup>th</sup> July 2022.
- 4.5. The Annual Report was then considered by the Strategic Group before the contractual deadline of 31<sup>st</sup> August 2022. The Strategic Group meets quarterly and provides strategic, political, and executive oversight and scrutiny of NCT's performance. The Annual Report was considered the Strategic Group meeting on 10<sup>th</sup> August 2022.
- 4.6. The Children's Trust Joint Committee were updated on the Annual Report on 7<sup>th</sup> September 2022, and it was agreed that the report would be prepared for presentation at a future Full Council meeting of both Councils.

- 4.7. The Annual Report has been developed in partnership between the Councils and NCT, with each party leading on different aspects of the report. There have been several meetings between officers at each organisation to discuss the report's content and to review progress. The respective lead members for each council have been briefed on progress and their reviews sought during the annual review.
- 4.8. If any changes to the Service Delivery Contract are proposed as a result of the Annual Report, these are notifiable changes. This means that changes cannot be made without the prior written consent of the Secretary of State for Education.

## **5. Issues and Choices**

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### **Content of the Annual Report**

- 5.1. The content of the Annual Review is defined in the Service Delivery Contract and the report therefore covers the following topics:
- a summary of the Trust's performance in the 2021/22 contract year
  - a summary of the Council's performance of its obligations under the agreements
  - the cost of performing the Services in the 2021/22 Contract Year
  - a summary of any Changes to the Agreement agreed during the 2021/22 contract year
  - the demand for services in 2021/22 and expected demand through to 2024
  - the effects of any changes in children's social care legislation or guidance
  - the strategic priorities and outcomes
  - any social, demographic, or other relevant factors which affected or will affect NCT
  - the results of any audits or surveys
  - the outcomes of any Rectification Plans
  - a high-level review of applicable Central Government funding generally, including details of any anticipated Central Government funding for children's social care
  - risk related to the services delivered by NCT
  - the outcome of any regulatory inspections
  - any proposed changes to the agreements to be considered as part of the Annual Review

### **Proposed changes as a result of the Annual Review**

- 5.2. A key part of the annual review process is considering whether any changes need to be made to the contractual agreements between NCT and the Councils. The parties have had several conversations about potential changes, and these are summarised in section 15 of the annual report.
- 5.3. NCT have put forward some initial suggested amendments to the current basket of KPIs that are used to monitor NCT's performance. Now the arrangements

have been in operation for almost two years, it is timely to review the appropriateness of the KPIs as well as the targets and tolerance levels that are used to assess levels of performance.

- 5.4. However, it has been agreed that any changes will not be finally agreed until after the Ofsted Inspection of Local Authority Children's Services, that is expected at some point in Autumn 2022. The inspection is a good time to take stock of services delivered by NCT and future arrangements.
- 5.5. Following the inspection, senior leaders from NCT and the Councils will meet to develop plans to discuss what services will look like by Autumn 2025, the expected date of the next Ofsted inspection.
- 5.6. This discussion will lead to a plan to discuss and agree any changes to the contractual agreements with the aim of having a set of changes agreed and operational by the start of the 2023/24 financial year. Once a set of proposals have been provisionally agreed, they will be brought to a future meeting of the Children's Trust Joint Committee.

## **6. Next Steps**

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- 6.1. The Annual Report will be taken to Full Council on 24<sup>th</sup> November 2022.
- 6.2. Following the publication of the Ofsted report following the Inspection of Local Authority Children's Services that took place in October 2022, Officers from both West and North Northamptonshire Council and NCT will discuss any possible changes to the Service Delivery Contract to be put in place from April 2022.
- 6.3. Any changes to the Service Delivery Contract will be agreed by the Children's Trust Joint Committee.

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

- 7.1.1. The cost of delivering services in 2021/22 is set out in section 4 of the report. The overall contract sum paid to NCT for 2021/22 was £137.15 million. Subtracting grant income passported to NCT and the cost of support services delivered by the Councils, leads to a budget of £123.348 million. North Northamptonshire's share of the contract sum (including grant passporting) was £60.74 million.
- 7.1.2. The gross outturn against this budget is an overspend of £3.701 million. This has been mitigated by £2.631 million worth of covid funding that was provided to NCT to cope with specific service pressures that were caused by covid-19.
- 7.1.3. The remaining £1.070 million pressure was mitigated using the carry forward reserve of £1.089 million. This carry-forward relates to an underspend in the

financial period Nov 2020–Mar 2021 following NCT's creation in November 2020. These mitigations leave a net underspend position of £0.019 million.

7.1.4. In the report, NCT have identified potential issues that will impact upon their budget for the 2022/23 financial year. These issues are detailed in the report but are largely related to placements for children in care. The current levels of volatility, efficiency of joint funding processes and current flux of emergency placements, increasing complexity of need in a market where demand outstrips supply are all impacting on NCT's ability to meet children's needs within the current budget envelope.

## 7.2. **Legal and Governance**

7.2.1. Contractual and governance arrangements between the Council and the Children's Trust are set out within the body of the report.

7.2.2. The Children and Social Work Act 2017 says that when a child or young person comes into the care of the local authority or is under 25 and was looked after by the authority for at least 13 weeks after their 14th birthday, the authority becomes their corporate parent. This means that they should:

- act in the best interests, and promote the physical and mental health and wellbeing, of those children and young people
- encourage them to express their views, wishes and feelings, and take them into account, while promoting high aspirations and trying to secure the best outcomes for them
- make sure they have access to services
- make sure that they are safe, with stable home lives, relationships and education or work
- prepare them for adulthood and independent living. As corporate parents, it's every councillor's responsibility to make sure that the Council is meeting these duties towards children in care and care leavers.

## 7.3. **Relevant Policies and Plans**

7.3.1. The Council has identified 'Brighter, Better Futures' as a key priority of the corporate plan. This will be done by supporting partners and the Children's Trust to provide higher standards of support. The Annual Report enables the Council to gain oversight of the services delivered by NCT and to help the Council to understand how better support for Children, Young People and Families can be delivered.

## 7.4. **Risk**

7.4.1. Assurance the Children's Trust is delivering to the agreed standards has been identified as a risk on the corporate risk. The Annual Review process provides



the Councils with an opportunity to scrutinise performance and mitigate against this risk.

## **7.5. Consultation**

7.5.1. The Annual Report has been reviewed and approved by the Operational and Strategic Groups. These are the key contractual review meetings between the Councils and NCT. The relevant lead members have also been consulted during the annual review process.

## **7.6. Consideration by Executive Advisory Panel**

7.6.1. The report has not been considered by the relevant Executive Advisory Panel.

## **7.7. Consideration by Scrutiny**

7.7.1 The Annual Report was discussed at the meeting of the Scrutiny Commission on 1<sup>st</sup> November 2022. The Commission noted that demand led pressures were increasing and putting pressure on the Children's Trust budget. The provision of early support to families was supported and ensuring the right support was in place would help to reduce the pressures on the system further down the line. The successful bid for the provision of two children's homes in the county was welcomed.

## **7.8. Equality Implications**

7.8.1. There are no equality implications arising from this report.

## **7.9. Climate and Environment Impact**

7.9.1. There are no discernible climate impacts arising from this report.

## **7.10. Community Impact**

7.10.1 There is no distinct community impact arising from this report.

## **7.11. Crime and Disorder Impact**

7.11.1. There is no crime and disorder impact arising from this report.

## **8. Background Papers**

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8.1. None

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**Annual Report of the Service Delivery Contract between  
Northamptonshire Children's Trust and West and North  
Northamptonshire Councils 2021/22**

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## 1. Background and Purpose of the Annual Review

The overarching aims and objectives of the Annual Review are:

- for the Parties to consider the quality of practice in the provision of children's social care services delivered by NCT and the outcomes for children, young people and families in the county of Northamptonshire;
- to facilitate the Councils' quality assurance of the operation of the Service Delivery Contract;
- to enable the Councils to review the discharge of its statutory functions delivered by NCT;
- for the Parties to consider whether changes are required to the Service Delivery Contract to be agreed at the Annual Review meeting
- for the Parties to consider all factors that may impact upon future Contract Sums and for the Strategic Group to make a recommendation/proposal to the Council regarding the Contract Sum payable to NCT for the next Contract Year.

## 2. Summary of NCT performance against the KPIs

As part of the development of Northamptonshire Children's Trust, 21 KPIs were agreed against which the councils would monitor NCT's performance. These 21 KPIs are set out in Schedule 6 (Performance Framework) of the Service Delivery Contract. Schedule 6 also defines the targets NCT should be aiming to achieve against each KPI as well as the tolerance levels that are used when assessing whether there are performance issues or failures as defined in the Schedule.

NCT provide the councils with a monthly performance report which outlines performance against each KPI as well commentary on the performance and how NCT are working to improve. The full list of KPIs as well as performance against each KPI throughout the year is included as Appendix 1. A summary of NCT's performance in the 2021-22 contract year is included below.

### 2.1. *What worked well*

- The percentage of all referrals with a decision within 2 working days remained above target for 11 out of 12 months, this was despite the increase in demand that was seen following the lifting of covid-19 restrictions
- The percentage of Single Assessments authorised within 45 working days was consistently above target throughout the year and never dipped below 97%
- The percentage of children who have been in care 2.5 years or more who have been in the same placement for 2+ years/placed for adoption, which measures long term placement stability, improved through the year and finished above target. Despite this good performance, there is some concern that the covid-19 restrictions to some extent kept performance high and that the national placement sufficiency challenges will impact on this measure in 2022-23
- Both measures related to care leavers (percentage in education, employment and training and in suitable accommodation) were above target and the national average. This was supported by joint working with both councils to support young people who left care
- After an increase in vacancies in the middle of the year, the percentage of social workers vacancies finished the year better than the target and at the national average. The percentage of Social Worker posts filled with agency staff has also hovered around the target. This is in the context of national recruitment challenges

and historic challenges in Northamptonshire. Despite positive signs, recruitment of both permanent and agency social workers remains an area of focus for NCT

- After a drop in performance during quarter 2, performance against both adoption indicators improved in quarters 3 and 4. This is in the context of court delays and a backlog caused by covid-19 alongside achieving permanence through adoption for some children with complex needs and sibling groups, that has taken longer to achieve but has a positive impact on children's outcomes.

## **2.2. Challenges and areas to work on**

- The percentage of children that became the subject of a Child Protection Plan for the second or subsequent time fluctuated throughout the year. Whilst some of these children were first on a plan sometime in the past, NCT recognises the number of repeat plans has been too high on occasion. Where there are repeat plans, these cases are reviewed to understand the causes and to support learning.
- Performance for both indicators related to complaints has varied through the year.
  - The percentage of complaints responded to within 10 working days has fallen below target on 4 occasions although this has sometime been impacted by low volumes. NCT have worked closely with WNC as the provider of the complaints support service to improve performance in this area including providing training to managers.
  - Stage 2 investigations as a % of stage 1 complaints received within the year has often fallen below target; both NCT and the Councils recognise the issues with this measure and are proposing to remove this KPI.
- Short term placement stability, as measured by the percentage of Children in Care with three or more placements in the previous 12 months, saw a gradual decline through the year. This is in the context of a small rise in children in care numbers and continuing challenges in identifying placements for children with specific needs which means they can experience a number of placements moves in quick succession until an appropriate home is identified. Consideration of various options to improve sufficiency is continuing, including exploration of capital investment, additional in-house resources, as well as improved engagement with the market.
- Whilst not falling out of tolerance, the percentage of referrals with a previous referral within 12 months has remained above target throughout the year. NCT have strengthened the model in MASH and made developments in CFSS/Early Help while engaging with the wider partnership, which they hope will continue to support appropriate reduction going forward.
- The percentage of qualified social workers with caseloads above target has been just above target. Despite some positive signs, recruitment of permanent and agency social workers remains an area of focus for NCT

## **3. Summary of the Councils Performance of its obligations**

The responsibilities of the Councils on what they must deliver to NCT are set out in Schedule 4 of the Service Delivery Contract and are known as the Dependencies. NCT relies on the Councils to fully deliver these Dependencies when delivering services to children, young people and their families. Inadequate performance or failure to perform the Dependencies, where this has a direct impact on the Trust's provision of the Services, will entitle the Trust to relief from performance of its obligations under the Service Delivery Contract. The Councils' performance of the Dependencies is summarised below.

### **3.1. Support Services provided to NCT by the Councils**

A wide range of support service provision is provided to the Children's Trust by North Northamptonshire and West Northamptonshire. This arrangement is set out within the Support Services Agreement (SSA) between the parties. Performance is reviewed by the Support Services Board which is chaired by NCT's Director of Finance and Resources and attended by officers from both Councils.

There is a total of 37 KPIs across 15 different Support Services. Of these, 78.3% (29 KPIs) met or exceeded their target. Of the eight measures that missed target, six reported an amber outturn, meaning they were below target but within tolerance. A further two measures recorded a red outturn, meaning they were below target and out of tolerance. The quality and detail of the performance reporting on Support Services has been excellent and has allowed NCT to hold the Councils to account for performance. Some services have performed strongly, and service leads have worked closely with NCT colleagues to support them on their improvement journey, for example the Complaints service has strengthened the support provided to NCT which has improved NCT's response to complaints. There have been areas of challenge where services took time to understand the new arrangements, this is particular the case with property which is expanded on below.

Support Services have been delivered in the context of a great deal of change in both Councils as they dealt with the impact of local government reorganisation and began to think about the disaggregation of certain shared services. This has led to some changes; the Information Governance Support Service was handed over to NCT in November 2021 and the Health and Safety Support Service did so on 1<sup>st</sup> April 2022. The Council's Audit services were also disaggregated which meant NCT chose to purchase this service from WNC from April 1<sup>st</sup>, 2022.

Looking ahead to 2022, the Councils will be looking to continue to improve the services provided to NCT and to enable them on their improvement journey. Where changes are made to Support Services, the Councils will consult with NCT to understand their impact and to consider how services can be best delivered in the future.

### **3.2. Property**

NCT occupies 29 buildings across Northamptonshire with 17 in the West and 12 in the North. It has been recognised that due to historic underinvestment, the quality of the buildings NCT are delivering services from is poor and that the pace at which the Councils have acted to rectify this has been slow. This has been hindered by the disaggregation of the property support service delivered to NCT and the need to put in place appropriate systems and processes. There are some challenges with properties that are being worked through in the Operational Group.

To rectify this, NCT is collaborating with the Councils individually to develop a schedule of planned maintenance which will bring buildings up to standard. In West Northamptonshire, this schedule is close to being agreed whilst in the North, it is delayed by the need to complete condition surveys. Agreeing these schedules and monitoring the councils' performance against them is a key priority for NCT.

NCT will also collaborate with both councils to review its future property strategy and how this aligns with the strategies of both councils.

### **3.3. Retained functions and their interface with NCT**

The Councils' retained services have gone through a period of transformation following local government reorganisation and disaggregation of services that were previously delivered on



a countywide basis. There is a general direction of travel for services to be disaggregated where possible, this process has accelerated following the departure of the joint Director of Children's Services in January 2022 and the decision to appoint separate Directors for each Council. This creates an element of uncertainty for NCT regarding the future delivery of certain services.

The Councils are also working to improve the services they continue to deliver, especially around support for children with special educational needs and disabilities (SEND). This is being led by the SEND Accountability Board which has representation from NCT. Any future transformation of SEND services will have an impact on NCT and will need to consider the recommendation and changes following the SEND and Alternative Provision Green Paper.

The Councils have delivered a satisfactory Intelligence Client Function to manage the contractual relationship between the Councils and NCT. There has been an internal audit undertaken by NNC and all recommendations are being enacted.

#### **3.4. Procure for NCT data, databases, and casework records**

The current children's social care case management system used by Northamptonshire Children's Trust, has been in use since 2005 and is now considered to be at the "end of life". Case management systems are a vital part of the delivery and the improvement of Children's Social Care, providing the foundations for performance management, quality assurance and statutory reporting. The current arrangements hinder effective practice, and this has been recognised by the councils.

The Councils and NCT are currently working together to procure a new system as soon as possible, to be live for January 2025. This will require financial investment from both Councils.

#### **3.5. Transfer information from government, information regarding partnerships, policies and procedures and casework records to NCT**

This has been delivered by the Councils and the Councils and NCT continue to work together in partnership to improve services delivered to children, young people, and families in Northamptonshire.

#### **3.6. Act as the Corporate Parent**

Elected members and the officers are the corporate parents for Northamptonshire's Looked After Children and have a collective responsibility across services and local authorities to safeguard and promote their life chances. North Northamptonshire Council and West Northamptonshire Council have ensured contribution from education and other retained children's services, housing services and the Councils universal services in supporting Looked After Children. Both Councils have an offer for care leavers relating to council tax. However, both offers are different, and this has been raised by the Northamptonshire care leavers group and is being discussed through the Corporate Parenting Board.

North Northamptonshire Council and West Northamptonshire Council support the Northamptonshire Corporate Parenting Board. NCT provides professional expertise and advice to the Corporate Parenting Board, to help the Council(s) discharge their responsibilities. It has been agreed that the Corporate Parenting arrangements will be subject to a peer review in 2022/23 to support the Councils in delivering this vital role and to consider how Local Government Reorganisation may impact on the current arrangements.

#### **3.7. Consult NCT on any corporate or property strategy**

The Councils have consulted with NCT on various corporate or property strategies. A particular area of focus has been and will continue to be how the Councils and NCT take

forward future ways of working as restrictions in place during the covid-19 pandemic are lifted. NCT submitted property requirements in March 2022. Each organisation will need to consider where their staff will work from and how their decisions in this area impact upon each other. Maintenance, refurbishment and equipment in property has been a standing item of concern at the monthly Operational Group as the maintenance, refurbishment and equipment replacement schedule remains unclear. Buildings such as the contact centre at Weston Favell require urgent refurbishment works and equipment refresh. NNC and WNC are working on this.

### **3.8. Support NCT with grant funding**

The Councils have supported NCT with accessing any grant funding and both NCT and the Councils recognise that they should work together to maximise the funding available for services by taking advantage of any opportunities. Any in-scope grants such as the Supporting Families Grant and funding for Unaccompanied Asylum Seeking Children (UASC) have been passported to NCT as part of the contract sum. Improved performance by NCT on delivering outcomes for children and families has meant an increase in funding available as part of the Supporting Families Programme.

NCT and the Councils did seek funding from the Department for Education as part of a programme to deliver new and improved children's homes. The bid was unfortunately unsuccessful but both NCT and the Councils have committed to work together on any future bids and learn from the feedback provided by the Department for Education.

### **3.9. Implement any actions resulting from a regulatory inspection**

Services delivered by NCT were subject to several regulatory inspections in 2021/22. There were many recommendations from these inspections that have been incorporated into the improvement plan. Two key actions for the councils have been identified and are still outstanding:

- Extension to Thornton House children's home – Ofsted inspections in December 2021 and March 2022 made the recommendation under the children's homes regulations 2015 for an extension to be made to house a sleep in and wash area for staff as well as extra storage space for the young people. Capital funding needs to be identified and these works should be undertaken swiftly to ensure this does not have adverse impact on future Ofsted inspection.
- Implementation of a new case management system for Adoption and Fostering – Ofsted noted the current electronic recording system used by the Fostering agency does not enable good quality tracking and does not meet the needs of the Adoption agency. Initial discussions have taken place about procuring an alternative system and this work needs to be accelerated.

### **3.10. Ensure NCT is adequately insured**

The provision of Insurance to NCT is governed by the Support Services Agreement and is delivered by NNC. NCT were adequately insured during the contract year.

### **3.11. Procure provision of appropriate ICT to enable the Emergency Duty service**

This was successfully delivered by the Councils.

## **4. Cost of delivering services in 2021/22**

NCT is a not-for-profit entity and aims to break even each financial year.

The Trust achieved a balanced budget position in its first operational period Nov 2020 - 2022. The outturn position for the financial year 2021/22, is an overspend of £1.070m against the approved budget of £123.348m. The Trust will mitigate this pressure through the use of the carry forward reserve of £1.089m (relating to the financial period Nov 2020–Mar 2021), leaving a net underspend position of £0.019m. Also factored into the outturn at period 12 to mitigate the overspend is £2.631m of assumed approved covid funding.

The cost of performing the services in 2021/22 can be summarised as follows:

| Service Area                                       | Budget<br>£'000 | Gross<br>Outturn<br>(Excluding<br>Covid<br>Funding)<br>£'000 | Less<br>Covid<br>Funding<br>£'000 | Forecast<br>Outturn<br>£'000 | Outturn<br>Variance<br>£'000 |
|--|-----------------|--|-----------------------------------|------------------------------|------------------------------|
| Corporate Parent Service                           | 43,998          | 45,026   | (856)                             | 44,170                       | 172                          |
| Children, Young People and Family Support Services | 5,692           | 5,076  | -                                 | 5,076                        | (616)                        |
| Prevention & Safeguarding                          | 14,314          | 15,784   | (1,656)                           | 14,128                       | (186)                        |
| Quality Assurance and Commissioning                | 57,579          | 59,399   | (120)                             | 59,279                       | 1,700                        |
| NCT Central  | 1,765           | 1,765  | -                                 | 1,765                        | 0                            |
| Northamptonshire Children's Trust                  | (123,348)       | (123,348)  | -                                 | (123,348)                    | 0                            |
| <b>Total</b>                                       | <b>-</b>        | <b>3,701</b>   | <b>(2,631)</b>                    | <b>1,070</b>                 | <b>1,070</b>                 |

## Key Issues

### Placements (£1.7m overspend)

Placements remains the biggest single risk and is incredibly volatile, with a single placement costing £500k. The current levels of volatility, efficiency of joint funding process and current flux of emergency placements, increasing complexity of need in a market where demand outstrips supply are all impacting.

We will continue to mitigate and strive to secure placements at a lower cost. However, the market and availability of placements remains extremely challenging and the inflation pressures from the independent sector is in excess of budgetary provision. The placements budget will remain under significant pressure as it remains extremely volatile both locally and also nationally. The expenditure could increase, and this risk is identified in the contract sum.

As part of the placement sufficiency strategy a capital bid to create local provision has

been submitted to both North Northamptonshire and West Northamptonshire as part of their respective capital programmes.

An external review of NCT placements commissioning completed by People Too in February 2022 found that disproportionately low levels of contributions from health and education are received towards placement costs, with opportunity to increase collective accountability. Work to re-dress the balance is in progress and WNC and NNC have agreed to support NCT in generating appropriate income towards placements from health and education.

## **5. A summary of any changes to the Service Delivery Contract**

During 2021-22, NCT and the Councils agreed the Deed of Variation to the Service Delivery Contract. This is currently in the process of being executed by NCT and the Councils.

The main purpose of the Deed of Variation was to amend the SDC to reflect and give effect to the restructuring of Northamptonshire County Council (the Council) and its replacement by West Northamptonshire Council and North Northamptonshire Council (the Unitaries). The key changes were:

- Amending any reference to the Council to the Unitaries
- Clarifying that NNC would be the host council and the DCS for NNC would be Councils' Representative as defined in the contract
- Updating the Terms of Reference to key governance groups to clarify the standing membership
- Amending the Clause on Property to reflect the fact that leases and licences have been agreed for most properties and to note the properties where a lease or licence needs to be finalised

During the contract year, NCT and the Councils also agreed a finalised Support Services Agreement following negotiations through 2021/22. The finalised agreement clarifies the 'performance concepts' that set out how NCT monitor and hold the Councils to account for their delivery of Support Services to NCT.

## **6. Service demand in 2021/22 and expected demand 2022-24**

Between 2020/21 and 2021/22 there has been an increase in:

- Number of referrals to MASH
- Rate of assessments
- Rate of s.47 investigations
- Rate of children in care

The impact of the covid 19 pandemic is likely to have had an impact, as well as an increase in the complexity of needs of children and risks of exploitation.

The embedded document shows the current and forecast numbers of children in care and the expected demand for placements. Overall numbers of children in care increased from 1094 to 1184 across 4 years up to March 22, which is an 8% increase. A straight linear trend line estimates the March 24 total care population at 1211.



LAC Modelling June  
22.pptx

## **7. Actual or anticipated changes in legislation and their effects**

### **7.1. Unregulated and unregistered placements**

From 9 September 2021, a placement in a setting which is unregulated or unregistered with Ofsted is not lawful for any looked after child who is under the age of 16 years. This applies to existing placements, as well as new placements. Whilst the rationale for this legislation is recognised and supported, it has been introduced at a time of real challenge in the placements market and local authorities have continued to have to make placements in unregulated and unregistered settings, because of the lack of suitable regulated provision that can meet children's needs. Providers are being encouraged to register with Ofsted and Ofsted are taking enforcement action, which may mean some CQC registered care providers and providers of independent supported accommodation cease operating. Until there is sufficient registered provision available nationally that can meet the needs of children we are likely to continue seeing increasing costs as local authorities compete for places.

### **7.2. The Competition and Markets Authority report on Children's Social Care**

[The final report](#) published in March 2022 concluded that a lack of placements of the right kind and in the right places meant children are not consistently getting access to care and accommodation that meets their needs. The largest providers of placements are making materially higher profits, with materially higher prices than would be expected if the market were functioning effectively. Some of the largest providers are carrying very high levels of debt, creating a risk that failure of highly leveraged firms could disrupt the placements of children in care.

The report recommends improvements to commissioning, by having some functions performed by collaborative bodies; and providing additional national support and support to local authority initiatives to provide more in-house foster care. It recommends to reduce barriers to providers creating and maintaining provision, by reviewing regulatory and planning requirements, and supporting the recruitment and retention of care staff and foster carers. Finally, it recommends to reduce the risk of children experiencing negative effects from children's home providers exiting the market in a disorderly way by creating an effective regime of market oversight and contingency planning.

### **7.3. National standards for providers of supported accommodation**

In December 2021, the Department for Education confirmed that national standards for providers of supported accommodation for 16 and 17-year-old children in care and care leavers will be introduced. These were due to be published in early 2022 but have not yet been. Providers will be required to register with Ofsted from April 23 and inspections will start from April 24. This may lead to an increase in prices and some providers leaving the market.

### **7.4. Independent Review of Children's Social Care**

The Independent Review of Children's Social Care published its final report in June 2022 [Final Report - The Independent Review of Children's Social Care \(independent-review.uk\)](#) recommending wholesale changes to children's social care which will impact on NCT including:

- Creating a new umbrella of 'Family Help' combining multi- disciplinary support at targeted early help and child in need, potentially on a statutory footing, with a national

eligibility level, indicators and outcomes set and investment from government for transformation. This would include bespoke support in relation to extra familial harm. This would result in significant changes to our ways of working, with potential benefits

- Review of current legislation that supports children with disabilities and their families
- Introduction of Expert Child Protection Practitioner to co-work with Family Help worker where children are at risk of significant harm – with the Independent Child Protection Chair role being removed which would have implications for our workforce
- Five year early career framework for social workers
- Implement recommendations from Taylor Review of youth justice
- Legislate for mandatory family decision making before a family reaches public law outline – to ensure all options have been considered before care proceedings commence
- Provide legal aid for special guardians and kinship carers and new legal definition of kinship care
- Replace the roles of independent reviewing officers (IROs) and regulation 44 visitors to children’s homes with independent advocate roles employed by the Children’s Commissioner that children opt out from – this is likely to create a more adversarial system as well as impacting on our IRO workforce
- National recruitment programme and support structure for foster carers
- Creation of regional care co-operatives with responsibility for sufficiency duty, to create and run public sector fostering, residential and secure care and commission from the external market as required. This would mean the transfer of NCT fostering, children’s homes and placements commissioning to a regional organisation.
- Creation of lifelong guardianship order to support care leavers and double the proportion of care leavers attending university

The review’s recommendations are also in response to the findings of the Child Safeguarding Practice Reviews national panel report (below)

The government is considering what changes can be made in the short, medium and long-terms, and an implementation board is being established, with a comprehensive implementation plan anticipated in December 2022.

### **7.5. Child Safeguarding Practice Reviews**

Recommendations from the Child Safeguarding Practice Reviews into the murders of Arthur Labinjo-Hughes and Star Hobson. The National Review highlighted a number of areas which are of concern nationally. The review panel identified a set of issues which hindered professionals’ understanding of what was happening to Arthur and Star. These are:

- Weaknesses in information sharing and seeking within and between agencies.
- A lack of robust critical thinking and challenge within and between agencies, compounded by a failure to trigger statutory multi-agency child protection processes at a number of key moments.
- A need for sharper specialist child protection skills and expertise, especially in relation to complex risk assessment and decision making; engaging reluctant parents; understanding the daily life of children; and domestic abuse.
- Underpinning these issues, is the need for leaders to have a powerful enabling impact on child protection practice, creating and protecting the optimum organisational conditions for undertaking this complex work.

The national recommendations from the report are:

- A new expert-led, multi-agency model for child protection investigation, planning, intervention, and review.
- Establishing National Multi-Agency Practice Standards for Child Protection.

- Strengthening the local Safeguarding Partners to ensure proper co-ordination and involvement of all agencies.
- Changes to multi-agency inspection to better understand local performance and drive improvement.
- A new role for the Child Safeguarding Practice Review Panel in driving practice improvement in Safeguarding Partners.
- A sharper performance focus and better co-ordination of child protection policy in central Government.
- Using the potential of data to help professionals protect children.
- Specific practice improvements in relation to domestic abuse

### **7.6. *Inspection of Local Authority Children’s Services***

Ofsted are consulting in July 2022 on introducing a separate judgement within the Inspection of Local Authority Children’s Services (ILACS) for care leavers. The aim of the proposals is for inspections to provide a clearer statement about the experiences of care leavers and to focus on the things that make the most difference to their lives. Ofsted will publish updated guidance in December 2023 which will take into account the government’s response to the Independent Review of Social Care, with the view of introducing the care leavers judgement no earlier than January 2023. It is unlikely to be in place for our ILACS.

### **7.7. *Consultation on the SEND and Alternative Provision Green Paper: SEND review: right support, right place, right time***

The Green Paper proposes:

- New national SEND and alternative provision system setting nationally consistent standards for how needs are identified and met at every stage of a child’s journey across education, health and care. Including clarity on roles and responsibilities of partner agencies
- An inclusive system, starting with improved mainstream provision that offers early and accurate identification of needs, high-quality teaching, and prompt access to targeted support.
- Standardised and digitised EHCP process and template and a streamlined redress process.
- DfE’s new Regions Group would hold local authorities to account for delivering for children and young people with SEND locally through new funding agreements between local government and the DfE.
- New local SEND partnerships to produce a local inclusion plan setting out how each area will meet the national standards
- Updated SEND inspection framework
- Government investment in schools budget, additional special schools, additional respite and alternative education placements, family hubs and supported internships

Consultation closes on 22<sup>nd</sup> July 2022. The government will publish a national SEND delivery plan, setting out the government’s response to the consultation and how the proposals will be implemented later in the year.

### **7.8. *Mental Capacity (Amendment) Act 2019, which replaces the Deprivation of Liberty Safeguards (DoLS) with Liberty Protection Safeguards***

Local authorities and NHS bodies will be 'Responsible Bodies' under the Liberty Protection Safeguards and will organise the assessments to ensure there is sufficient evidence to justify a case for deprivation of liberty. Responsible Bodies will be able to authorise deprivation of liberty arrangements to 16-17 year olds, without the need for a court order and will apply to individuals residing in domestic settings.

### **7.9. *Family Hubs***

Funding has been made available by government for identified local authorities to open Family Hubs by March 2024, of which NNC is one. Family Hubs offer families, children and young people a place to access a range of support services, including early education and childcare, mental health support, meetings with health visitors or parenting classes, counselling or advice for victims of domestic abuse.

### **7.10. *Integrated Care Systems***

Integrated Care Systems are intended to achieve major changes in how health and care services are planned, paid for and delivered. The ambition is to create greater integration of health and care services, improve population health, reduce inequalities, support productivity and sustainability of services and help the NHS support social and economic development. More care in people's homes and the community will be provided and will be led by the needs of the local area within a broad national framework.

## **8. The strategic priorities and outcomes for the Services**

The Strategic Priorities for the Services are set out [in Northamptonshire Children's Trust's Business Plan](#) for 2022/23-2025/26. This Plan was approved by NCT's Board and by the councils through the [Children's Trust Joint Committee on 22<sup>nd</sup> December 2021](#).

This sets out NCT's vision to place "Children, Young People and Families at the heart of all we do – in every action we take and every action we make." To fulfil this vision NCT have identified the following priorities:

- Effective leadership
- Recruit, retain and develop an awesome workforce
- Strong relationship-based practice
- Insightful quality assurance and learning
- Health partnerships
- Robust and effective resource management

These priorities have been developed to enable NCT to achieve their identified outcomes for Children, Young People and their Families. These outcomes are for Children, Young People and Families to:

- Live safe, be safe
- Fulfil potential
- Develop resilience
- Enjoy good health and wellbeing



## **9. Any social, demographic or other relevant factors which may impact on the services**

### **9.1. *Impact of covid-19***

After a pattern of fluctuating demand experienced during covid lockdowns and school closures we are now seeing an increased number of referrals. These represent more complex issues experienced by families and children as a result of the impact of lockdown, reduction in support network and services available, which have increased the pressure on the families and as such they have experienced greater levels of need. In addition to that, as a direct result of Covid-19, we have seen the impact of poverty, anxiety, non- school attendance, poor child and adult mental health, loss and bereavement, and we have noted a rise in demand for mental health, eating disorder and domestic abuse services. As yet, we don't know what the longer-term impact will be on children and young people following missed time in school and isolation. However, we have seen an increase in the number of parents electing to home educate since the Covid-19 pandemic.

Health services in particular are still recovering from the impact of the pandemic, for example many GP surgeries are still providing restricted appointment bookings. This could have the impact of health issues going untreated, safeguarding issues being missed and more specialist intervention being required in the medium to long term.

### **9.2. *Cost of living and its impact on families***

While all families will be experiencing the impact of the rising cost of living, we anticipate an increase in the number of families falling into poverty, families unable to afford to pay energy bills, increased access to food banks, homelessness as a result of inability to afford rent or mortgage payments, an increase in stress and pressure for families and an overall increase in the number of children and families in need of early help and social care services.

### **9.3. *Asylum seekers from Afghanistan and Ukraine***

In the period 2021-22 there were 48 new admissions of Unaccompanied Asylum-Seeking Children. As at 4/7/22, 160 children aged 0 -18 have arrived in Northamptonshire from the Ukraine as part of the Homes for Ukraine scheme (all accompanied by adults).

NCT has undertaken safeguarding checks and risks assessments as part of the Homes for Ukraine scheme, which has been funded through a government grant administered by the councils.

Nationally, the Association of Directors of Children's Services (ADCS) is starting to see a steady stream of breakdowns and requests for rematching. There is concern that the numbers will significantly increase as more arrangements approach the end of the initial 6-month hosting requirement.

In July 2022, the government introduced a scheme to support unaccompanied children from Ukraine to live in the UK with someone known to their family, with parental consent. Councils are required to carry out pre- and post-arrival checks and ongoing monitoring of sponsorship arrangements to ensure children are being cared for appropriately. This will require resources in NCT to facilitate and support.

The checks that are completed before a child arrives are the same as those for all Homes for Ukraine sponsors but will be supplemented by a pre-application (and pre-arrival for

applications made before 15 July 2022) council-led assessment of the suitability of the prospective sponsorship arrangements for the eligible child. The assessments will be in line with Private Fostering Framework.

The private fostering framework only applies to children up to 16 (or 18 for children with a disability), and where the child is not being accommodated by a parent or legal guardian (or other person with parental responsibility) or a relative (as defined in the Children Act 1989). However, given the additional vulnerability of this group of children and young people, councils are asked to carry out these assessments for all children entering the UK under this expanded scheme.

Within 24 hours of a child's arrival, local councils should carry out an initial visit, consistent with the Private Fostering framework, to confirm the suitability of the living arrangements and establish any immediate welfare needs

Children arriving under this scheme will be able to live in the UK for up to 3 years and access education, healthcare, benefits, employment (as appropriate under UK law) and other support.

Should a sponsorship arrangement break down, and a parent or legal guardian cannot be reached or cannot identify another suitable sponsor for their child, or make alternative arrangements, then the council will need to take further action which could include accommodating the child under s.20 of the Children Act 1989.

The Government is providing funding at a rate of £10,500 per person to councils to enable them to provide support to families to rebuild their lives and fully integrate into communities and it is expected that NCT would have access to this funding to enable the necessary checks, assessments and oversight to be completed.

The government will provide funding to support councils with costs arising from cases where eligible children's sponsorship arrangements break down after arrival in the UK, and children are placed into the care of a council, at a rate of £64,150 per child per year (for the first year only).

The government will also support councils with the costs of supporting any eligible children who have arrived via this route, been placed into the care of a council, and leave the care system once they reach the age of 18, at a rate of £16,850 per care leaver per year (also for the first year only).

At the time of writing, LAs do not have sense of the number of children and young people in the system who are seeking sponsorship arrangements in their area, as data on this is not yet available.

It has also been acknowledged that these children who flee conflict experienced trauma and they require support that is complex and require consideration in terms of staff skills and capacity, and partnership working; there is potential pressure on councils and NCT as the organisation delivering children and family support services and children social care, but also potential pressure on primary care, mental health and education services.

#### **9.4. *Deportation to Rwanda***

The Home Office policy to deport men aged over 18 years is in a state of flux following the recent intervention by the European Court of Human Rights. However, while the policy is still

in effect it applies to 'single young people', thereby creating a risk of children being deported, as well as a risk that deportation of a parent could leave children unaccompanied in the UK.

#### **9.5. National and local workforce issues**

There are currently challenges in recruiting and retaining skilled workforces across many sectors due the pandemic, leaving the EU and high competition for labour, and this has exacerbated issues for sectors where there were existing national shortages, such as social workers, social care, health care, voluntary sector practitioners. NCT's workforce strategy is having a positive impact however it is expected that these challenges will continue for the foreseeable future. Conditions for the workforce in terms of systems, property, support services would have an impact on this area.

#### **9.6. Increased demand for services and increase in waiting times**

As a result of services being less available during covid, workforce issues and the impact of covid on children and families, there are reported increases in demand for services for children and families and increases in waiting times. For example, ADHD assessments and domestic abuse services. This means that children and families are not necessarily receiving the support when they need it.

#### **9.7. Timeliness of initial and review health assessments for children in care**

The timeliness of initial and review health assessments for children in care has been unsatisfactorily below target for some time. These are undertaken by the children in care health team commissioned by the NHS. All partners are concerned this could mean that that the health needs of some of our children may not be understood or supported in a timely way. We have reviewed and improved our processes within NCT and work in partnership with our health colleagues a to take action to address the issue and the impact is being monitored at board level.

#### **9.8. Impact of historical poor social care practice and previously under developed early help offer**

Prior to NCT being in place, children's social care in Northamptonshire was found to inadequate by Ofsted. Serious case reviews and child safeguarding practice reviews have also identified previous inadequacies. There has also previously been an under-developed early help offer from children's services and the partnership. The impact of this previous poor practice mean that children and families did not necessarily receive the right support at the right time and in some instances this continues to have an impact on children's outcomes now. It also meant agencies were more likely to refer to children's social care when a child was not at risk of significant harm because they did not feel there was sufficient early help available. This also created a poor reputation for Northamptonshire which can influence our partnership working, ability to secure placements and attract social workers. Whilst improvements are being felt, it will take some time to change the reputation and fully develop the early help offer across our system.

#### **9.9. Education Sufficiency**

The demand for school places in West and North Northamptonshire is broadly reflective of national trends.

The increase in the demand for primary school places experienced since 2010, is forecast to plateau and decrease in the period ending 2026/27. The total number of children attending a West Northamptonshire primary provision is forecast to decrease by 1,104 pupils or 3.08% during this period due to an ongoing drop in birth rates. The total number of children attending a North Northamptonshire primary provision (not including pupil yield from large scale housing development) is forecast to decrease by 2,153 pupils or 7.23% during this period.

The larger cohorts of students that have/are moving through the primary phase of education continue to impact upon the secondary phase in West and North Northamptonshire and the Councils will be required to commission new additional capacity in each of their secondary planning areas in the area in the 22/23 and 23/24 academic years.

The total number of students expected to attend a West Northamptonshire secondary provision is forecast to increase by 862 or 3.05% in the period ending 2029/30. This number will then plateau in line with the birth rate drops seen in the primary phase. The total number of students expected to attend a Northamptonshire secondary provision in the county is forecast to increase by 1,100 pupils or 4.72% by 2024/25 before decreasing again up to 2030/31.

## **10. The results of any audits or surveys in 2021-22**

### **10.1. Internal audit**

Audits undertaken in 2021/22 covered strategic and operational reviews as well as work specifically focused on IT issues.

BDO Auditors commissioned through West Northamptonshire has provided assurance that the Trust has established adequate, appropriate and effective controls which help ensure that risks are being managed and objectives achieved.

The audit programme has seen 11 audits undertaken and these will be reported as part of the Annual Audit report which will be presented to the board in September 2022. The Trust has responded positively to issues raised and audit recommendations are monitored by respective Executive Directors and oversight is provided by the Board's Finance and Resources Committee.

### **10.2. List of Audits**

Creditors, Payroll, Budget Management, Scheme of Delegation, Policies and Procedures, Social Care Transport, Placements Contracts Management, Foster care and Special Guardianship payments, Targeted Operating Model, Carefirst and Cyber Security.

*Figure 1: Progress of internal audit review of 2021/22 (as at June 2022)*

| AUDIT   | PLANNING | FIELDWORK | REPORTING | SYSTEM | COMPLIANCE | IMPACT |
|---|----------|-----------|-----------|--------|------------|--------|
| Creditors                                     | ✓        | ✓         | ✓         | ●      | ●          | ●      |
| Payroll                                       | ✓        | ✓         |           |        |            |        |
| Budget Management                             | ✓        | ✓         |           |        |            |        |
| Scheme of Delegation                          | ✓        | ✓         | ✓         | ●      | ●          | ●      |
| Policies and Procedures                       | ✓        | ✓         | ✓         | ●      | ●          | ●      |
| Social Care Transport                         | ✓        | ✓         |           |        |            |        |
| Placement Contract Management                 | ✓        | ✓         |           |        |            |        |
| Foster Care and Special Guardianship Payments | ✓        |           |           |        |            |        |
| Target Operating Model                        | ✓        | ✓         | ✓         | ●      | ●          | ●      |
| CareFirst                                     | ✓        |           |           |        |            |        |
| Cyber Security                                | ✓        | ✓         |           |        |            |        |

| LEVEL OF ASSURANCE | CONTROL ENVIRONMENT / SYSTEM ASSURANCE  | COMPLIANCE ASSURANCE  |
|--------------------|---|---|
| Substantial<br>●   | There are minimal control weaknesses that present very low risk to the control environment.                     | The control environment has substantially operated as intended with no notable errors detected.   |
| Good<br>●          | There are minor control weaknesses that present low risk to the control environment.                            | The control environment has largely operated as intended although some errors have been detected. |
| Satisfactory<br>●  | There are some control weaknesses that present a medium risk to the control environment.                        | The control environment has mainly operated as intended although errors have been detected.       |
| Limited<br>●       | There are significant control weaknesses that present a high risk to the control environment.                   | The control environment has not operated as intended. Significant errors have been detected.      |
| No Assurance<br>●  | There are fundamental control weaknesses that present an unacceptable level of risk to the control environment. | The control environment has fundamentally broken down and is open to significant error or abuse.  |

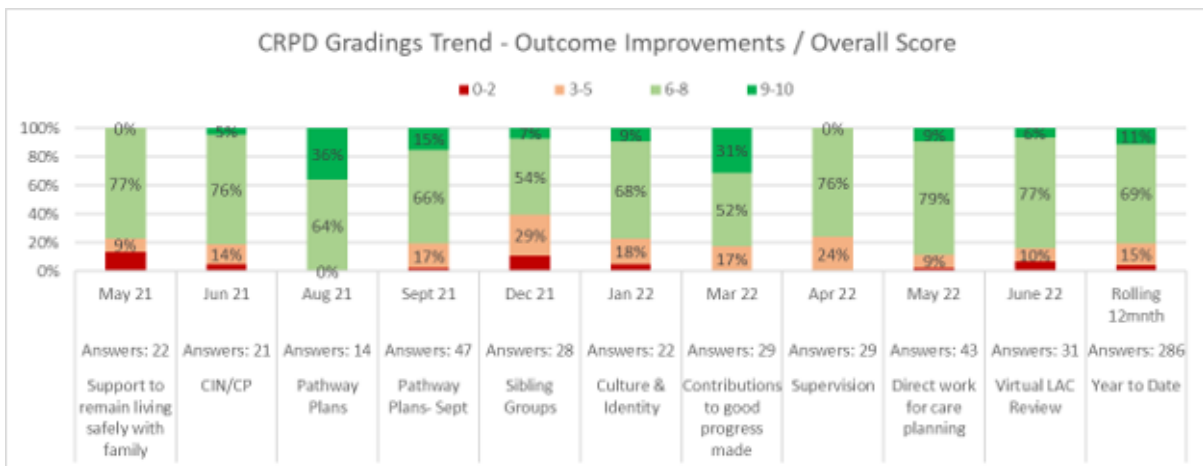
### 10.3. Self Evaluation

A copy of the current self-evaluation has been reviewed by the Operational Group and will be presented to Ofsted during the social care annual conversation and the regional improvement and innovation alliance.

#### 10.4. Quality assurance of our practice with children and families

As part of our quality assurance framework, we undertake regular audits of children’s cases. These are completed as a reflective discussion with the child’s practitioner focused on the impact made for the child. These are known as ‘collaborative reflective practice discussions’ (CRPDs) and the results are reviewed at our monthly Quality Assurance Board, chaired by the Chief Executive. The graph below shows the overall experience of the child and impact of our work with them from our audited cases on a scale of 0 –10, where 10 means the child is safe and happy, enjoys good health and wellbeing, and their outcomes show they are resilient and fulfilling their potential, and 0 means the child is not safe and healthy, has low resilience, and are not fulfilling their potential

**Figure 2: Collaborative Reflective Practice Discussions – overall outcome score (June 22)**



#### 10.5. Surveys of our workforce

##### Equalities surveys

NCT carried out two equalities surveys in 2021 to gauge the response of our workforce to new measures introduced to support more equitable and inclusive approaches to equality and diversity at work. Feedback is also sought from our Equalities Forum on a quarterly basis. Results include:

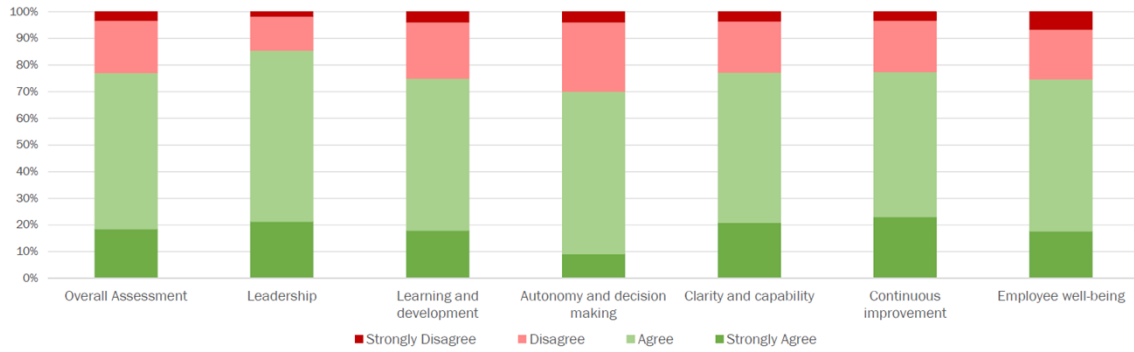
- 77% feel equality, diversity and inclusion has become more of a priority since we became NCT
- 66% feel supported to progress their career in NCT
- Membership of the forum is building confidence to work with diverse families
- Important to recognise we don’t know everything, so good to talk to other people to find out
- Since forum started, found E & D not just an overlooked agenda item / afterthought – becoming more prominent as a discussion topic

##### Social Worker survey (Frontline)

Our annual social worker health check survey in 2021 provided the following results. This survey was undertaken as part of our successful application to the Frontline programme.

**Figure 3: Social Worker survey results**

|                              | LA Rating   | No. of Responses | Strongly Disagree | Disagree     | Agree        | Strongly Agree |
|------------------------------|-------------|------------------|-------------------|--------------|--------------|----------------|
| Leadership                   | 7.17        | 101              | 1.8%              | 12.7%        | 64.2%        | 21.4%          |
| Learning and development     | 7.23        | 102              | 3.9%              | 20.8%        | 56.6%        | 17.9%          |
| Autonomy and decision making | 6.89        | 102              | 3.9%              | 25.9%        | 60.9%        | 9.2%           |
| Clarity and capability       | 7.37        | 102              | 3.5%              | 19.2%        | 56.4%        | 20.9%          |
| Continuous improvement       | 7.43        | 102              | 3.3%              | 19.2%        | 54.4%        | 23.1%          |
| Employee well-being          | 7.15        | 102              | 6.7%              | 18.6%        | 57.0%        | 17.7%          |
| <b>Overall Assessment</b>    | <b>7.20</b> | <b>102</b>       | <b>3.3%</b>       | <b>19.6%</b> | <b>58.5%</b> | <b>18.5%</b>   |



### Leadership Development Programme

All line managers in NCT participated in the 9 month NCT Leadership Development programme in 2021-22. The following feedback was received from participants, showing positive progress from October 21, part way through the programme to February 22 near the end of the programme.

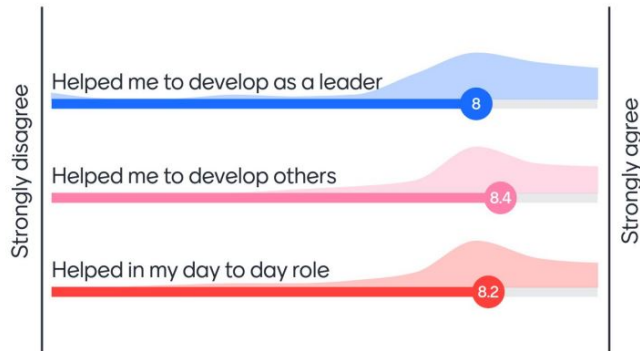
#### Results from October 2021

### Leadership Development Programme



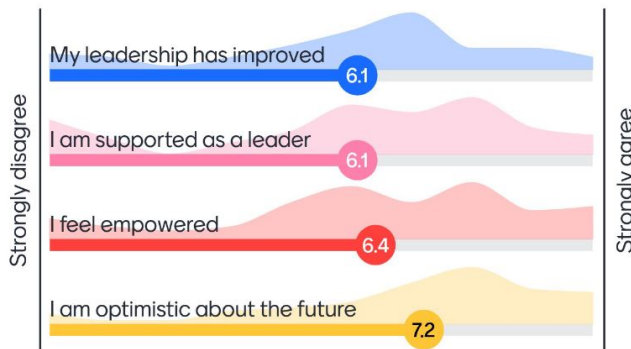
#### Results from February 2022

# Leadership Development Programme



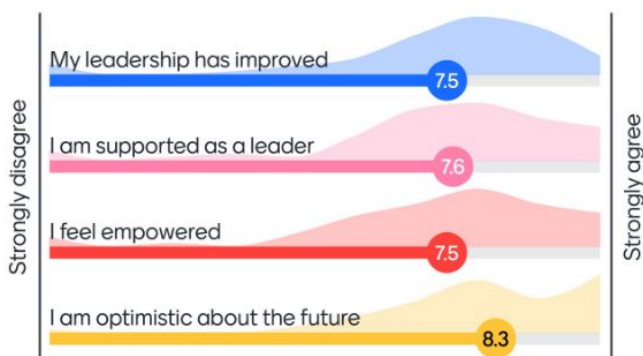
## Results from October 2021

### Your Leadership



## Results from February 2022

### Your Leadership





## **10.6. Surveys of children and young people**

### **Children in care reviews**

The Independent Reviewing Officer (IRO) service carried out a telephone survey of 44 children and young people in the period 2021-22, in response to feedback from the Ofsted monitoring visit which recommended we ensure IROs consistently seek the views of children and promote their attendance at children in care reviews. The children surveyed were 44% of the children who had reviews during the period. Five recommendations were made based on the feedback, including the need for the IRO to send one page profiles about themselves to all the children and young people they support, including those newly allocated to them, to improve recognition, as well as a need for a short guide on the purpose of children in care reviews to improve children's understanding and encourage their attendance.

### **Mind of My Own**

In 2021, the Mind of My Own app was introduced as a way for social workers to gather feedback from children and young people, and for children and young people to have an additional method to get in touch with their workers outside of scheduled visits. So far, NCT have learned that school/ college, home, family and friends are the things that have the biggest impact on the wellbeing of children and young people, which provides a benchmark for discussion and improvements.

### **Young people receiving support from Youth offending service**

During 21/22, 69 young people provided their views in a questionnaire. The findings showed vast majority 57 of 69 (83%) found their worker supportive and also majority of young people 59 out of 69 (86%) said they did not commit further offences since working with the YOS.

## **11. The outcomes of any Rectification Plans**

As per Schedule 6 (Performance Framework) of the Service Delivery Contract, NCT must produce a Rectification Plan where Performance Failure has not been resolved at the Formal Stage of the Escalation process. As there were no Performance Failures during the 2021-22 contract year, there were no Rectification Plans.

## **12. High-level review of applicable Central Government funding Government funding**

Both Councils are currently forecasting projected budget gaps going forward in their medium-term financial plans. These gaps, as estimated at the point their 2022/23 budgets were approved, are outlined in the table below:

| Estimated budget (surplus)/deficit | <b>2023-24 £m</b> | <b>2024-25 £m</b> | <b>2025-26 £m</b> |
|------------------------------------|-------------------|-------------------|-------------------|
| West Northamptonshire Council      | 15.454            | 23.394            | 26.448            |
| North Northamptonshire Council     | 25.192            | 33.913            | N/A               |
| Total                              | 40.646            | 57.303            | N/A               |

There is considerable uncertainty with regards to general central government funding available to the Councils due to the probable implementation of Business Rates reform, the Fair Funding Review and the short-term nature of the local government financial settlement. This makes medium term financial planning challenging and the level of central government funding that will be available from 2023-24 remains unclear.

### **Other Government Revenue Grants**

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|  |                    |
|--|--------------------|
| 18+ Former LAC Care Provision - Exc Placements (£85,942- contract variation relating to Staying Put Implementation Grant (S31 New Burdens)- £272,372-18+ Former LAC Care Provision - 21/22 | -358,314           |
| Leaving Care Team (Contract variation relating to S31 Extended Personal Adviser duty Implementation Grant)   | -177,700           |
| Remand Secure Grant  | -237,629           |
| Strengthening Families Management Team (contract variation relating to Public Health Support to Targeted support and YOS)  | -130,000           |
| Supporting Families Programme Funding Grant  | -1,759,600         |
| UASC Funding - Over 18   | -2,190,382         |
| UASC Funding - Under 18  | -2,700,011         |
| Youth Offending Team   | -584,948           |
| Other Government Revenue Grants  | -1,306,739         |
| Covid /funding   | -2,631,000         |
| <b>Total - Government Revenue Grants</b>   | <b>-12,076,323</b> |

### 13. Risk register

The risk register is regularly discussed at NCT Board and the Operational Group to ensure risks are managed.

### 14. The outcome of any regulatory inspections

#### Ofsted Monitoring Visits of Children's Social Care

February 2021, Northamptonshire County Council (Feb 2021)  
Children in Care, Placement Matching and Decision Making and Children with Disabilities who are looked after  
[50161312 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/50161312)

July 2021, North and west Northamptonshire, Child Protection and Child in Need  
[Ofsted | North Northamptonshire](https://www.ofsted.gov.uk/inspections/50173511)  
[Ofsted | West Northamptonshire](https://www.ofsted.gov.uk/inspections/50173510)

November 2021, North and west Northamptonshire, Children in Care who are 16+, particularly planning for leaving care and Care Leavers  
[50173511 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/50173511)  
[50173510 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/50173510)

**Independent Fostering Agency Inspection – October 21**  
[Ofsted | Northamptonshire Children's Trust Fostering Agency](https://www.ofsted.gov.uk/inspections/50179378)  
Judgement: Requires Improvement to be good

**Voluntary Adoption Agency – January 22**  
[50179378 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/50179378)

Judgement: Good

### NCT Children's Homes

| Home                          | Full inspection date  | Grading   | Monitoring visit  | Comments   |
|-------------------------------|---|---|---|--|
| Thornton House<br>URN 2608872 | <a href="#">14-15 Dec 2021</a>  | Requires improvement to be good                     | Improved effectiveness  | Opened Jan 2020<br><br>Interim inspection <a href="#">9 March 2022</a>                               |
| Phoenix House<br>URN 2608892  | <a href="#">7<sup>th</sup> -8<sup>th</sup> March 2022</a>                                 | Good  | <a href="#">20<sup>th</sup>-21<sup>st</sup> October 2020</a>  | Opened Feb 2020  |
| Welford House<br>URN 2608968  | <a href="#">30 April 2019</a><br><br><a href="#">October 2021</a>                         | Good<br><br>Good                                    | <a href="#">24 Feb 2021</a>   | Interim Inspection <a href="#">4 March 2020</a>  |
| Raven House<br>URN 2615067    | <a href="#">April 2019</a><br><br>July 2021<br><br><a href="#">11-12 Aug 2021</a>         | Good<br><br>Good<br><br>Good                        | <a href="#">22-23 Sep 2020</a><br><br><a href="#">12 Nov 2020</a>   | The assurance visit resulted in a restriction notice from 28 September which was lifted 20 Dec 2020. |
| Arnold House<br>URN 2616670   | <a href="#">2-3<sup>rd</sup> July 2019</a><br><br><br><br><a href="#">17 -18 May 2022</a> | Requires improvement to be good<br><br><br><br>Good | <a href="#">17 June 20</a><br><a href="#">22 July 20</a><br><a href="#">13-14 October 20</a><br><a href="#">26 Jan 21</a><br><a href="#">Jun 21</a> |  |

## 15. Any proposed changes to the SDC

The following items have been discussed during the year at Operational Group for decisions to be made before the commencement of FY 2023/24:

- Support Services Agreement
- Annual review process
- Disaggregation of council services
- Property maintenance, refurbishment, and equipment renewal
- Corporate Parenting Board arrangements
- KPIs
- Services provided from Family Hubs
- Extent of WNC / NNC specific services and resource implications

- Integrated Care System

The following activity will be undertaken in the coming months to address the items above;

**Autumn 2022** – Meeting between NCT/WNC/NNC strategic leaders to be held post Ofsted ILCS inspection. The purpose of the meeting will be to develop plans to discuss what services will look like by Autumn 2025.

**Jan – Feb 2023** – peer review of corporate parenting undertaken by the LGA

**Mar – Apr 2023** – LGA insight report to follow up the LGA insight report produced in May 2021

NOTE:

Some discussion has taken place about Key Performance Indicators from 2023/24

Now the contract has been in operation for almost 2 years, it is timely to review the appropriateness of the KPIs. Discussions between ICF and NCT suggest the following KPIs (**in bold**) should be reviewed. It should be noted that all monthly performance data is shared at Operational Group, and any issues can be picked up and challenged there whether the indicator is a KPI or not.

**Percentage of all referrals with a decision within 2 working days.**

This is the KPI measured however the contract says the KPI should be 24 working hours. This should be changed to reflect 2 working days not 24hrs.

**Percentage of young people now aged 17-21 and living in suitable accommodation who were looked after when aged 16**

**Percentage of young people now aged 17-21 and in employment, education or training who were looked after when aged 16**

The above should remain KPIs but the monthly data should be year to date rather than individual months. The monthly figures are dependent on which month the young person's birthday falls.

**Stage 2 investigations as a % of stage 1 complaints received within the year**

It is appropriate to include Stage 1 complaints however complaints can be escalated to stage 2 for a variety of reasons and this does not necessarily indicate poor performance. A complaints update is shared regularly at Operational Group.

**% of children placed more than 20 miles from their homes, outside LA boundary**

A change in this measure would require a lot of children moving between months to significantly change the measure. In addition, the LA boundary is Northamptonshire as was, not the individual LA's. The benefit of this KPI is unclear as placement decisions are fundamentally based on needs rather than distance from home.

**The performance mechanism**

KPIs have been established, and they include both national and local indicators, and oversight of performance reporting is good with reports issued to both the Operational Group, Strategic Group and Social Care Improvement Board. Consideration is being given by NNC/WNC/NCT to changes to some KPIs, to ensure the performance indicators that are used are relevant and meaningful.

Over the first year of the operation of the Service Delivery Contract, NCT and the Councils have reviewed the 'management information' NCT are expected to provide as part of the monthly performance report. It has been agreed that the current list of management information indicators do not provide the Directors of Children's Services with the required level of oversight required to assist in discharging the DCS's statutory duties relating to children's social care. It is therefore proposed that NCT provide the Councils with the Children's Trust Scorecard as well as the Improvement Plan on a monthly basis. This has a greater breadth of indicators that provide more insight into services and supports the interpretation of the Key Performance Indicators. The latest version of the Scorecard is included as appendix 3.

### **Council dependencies**

Following Local Government Reorganisation, the Councils are continuing to review any shared service arrangements and disaggregate services where appropriate. Some of these services may also be Support Services provided to NCT. The Councils will continue to share the disaggregation route map with NCT and where a Support Services is being considered for disaggregation, the Councils will engage with NCT at the earliest possible opportunity. They will then work together to consider the best option for future delivery to NCT and consider what delivers value for money to NCT and the Councils and how the Service can best support NCT in improving services.



### **Governance arrangements**

The terms of reference for both the Operational and Strategic Group meetings currently have a standing agenda item for covid-19. Whilst this remains an important issue to be considered by the meeting, it is proposed the standing item is changed to "Emergency and emerging issues." This allows the Councils and NCT to discuss any emergency issues as they arise. For example, the impact of the war in Ukraine and any child refugees entering the county.

### **Contract sum negotiations**

The timeline is attached as appendix 4.

## Appendices

| <b>Appendix</b>                             | <b>Attachment</b>   |
|---|---|
| 1. NCT performance against contractual KPIs | <br>NCT Contractual<br>Performance Against   |
| 2. NCT Support Services Annual Report       | To follow   |
| 3. NCT Scorecard                            | <br>Children's Trust<br>Scorecard - June 22. |



## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | <b>Local Council Tax Support Scheme 2023/24</b>                                   |
| <b>Report Author</b> | Janice Gotts, Executive Director of Finance<br>janice.gotts@northnorthants.gov.uk |
| <b>Lead Member</b>   | Lloyd Bunday, Executive Member for Finance and Transformation                     |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

None

#### **1. Purpose of Report**

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- 1.1. The purpose of this report is to update the Executive on the Local Council Tax Support Scheme for 2022/23 and propose the continuation of the scheme for 2023/24.

#### **2. Executive Summary**

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- 2.1. The report provides an update on the Local Council Tax Support Scheme (LCTSS) 2022/23, with regards to claimant caseload, expenditure and Council Tax Collection performance to enable Members to make a recommendation to Council on a LCTSS for 2023/24.

### **3. Recommendations**

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3.1. Executive is recommended to:

- (a) Consider the information as set out in the report and endorse a proposed 2023/24 Local Council Tax Support Scheme which maintains the current 2022/23 scheme, allowing for the changes required to reflect the annual uprating of allowances and premiums and any statutory base legislation changes which are required to be made to the scheme.
- (b) Recommend the proposed LCTS Scheme 2023/24 to Council for approval at its meeting on the 24 November 2022.

3.2. Reasons for Recommendations – to deliver a Local Council Tax Support Scheme for 2023/24 that meets statutory requirements.

3.3. Alternative Options Considered – The Council could choose to increase or decrease the minimum contribution payable by the customer. Decreasing the contribution would lead to a budget pressure and increasing the contribution would result in the scheme exceeding the breakeven requirement as detailed in 7.1.2 and 7.1.3.

### **4. Report Background**

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4.1. From April 2013 each Local Authority has been required to determine a Local Council Tax Support Scheme (LCTSS), which replaced the national Council Tax Benefit Scheme.

4.2. The Scheme applies to working age claimants only as the government prescribes the scheme for pensioner claimants.

4.3. Local discretion relates to the maximum level of support available to working age claimants, and therefore the minimum percentage of the Council Tax bill they are expected to meet. There is also local discretion in relation to eligibility criteria.

4.4. Due to the formation of the new Unitary Authority from 1<sup>st</sup> April 2021 a single LCTSS was consulted on and implemented for North Northamptonshire from 2021/22, this included a review of the four separate sovereign District and Borough LCTS Schemes and resulted in a scheme where all working age claimants were required to pay a minimum of 25% towards their Council Tax liability.

4.5. The LCTSS was reviewed for 2022/23 and it was decided at full Council on 1<sup>st</sup> December 2021, that the scheme for 2022/23 would remain the same as that in place for 2021/22 (minimum 25% payment), with the exception of changes to be made for the annual uprating of allowances and premiums and statutory base legislation changes which are required to be made to the Scheme.

### **5. Issues and Choices**

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- 5.1. The Local Government Finance Act 1992 (1992 Act), Section 13A (2), amended by the Local Government Finance Act 2012 (2012 Act) stipulates that for each financial year, each billing authority must consider whether to continue its LCTSS or replace it with another scheme.
- 5.2. There are around 17,423 claimants in receipt of LCTS in North Northamptonshire, of these 57% are of working age and 43% of pensionable age. The current LCTS expenditure for 2022/23 is £15.8m, this may change by the end of the financial year depending on whether claimant caseload increases or decreases.
- 5.3. Since the implementation of the LCTSS on 1<sup>st</sup> April 2021, the number of claimants has reduced by 667.
- 5.4. Council Tax collection rates are monitored on a monthly basis, the amount of Council Tax collected for the financial year 2021/22 was £210m, which equates to 96.42% of the net debit raised. This is 0.55% above the collection rate for 2020/21.
- 5.5. The amount of Council Tax collected for the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> August 2022 was £110.7m, which equates to 48.55% of the net debit raised. This is 1.55% above the 2022/23 target and 1.05% above the collection rate at the same point in time during 2021/22.
- 5.6. Historically, concerns have been raised about a person's ability to pay the minimum 25% contribution towards their Council Tax. The Council has a scheme in place where an individual can apply for a Council Tax Discretionary Discount under a provision within Section 13A of the Local Government Finance Act 1992 (as amended by the Local Government Finance Act 2012) and this provides the Council with discretionary powers to reduce Council Tax liability. The Council Tax Discretionary Discount awards are made to help mitigate any unforeseen or exceptional hardship circumstances that threaten taxpayers' ability to pay the Council Tax.
- 5.7. For the financial year 2021/22, 257 Council Tax Discretionary Discount applications were received. Of these 14 (£7,408) were awarded and 243 refused.
- 5.8. For the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> August 2022, 142 Council Tax Discretionary Discount applications had been received. Of these 109 have been processed, resulting in 5 awards (£2,200) and 104 refusals. There are 33 applications awaiting assessment, this is where further information has been requested from the customer to complete their application.
- 5.9. The majority of those refused assistance from the scheme have excess income so it is considered they are able to make their Council Tax payments, no one has appealed the refusals and officers can clearly show the methodology used.

- 5.10. In nearly all the cases the Revenues and Benefits Social Inclusion Team has spoken with the customer and has been able to help in other areas such as Discretionary Housing Payment applications, Personal Independence Payment applications, utilities and general money and debt advice.
- 5.11. It is reassuring to see that the overall advice and support is being taken up which can assist individuals in accessing further help.
- 5.12. Taking into account the position of the current LCTSS, it is proposed that the Council continues with the same scheme from 1<sup>st</sup> April 2023 (2023/24). The only changes being the annual uprating of allowances and premiums and the application of any statutory base legislation changes which are required to be made to the scheme. The Council will also continue to operate the Council Tax Discretionary Discount Scheme in line with S13A of the Local Government Finance Act.

## **6. Next Steps**

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- 6.1. The LCTSS will be presented to Council for approval at its meeting on 24<sup>th</sup> November 2022.

## **7. Implications (including financial implications)**

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### **7.1. Resources, Financial and Transformation**

- 7.1.1. If the LCTSS remains the same in 2023/24 as in 2022/23, there will not be a requirement for a consultation process, in addition the Revenues and Benefits ICT systems would not need their parameters updating to accommodate the scheme changes. Therefore, there are no immediate resource implications from the proposals.
- 7.1.2. The actual cost of the scheme for 2021/22 was £15.6m against an estimated budgeted cost of £15.7m. For 2022/23 expenditure is £15.8m. Therefore, based on the current trend in caseload (steady decline) and expenditure since 1<sup>st</sup> April 2021, the scheme could continue as in 2022/23 without the need to increase the minimum contribution (25%) and remain cost neutral in 2023/24.
- 7.1.3. Generally, a 1% movement in the minimum payment rate from the current scheme amounts to a change in the Council's budget of c£80k. For example, changing to a 20% scheme would create an estimated cost pressure to be met of around £400k.

### **7.2. Legal and Governance**

- 7.2.1. The requirement for a local authority to produce a LCTSS are set out in the Local Government Finance Act 1992 (1992 Act), Section 13A (2), amended by the Local Government Finance Act 2012 (2012 Act). There are detailed

provisions about the contents of such a scheme, in particular contained within the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 and updating regulations on an annual basis to reflect consistency with changes in social security legislation.

- 7.2.2. The body charged with determining LCTSS is Council. Executive is not the decision maker but will consider the scheme and comments from this meeting to make a recommendation to Council for consideration in relation to the LCTSS. The LCTSS for 2023/24 must be determined by 11<sup>th</sup> March 2023.

### 7.3. **Relevant Policies and Plans**

- 7.3.1. The LCTS Scheme is part of the arrangements for the collection of Council Tax and as such aligns with the Councils priorities as set out within the Corporate Plan as part of the delivery of modern public services.

### 7.4. **Risk**

- 7.4.1. There is a low-level risk with regards to the affordability of the scheme for customers if the LCTSS remains the same. Effective controls have been put in place such as proactive recovery processes and money and debt advice provision. This is reflected in the collection rates not being negatively impacted, and furthermore they are above target for this financial year and up on the same point at this time last year.

- 7.4.2. Given that the proposal is to extend the current arrangements into 2023/24 there are no system development issues associated with the proposals.

### 7.5. **Consultation**

- 7.5.1. Consultation is only required if North Northamptonshire Council decide to revise the LCTSS that is currently in place.

- 7.5.2. If the Council decided to revise the scheme, then it must, in the following order:

- (a) Consult any major precepting authority which has power to issue a precept to it,
- (b) Publish a draft scheme in such manner as it thinks fit, and
- (c) Consult such other persons as it considers likely to have an interest in the operation of the scheme.

### 7.6. **Consideration by the Executive Advisory Panel**

- 7.6.1. Not considered by the Executive Advisory Panel.

### 7.7. **Consideration by Scrutiny**

7.7.1 The Finance and Resources Scrutiny Committee considered the LCTSS 2023/24 at its meeting on 18<sup>th</sup> October 2022 and approved the recommendation for continuation of the current scheme to be progressed forward to Executive. The Committee noted the number of applications made under Section 13A of the Local Government Finance Act and requested further information on the reason for refusals and the current Council Tax account status for those customers who were refused.

## 7.8. **Equality Implications**

7.8.1. A full Equality Impact Assessment was undertaken when the LCTSS was originally introduced in 2021/22 and is set out in the report to the Shadow Executive at its meeting on 7<sup>th</sup> January 2021.

7.8.2. The only negative impacts identified when introducing the scheme for 2021/22 were around socio-economic exclusion and Health and Wellbeing, this was because three of the sovereign authorities operated a more generous LCTSS than the one being introduced.

7.8.3. When the Equality Impact Assessment was reviewed for the 2022/23 LCTSS, these negative impacts no longer applied as all claimants contributed a minimum of 25% towards their Council Tax liability and the proposal was for this to continue. Once again, the same applies to the 2023/24 LCTSS as the proposal is to continue with the minimum 25% contribution.

## 7.9. **Climate and Environment Impact**

7.9.1. None arising from this report.

## 7.10. **Community Impact**

7.10.1. There are approximately 9,994 working age LCTS claimants in North Northamptonshire; this represents approximately 6% of the North Northants community liable to pay Council Tax. If the LCTSS remains unchanged there won't be any impact on these claimants, however any changes to the LCTSS may have a financial impact on the group depending on what change that is.

## 7.11. **Crime and Disorder Impact**

7.11.1. No crime and disorder impacts have been identified.

## 8. **Background Papers**

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- 8.1. North Northamptonshire Shadow Executive Committee Meeting, 7<sup>th</sup> January 2021, Local Council Tax Support Scheme 2021/22 (item 10).

[Meeting of North Northamptonshire Shadow Executive Committee on Thursday 7th January, 2021 - North Northamptonshire Council \(moderngov.co.uk\)](#)

- 8.2. North Northamptonshire Council Finance & Resources Scrutiny Committee, 2<sup>nd</sup> November 2021, Local Council Tax Support Scheme 2022/23.

[7. Local Council Tax Support Scheme 2022-23.pdf \(moderngov.co.uk\)](#)

- 8.3. North Northamptonshire Council Executive meeting, 18<sup>th</sup> November 2021, Local Council Tax Support Scheme 2022/23.

[Local Council Tax Support Scheme 2022-23 - Formatted.pdf \(moderngov.co.uk\)](#)

- 8.4. North Northamptonshire Council, Council meeting 1<sup>st</sup> December 2021, Local Council Tax Support Scheme 2022/23.

[Local Council Tax Support Scheme.pdf \(moderngov.co.uk\)](#)

- 8.5. Local Government Finance Act 1992.

<https://www.legislation.gov.uk/ukpga/1992/14/contents>

- 8.6. Welfare Reform Act 2012.

<https://www.legislation.gov.uk/ukpga/2012/5/contents>

- 8.7. Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012.

<https://www.legislation.gov.uk/uksi/2012/2885/contents/made>

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## EXECUTIVE 10<sup>th</sup> November 2022

|                      |  |
|----------------------|--|
| <b>Report Title</b>  | <b>Indicative Budget Timeline and Scrutiny Process 2023/24 - Update</b>  |
| <b>Report Author</b> | Janice Gotts - Executive Director of Finance<br><a href="mailto:Janicegotts@northnorthants.gov.uk">Janicegotts@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Lloyd Bunday - Executive Member for Finance and Transformation   |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number for exemption from publication under Schedule 12A Local Government Act 1974</b> |   |

### List of Appendices

#### Appendix A - Diagram of Latest Financial Planning Cycle – 2023/24 Budget

#### 1. Purpose of Report

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- 1.1 The purpose of the report is to consider the 2023/24 budget setting process and scrutiny arrangements for North Northamptonshire Council.
- 1.2 At the Council budget setting meeting in February 2023 the following reports will require approval:
- The **General Fund** budget and the Council Tax levels for 2023/24 and the General Fund Medium Term Financial Plan.
  - The **Housing Revenue Account (HRA)** Budget for 2023/24 and the level of Housing Rents for 2023/24 and the Housing Revenue Account Medium Term Financial Plan.
  - The **Capital Strategy and Capital Programme 2023-26** for the both the Housing Revenue Account and the General Fund.

- 1.3 Prior to the final reports being presented to Executive and then on to Council, the financial position will require scrutiny by this Committee.
- 1.4 The report provides an update to an earlier paper which was presented to this Committee at its meeting on 10<sup>th</sup> May 2022 and which set out the proposed budget planning cycle and scrutiny arrangements for the 2023/24 budget. This current report provides further information on the scrutiny proposals for the Children's Trust, as well as confirming the extended scrutiny arrangements proposed for the Council's Budgets.
- 1.5 The Committee is requested to note and comment on the budget process for the forthcoming financial year and consider the latest proposals.

## **2. Executive Summary**

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- 2.1 The report provides an overview of the budget timeline for the 2023/24 budget process for the General Fund, the HRA and the Capital Programme. This includes an update on the proposed arrangements for scrutiny which the Executive is requested to consider.

## **3. Recommendations**

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- 3.1 It is recommended that Executive:
  - a) Note the proposed timeline for the setting of the budget and that this may be subject to change in line with Government announcements or other factors.
  - b) Note the proposed budget setting and scrutiny arrangements for the Children's Trust as set out in this report, see particularly paragraphs 5.7 to 5.11 of the report.
  - c) Note the overall indicative timeline for the budget setting as set out under paragraph 5.12.
  - d) Note that the process has been to Finance and Resources Scrutiny Committee for comment and that the approach outlined in this report was approved.
- 3.2 Reason for Recommendations – To inform Executive of the indicative budget timeline for 2023/24 and the arrangements for the scrutiny of the budget by the Finance and Resources Scrutiny Committee.
- 3.3 Alternative Options – There are no alternative options under consideration, due to the need to meet approval deadlines and consultation requirements. The Finance and Resources Scrutiny Committee considered the proposals as set out in section 6 of this report regarding the scrutiny arrangements and were agreed to proceed on the basis as outlined. Some dates of the scrutiny committee work group meetings remain subject to finalisation, as outlined in the report, and others may be affected by further Government announcements.



## **4. Report Background**

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- 4.1 In setting the Council's budget there are three main areas that are reported, namely:
- General Fund, including the Dedicated Schools Grant and funding for the Children's Trust
  - Housing Revenue Account (HRA)
  - Capital Programme

The paragraphs below set out a summary of the requirements for each area.

### **General Fund**

- 4.2 The Council's General Fund budget is funded from five main income sources which are Council Tax, Business Rates, government grants, fees and charges and, where needed, the use of reserves.
- 4.3 In recent years as central government funding has reduced, business rates retention and the ability to grow and retain the amount of resources raised locally has become even more important for financial sustainability and this is integral to the Council's financial planning.
- 4.4 The level of funding for Local Government in future years is uncertain. Whilst it is expected that there will be some form of "roll-over" budget into 2023/24 from 2022/23, with the wider funding reforms now confirmed as delayed for at least another year, there remains uncertainty over elements of the funding and whether the Government will seek further public spending reductions following its mini-budget announced on 23<sup>rd</sup> September 2022.
- 4.5 However, there are further spend pressures to consider into 2023/24 including the cost of significant inflationary increases (most notably energy prices) which have been evident for 2022/23 to date and are expected to continue into next year. There is also the impact of service change such as Social Care reforms, including the implementation of changes to the care cap which is intended to be introduced from October 2023 alongside the roll out of plans for improved market sustainability through the fair cost of care, which all Local Authorities should be working towards. Further to this, there will be potential implications arising from the cost-of-living challenges, and demand pressures in areas such as Children's Services.
- 4.6 The future budget position will be informed by activity throughout the year which will be reported as part of the budget monitoring and/or budget setting process.
- 4.7 This section also incorporates the Dedicated Schools Grant (DSG), which is a ring-fenced grant that is presented to Schools Forum for consideration. The calculation of the overall DSG is determined by Government and the local distribution is subject to formula arrangements, which are consulted on with the Schools Forum. Changes to the funding formula must be approved by Executive.

## **Housing Revenue Account (HRA)**

- 4.8 The HRA is a separate ring-fenced account within the Council for the income and expenditure associated with its housing stock. The HRA does not directly impact on the Council's wider General Fund budget or on the level of council tax. Income to the HRA is primarily received through rents and other charges paid by tenants and leaseholders.
- 4.9 Within North Northamptonshire there are currently two Neighbourhood Accounts, covering the former sovereign Councils of Kettering and Corby, respectively. Whilst North Northamptonshire Council must only operate one HRA it will, for a limited period, operate two separate Neighbourhood Accounts for Corby and Kettering. The bringing together of the Neighbourhood Accounts requires further development of the HRA Business Plan and work with Government and outside bodies, such as the Chartered Institute of Public Finance & Accountancy, regarding harmonisation and accounting requirements. The Business Plan will be informed by the housing strategy for North Northamptonshire which will consider the challenges faced by the Council across the local housing market and will set out measures to enhance housing options for local residents.
- 4.10 A key element of the HRA budget will be to determine and set the rent levels for 2023/24. The basis for calculating Housing Rent levels is determined by the Housing Rent Regulator and has been based on the CPI (Consumer Price Index) in September of the preceding each year plus 1%. Generally, a deviation from Government's policy on rents for social housing would require the Council to apply to the Secretary of State to agree that it would be inappropriate to apply this policy. However, due to the current high levels of inflation, and the desire to constrain rent increases, the Government is currently consulting on three levels of lower than inflation rent increase (namely 3%, 5% or 7%) to be applied in preference to CPI +1%. However, HRA related costs will still reflect the general inflationary pressures applying at the time.

## **Capital Programme**

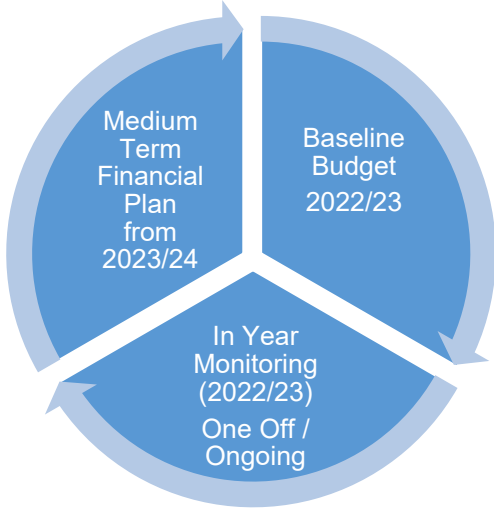
- 4.11 The Council will be required to approve a Capital Programme for 2023-26 for both the HRA and the General Fund, and a Development Pool based on the Capital Strategy. The delivery of a Medium-Term Capital Programme which is affordable and sustainable, ensuring that the Council's internal resources and application of external borrowing are utilised to fund capital expenditure where it supports the delivery of the Council's financial sustainability and where there are statutory requirements such as health and safety.
- 4.12 The Capital Strategy should make explicit the links to, and integration with, the Council's other strategies - with new capital investment only being permitted if it contributes to the achievement of the Council's corporate priorities.

## **5. Budget Process 2023/24**

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- 5.1 The Budget Strategy provides the basis for the setting of the 2023/24 Budget and the Medium-Term Financial Plan.

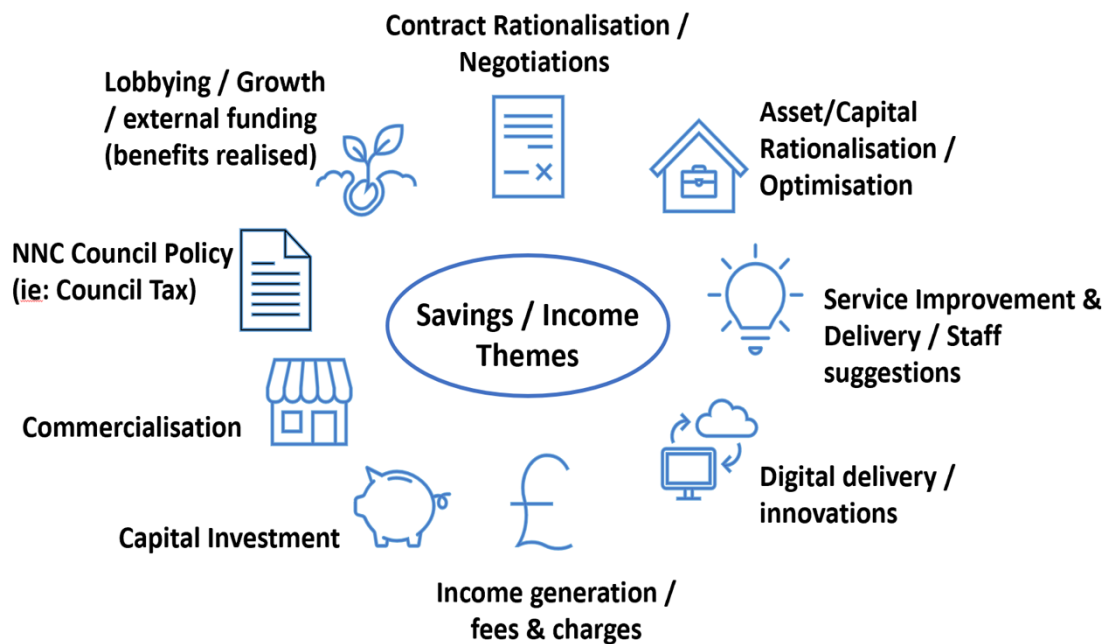
- 5.2 The robustness of both the budget pressures and savings are of equal importance when setting a balanced budget – the pressures need to reasonably reflect those that the Council is facing, and the savings must be deliverable.
- 5.3 As a general principle, the high-level strategy for setting the 2023/24 budget is as illustrated in the diagram below. Information will be taken from the 2022/23 budget, amended for recurring issues identified through the budget monitoring process which cannot be mitigated against, together with any other known changes (savings/pressures) before coming to a balanced budget position for 2023/24. The Council has a statutory requirement to balance its budget.



5.4 When the 2022/23 budget was set, there was an indicative financial gap over the following two years as set out in the table below. This was based on the best information available at the time, including the assumption that the funding regime for Councils would change from 2023/24, having been delayed from the previous year:

|                         | <b>2022/23<br/>£m</b> | <b>2023/24<br/>£m</b> | <b>2024/25<br/>£m</b> |
|-------------------------|-----------------------|-----------------------|-----------------------|
| Net Budget Requirement  | 628.169               | 639.032               | 653.997               |
| Total Funding           | 628.169               | 613.840               | 620.084               |
| Gap/Savings Requirement | 0                     | 25.192                | 33.913                |

- 5.5 The forecast gap will require the Council to set out where costs can be reduced and where efficiencies can be made and to identify opportunities to increase income. Where these are identified, and approval is given, then they will be reflected in the MTFP and, where appropriate, be included in the base budget for future years.
- 5.6 It is important budget managers scrutinise their budgets to ensure that services are delivered as efficiently as possible. To assist and provide additional focus in delivering a balanced budget the following areas will be considered as part of the budget process.



## The Children's Trust

- 5.7 There is a separate Children's Trust which operates across Northamptonshire. The Trust provides Children's Social Care support under contract to North Northamptonshire Council and West Northamptonshire Council. Each year the Councils consider the funding requirement for the Trust in line with the contract arrangements between the Councils and the Trust. The Council will include this sum as part of its budget requirements for approval.
- 5.8 With regard to the timeline for budget approval with the Trust, this is set out within the contract where it is required that on or before 30<sup>th</sup> November in each contract year the Strategic Group shall meet to discuss and agree the proposed contract sum for the following year, which shall take into account a number of factors including the Trust's draft business plan. The Trust will also provide an estimate for future years as an indicative assessment based on the information that the Trust has available to it.
- 5.9 Each Council is required to seek internal approval of the provisional contract sum by 15<sup>th</sup> January for the forthcoming financial year. The Trust acknowledges that as part of the Council's approval process for approving the provisional contract sum, the Trust may be required to support the Director of Children's Services at any scrutiny meeting of the Council in accordance with the agreed governance arrangements set out within the contract.
- 5.10 Subject to Council approval, the provisional sum shall become the actual contract sum payable.
- 5.11 A proposed timeline has been drafted for the scrutiny and approval of the budget for the Children's Trust and the contribution from North Northamptonshire, and this is set out below for comment. As indicated above, some of the dates

regarding the approval of the Trust budget are set out as part of the contract with the Trust and cannot be changed.

#### Draft Timeline for Children's Trust

| <b>Date</b>         | <b>Activity</b>  |
|---------------------|--|
| 15 September 2022   | First draft of NCT Business and Budget Plan – submitted to Councils for consideration and verification   |
| 7 November 2022     | Business and Budget Plan proposals discussed at Operational Commissioning Group  |
| w/c 7 November 2022 | Phase 1 Scrutiny session - to review in-year Children's Trust position which will also inform the base for 2023/24   |
| 17 November 2022    | Business and Budget Plan proposals discussed at Strategic Commissioning Group  |
| 30 November 2022    | Final Date for Draft Children's Trust Budget to be agreed  |
| w/c 5 December 2022 | Phase 2 Scrutiny session – to review the Children's Trust 2023/24 budget   |
| 22 December 2022    | Scrutiny Feedback to December Executive  |
| 15 January 2023     | Final Date for formal agreement to Children's Trust Budget 2023/24. The proportionate share of the Trust Budget for North Northamptonshire will be included within the Council's budget. |

#### **Timeline for Budget Setting 2023/24**

- 5.12 The Council is required to set a Balanced General Fund budget and the levels of Council Tax for 2023/24 at its budget meeting in February 2023. The Council is also required to set a Balanced HRA Budget and rent levels for 2023/24 along with a Capital Programme for both the General Fund and HRA.
- 5.13 The indicative summary timetable for the setting of the budget is as set out below and includes the recommended timeline for the Trust as set out above, this is subject to amendment in light of government announcements and other potential changes:

| <b>Key Dates</b>                                | <b>Activity</b>  |
|---|--|
| <i>During Year</i>                              | <i>Budget Monitoring reports produced which will be presented to Executive and Finance and Resources Scrutiny.</i>   |
| 7 November 2022                                 | Children's Trust - Business and Budget Plan proposals discussed at Operational Commissioning Group   |
| Week Commencing 7 November and 14 November 2022 | Phase 1 Scrutiny – Finance and Resources Scrutiny Committee to have dedicated sessions with Service Directors and separately the Children's Trust to understand the current in year position for the |

| <b>Key Dates</b>  | <b>Activity</b>   |
|---|---|
|   | budgets, which will inform the requirement for 2023/24.   |
| 17 November 2022  | Government Fiscal Event – Autumn Statement - to outline the spending plans following the Government's mini budget and subsequent announcements.   |
| 17 November 2022  | <i>Children's Trust</i> - Business and Budget Plan proposals 2023/24 discussed at Strategic Commissioning Group   |
| 30 November 2022  | <i>Children's Trust</i> - Final date for draft budget proposals 2023/24 to be agreed  |
| w/c 5 December 2022   | <i>Children's Trust</i> - Phase 2 Scrutiny session – to review the Children's Trust 2023/24 budget  |
| Mid-late December   | Provisional Local Government Finance Settlement expected  |
| 22 December 2022  | Draft Budget 2023/24 report presented to Executive.<br><br>Consultation on the budget will commence following the meeting and subject to Executive approval<br><br>Draft Schools Budget (Dedicated Schools Grant) to Schools Forum<br><br><i>Children's Trust</i> – Finance and Resources Scrutiny Committee feedback to December Executive |
| Early January 2023 – Dates to be confirmed from week commencing 9 January 2023. | Phase 2 Scrutiny – Committee to scrutinise the Council's Budget Proposals with sessions for each major Directorate. To include presentation to Finance and Resources Scrutiny on the overarching draft budget proposals.<br><br>HRA rent increase consultation to tenants' forums / representatives.  |
| 12 January 2023   | Budget Update to Executive following the Local Government Finance Settlement, if it is not announced before the December draft budget report.   |
| 15 January 2023   | <i>Children's Trust</i> - Latest date that the Council is required to seek approval of the contract sum   |
| 27 January 2023   | Budget consultation ends  |
| 30 January 2023   | Finance and Resources Scrutiny Committee to consider report on the feedback from the Scrutiny Task and Finish Groups.   |
| 9 February 2023   | Updated Budget reports, including feedback from Scrutiny, presented to Executive for approval and recommendation on to Council  |
| 23 February 2023  | Setting of the Budget - Suite of Budget Reports presented to Council for approval   |

## **6. Issues and Choices – Proposed Scrutiny Arrangements**

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- 6.1 The Finance and Resources Scrutiny Committee has a critical role to play in scrutinising and reviewing the budget proposals, ensuring that they are subject to rigorous challenge. The Committee will provide recommendations to the Executive on the budget proposals that have been put forward.
- 6.2 As previously reported to Finance and Resources Scrutiny Committee in May this year, it is proposed that detailed scrutiny of the budget is carried out in two distinct phases by the Committee.
- 6.3 **Phase 1** of scrutiny is to be undertaken in November 2022 during the weeks commencing 7<sup>th</sup> and 14<sup>th</sup> November. This first phase of scrutiny will look at the in-year position and the detail of the current budgets and activity as well as general pressures and opportunities. This will include any updates with regard to Government funding arrangements and any other proposals. It is intended that this will provide the groundwork for the scrutiny of the budget proposals, ready for when there is greater clarity of the potential funding and other budget requirements.
- 6.4 **Phase 2** of scrutiny will take place when the 2023/24 draft budgets proposals have been reported to Executive which is expected to be 22<sup>nd</sup> December 2022. This will trigger the budget consultation and will represent the formal draft proposals. The Scrutiny process will complete in January 2023 alongside the consultation, to feed into the updated budget report to Executive on 9<sup>th</sup> February 2023.
- 6.5 Similar to the process for 2022/23 it is proposed that during January 2023, the separate (phase 2) scrutiny sessions are split across the main service areas of:
- Place and Economy
  - Adults, Communities and Wellbeing Services, including the HRA
  - Children’s and Education Services
  - Enabling and Support Services – Finance and Performance, CEX including ICT, and Governance, HR (Human Resources) and Customer Services

This will include both the revenue budget and the capital programme for each of the main service areas.

- 6.6 Each service area will attend a scrutiny session to present their service and budget plans. The Finance and Resources Scrutiny Committee will be able to scrutinise each plan and may request further details on a particular area. Scrutiny Members are requested to identify any areas requiring further detailed information prior to the meeting with the Directorates taking place in order that this can be drawn together in preparation for the meeting. This will enable the Finance and Resources Scrutiny Committee to ensure that it has the required information necessary to adequately scrutinise the proposals and provide any subsequent feedback and recommendations to the Executive.

- 6.7 Further to the above, the Committee will also receive a presentation on the overarching financial position to provide the context to the budget proposals as part of the Phase 2 scrutiny.
- 6.8 The proposed timeline for scrutiny to take place is set out under paragraph 5.13 above.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Financial and Transformation**

- 7.1.1 None that are specific for this report.

### **7.2 Legal and Governance**

- 7.2.1 The requirement to approve the budget for the Children's Trust is set out in the contract arrangements between the Councils (North Northamptonshire Council and West Northamptonshire Council) and the Trust.
- 7.2.2 The statutory arrangements for the setting of a Local Authority's budget are set out within the Local Government Finance Act. The Council's Constitution contains further requirements in relation to budget setting and approval for North Northamptonshire Council.

### **7.3 Relevant Policies and Plans**

- 7.3.1 The budget strategy must align to the Council's Corporate Plan and Strategic Priorities.

### **7.4 Risk**

- 7.4.1 The paragraphs that follow represent the risks in the preparation of the budget.
- 7.4.2 The basis of the budget strategy is to ensure that the Council delivers a balanced budget for 2023/24 to be presented to Council for approval in February 2023; however, there are inevitably risks that may cause expenditure to increase or income to reduce. Consequently, income and expenditure levels will be kept under review throughout the budget process.
- 7.4.3 It will not be possible to finalise funding in the budget until government announcements on future funding levels are published. The Chancellor will present an Autumn Statement on 17<sup>th</sup> November 2022. The Government has previously indicated that there will not be a Spending Review in 2022.
- 7.4.4 The impacts of the changes in the funding regime or other external factors will be reported to Members once announcements are made and officers have understood the implications for the Council. Where appropriate, these will be included in the Council's updated Medium-Term Financial Plan for 2023/24 onwards.



## 7.5 Consultation

- 7.5.1 Currently it is envisaged that the first public draft of the budget will be presented to the Executive at its meeting in December 2022. The Finance and Resources Scrutiny Committee will then have the opportunity during the budget process to make suggestions to the Executive prior to final budget approval by the Council.
- 7.5.2 This report sets out the terms of consultation that were in place for the 2022/23 budget proposals. The consultation will commence once the draft budget proposals have been agreed by Executive and will run until around the end of January, prior to the Executive meeting in February.
- 7.5.3 As for the 2023/24 consultation, the structure and design of the consultation will set out the budget proposals and will enable both online and non-digital means of participation, in accordance with good practice. This is to ensure the widest possible reach, a variety of consultation methods will be used to maximise the range of accessible channels for consultees, these include;
- Online survey – available at libraries for those without internet access (with hard copies and copies in other formats available on request)
  - An email address and telephone number
  - Social media - including Facebook, Twitter and LinkedIn
  - Postal address
  - Emails to key stakeholders, inviting them to comment through the above consultation channels and asking them to promote the consultation to their members/community: e.g., partner organisations, MPs, Town and Parish Councils, Voluntary Sector Infrastructure Organisations.
  - Emails to Residents' Panel members and other stakeholders who have registered to receive consultation alerts, inviting them to comment through the above consultation channels
- 7.5.4 The purpose of the consultation is to ensure that, when the Final Budget is considered by Council, Members are aware of the outcome of the consultation and are in a position to take it into account when making final decisions.
- 7.5.5 In addition, there will be specific consultation for any budget proposals that require targeted consultation with service users. This will include consultation with local residents regarding the HRA and proposed rent levels, and scrutiny will be advised on the mechanisms for this in the coming year.
- 7.5.6 Consideration of the draft budget proposals will be undertaken by the Finance and Resources Scrutiny Committee who will report their recommendations to the Executive meeting in February 2023. The Executive must then make recommendations on the final, scrutinised, budget and HRA rent proposals to Council for approval.
- 7.5.7 Scrutiny is a means for councillors not on the Executive to influence the development of Council policies and services and hold decision makers to account. Budget Scrutiny involves councillors reviewing significant proposals from across the draft budget and reporting their conclusions about the deliverability and service impact of these proposals to the Executive. In this way

Budget Scrutiny contributes to the development of the final budget proposals and supports local democracy.

## **7.6 Consideration by Scrutiny**

7.6.1 A report on the proposed budget timeline and scrutiny arrangements was presented to the Finance and Resources Scrutiny Committee at its meeting on 18<sup>th</sup> October 2022. The report updated the Committee on the initial proposals put forward in May 2022.

7.6.2 The Committee were generally supportive of the approach and particularly welcomed the greater focus this year on the budget setting for the contract with the Children's Trust. Members were keen to finalise the dates for the meetings in order that these could be confirmed in diaries.

## **7.7 Equality Implications**

7.7.1 In considering the budget for 2023/24, the Council must consider its ongoing duties under the Equality Act 2010. It must have due regard to the need to eliminate discrimination and advance equality of opportunity between all, irrespective of whether they fall into a protected category. Having due regard to these duties does not mean that the Council has an absolute obligation to eliminate discrimination. It must, however, consider how its decisions will contribute towards meeting the duties in light of all other relevant circumstances such as economic and practical considerations.

7.7.2 As part of the budget consultation process options put forward may require an Equality Impact Assessment (EIA) to be undertaken.

## **7.8 Climate and Environment Impact**

7.8.1 None that is specific to this report, however, the Council has made a commitment to tackling the climate impact and spending decisions will take this into account.

## **7.9 Community Impact**

7.9.1 No distinct community impacts have been identified as a result of the proposals included in this report.

## **7.10 Crime and Disorder Impact**

7.10.1 None that is specific to this report.

## **8 Background Papers**

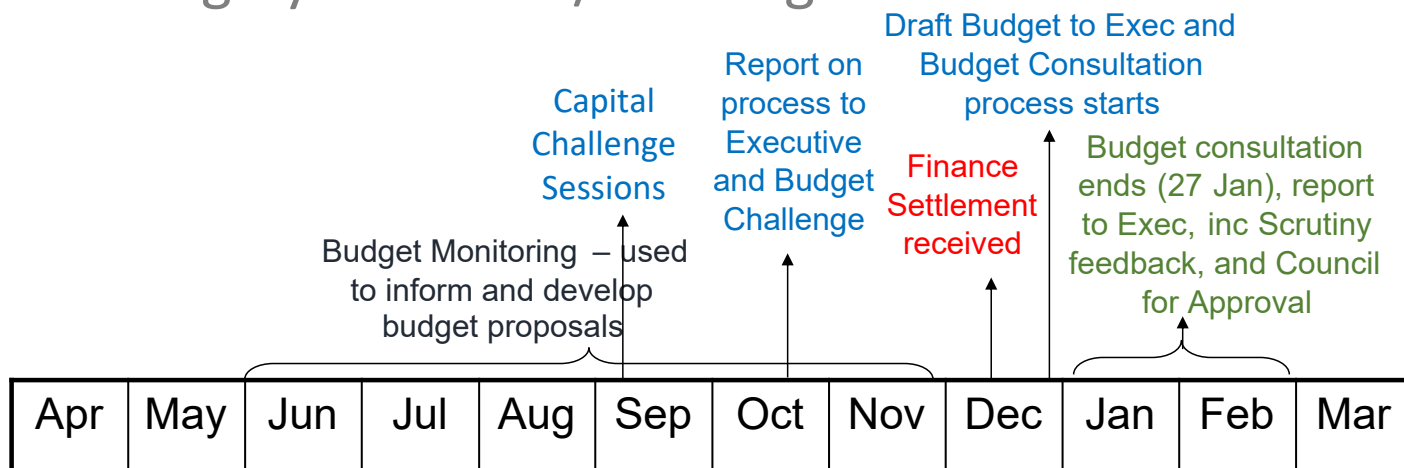
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8.1 Suite of budget reports, Council, 24<sup>th</sup> February 2022

- 8.2 Indicative Budget Timeline 2023/24, Finance and Resources Scrutiny, 10<sup>th</sup> May 2022
- 8.3 Updated Budget Timeline 2023/24, Finance and Resources Scrutiny, 18<sup>th</sup> October 2022

# Financial Planning Cycle – 2023/24 Budget

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The 2023/24 Budget Cycle will be influenced by announcements from Government

Budget planning for next year  
Review latest budget monitoring and performance including phase 1 scrutiny in November

17 Nov - Chancellor's Fiscal Event

30th Nov - Final Date for Strategic Group to discuss and agree draft budget proposals for the Children's Trust

Internal Approval for the Provisional Contract Sum for the Children's Trust (15th Jan)

Scrutiny process for reviewing Draft Budget (phase 2)

Formal approval of budget by Full Council





## EXECUTIVE 10<sup>th</sup> November 2022

|                      |   |
|----------------------|---|
| <b>Report Title</b>  | Treasury Management Mid-Year Report to September 2022   |
| <b>Report Author</b> | Janice Gotts, Executive Director of Finance and Performance<br><a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a> |
| <b>Lead Member</b>   | Councillor Lloyd Bunday, Executive Member for Finance and Transformation  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>                | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b> |   |

### List of Appendices

#### Appendix A – Treasury Management Outturn Report 2022/23

##### 1. Purpose of Report

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- 1.1. This report updates the Council's treasury management and prudential indicators.
- 1.2. It also provides an update to the Executive on the Council's treasury management activities and performance for the first half of the financial year ended 30<sup>th</sup> September 2022 in accordance with the CIPFA's Code of Practice on Treasury Management.

##### 2. Executive Summary

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- 2.1. This report asks the Executive to note the outcome of the Council's treasury management activities and performance for the first half of the financial year ended 30<sup>th</sup> September 2022.

### **3. Recommendations**

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- 3.1. It is recommended that the Executive:
- a. Note the activity undertaken during the first half of the financial year ended 30<sup>th</sup> September 2022 and the performance achieved as set out in **Appendix A** to this report: and
  - b. Note that all treasury activities were undertaken in line with the approved Treasury Management Strategy/Annual Investment Strategy.
- 3.2. Reason for Recommendations - The Council's Treasury Management Strategy Statement is underpinned by the CIPFA Code of Practice on Treasury Management ("the Code") which requires that members are informed of treasury management activities at least twice a year. Full Council has delegated the formulation and monitoring of the Council's treasury management strategy, policy and activity to the Executive Committee.
- 3.3. Alternative Options Considered - This report is for information and there are no alternative options for consideration.

### **4. Report Background**

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- 4.1. The Council operates a balanced budget, which broadly means income raised during the year will meet its expenditure. Part of the treasury management operations ensure this cash flow is adequately planned, with surplus monies being invested in low-risk counterparties, providing adequate liquidity initially before considering optimising investment return.
- 4.2. The second function of the treasury management service is the funding of the Council's capital plans. These capital plans provide a guide to the borrowing needs of the Council, essentially the longer-term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer-term cash may involve arranging long or short-term loans, or using longer term cash flow surpluses, and on occasion any debt previously drawn may be restructured to meet Council risk or cost objectives.
- 4.3. Accordingly, treasury management is defined as:
- "The management of the local authority's borrowing, investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."*
- 4.4. In line with the Code and the requirement of the Council's Treasury Management Strategy, this report provides an update on the borrowing, investments and cash flows, money market and capital market activities to 30<sup>th</sup> September 2022.

## **5. Issues and Choices**

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- 5.1. In line with its delegated authority, the Committee is asked to note the treasury management activities and performance to 30<sup>th</sup> September 2022.

## **6. Implications (including financial implications)**

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### **6.1. Resources, Finance and Transformation**

- 6.1.1. The financial implications are set out within the report.

### **6.2. Legal**

- 6.2.1. This report is for information. There are no specific legal implications arising from this report.

### **6.3. Risk**

- 6.3.1. The financial risks arising from this report are set out within the report and **Appendix A**.
- 6.3.2. The Committee should note that the current changing position of the UK Government and the uncertain economic climate in the UK is likely to have a significant impact upon the forecast of future interest rates, particularly in relation to borrowing, which could negatively impact on the affordability of the capital programme in the medium term.

### **6.4. Relevant Policies and Plans**

- 6.4.1. The Treasury Management Strategy Statement supports the Council's priorities as set out within the corporate plan.

### **6.5. Consideration by the Executive Advisory Panel**

- 6.5.1. Not applicable

### **6.6. Consultation**

- 6.6.1. None specific to this report.

### **6.7. Consideration by Scrutiny**

- 6.7.1. Not specific to this report.

**6.8. Equality Implications**

6.8.1. None specific to this report.

**6.9. Climate and Environmental Impact**

6.9.1. None specific to this report.

**6.10. Community Impact**

6.10.1. None specific to this report.

**6.11. Crime and Disorder Impact**

6.11.1. Nothing specific within this report.

**7. Background Papers**

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7.1. 2022/23 Treasury Management Strategy Statement, Annual Investment Strategy



### Treasury Management Mid-Year Report – 30 September 2022

#### 1. Introduction

- 1.1. In February 2022 the Authority adopted the Chartered Institute of Public Finance and Accountancy's *Treasury Management in the Public Services: Code of Practice* (the CIPFA Code) which requires the Authority to approve treasury management semi-annual and annual reports.
- 1.2. The Authority's treasury management strategy for 2022/23 was approved in February 2022. The Authority has inherited substantial sums borrowing and investments and is therefore exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risk remains central to the Authority's treasury management strategy.
- 1.3. Treasury risk management at the Authority is conducted within the framework of the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice (the CIPFA Code) which requires the Authority to approve a treasury management strategy before the start of each financial year and, as a minimum, a semi-annual and annual treasury outturn report.
- 1.4. The Prudential Code includes a requirement for local authorities to provide a Capital Strategy, a summary document approved by full Council covering capital expenditure and financing, treasury management and non-treasury investments. The Authority's Capital Strategy, complying with CIPFA's requirement, was approved in February 2022.

#### 2. External Context

- 2.1. **Economic background (as at end of September 2022):** The ongoing conflict in Ukraine has continued to put pressure on global inflation and the economic outlook for UK and world growth remains weak. The UK political situation towards the end of the period following the mini-budget increased uncertainty further.
- 2.2. The economic backdrop during the April to September period continued to be characterised by high oil, gas and commodity prices, ongoing high inflation and its impact on consumers' cost of living, no imminent end in sight to the Russia-Ukraine hostilities and its associated impact on the supply chain, and China's zero-Covid policy.
- 2.3. Central Bank rhetoric and action remained robust. The Bank of England, Federal Reserve and the European Central Bank all pushed up interest rates over the period and committed to fighting inflation, even when the consequences were in all likelihood recessions in those regions.

- 2.4. UK inflation remained extremely high. Annual headline CPI hit 10.1% in July, the highest rate for 40 years, before falling modestly to 9.9% in August. RPI registered 12.3% in both July and August. The energy regulator, Ofgem, increased the energy price cap by 54% in April, while a further increase in the cap from October, which would have seen households with average energy consumption pay over £3,500 per annum, was dampened by the UK government stepping in to provide around £150 billion of support to limit bills to £2,500 in the immediate future. The longer term position on this will remain subject to further Government announcements.
- 2.5. The labour market remained tight through the period but there was some evidence of easing demand and falling supply. The unemployment rate 3m/year for April fell to 3.8% and declined further to 3.6% in July. Although now back below pre-pandemic levels, the recent decline was driven by an increase in inactivity rather than demand for labour. Pay growth in July was 5.5% for total pay (including bonuses) and 5.2% for regular pay. Once adjusted for inflation, however, growth in total pay was -2.6% and -2.8% for regular pay.
- 2.6. With disposable income squeezed and higher energy bills still to come, consumer confidence fell to a record low of -44 in August, down -41 in the previous month. Quarterly GDP fell -0.1% in the April-June quarter driven by a decline in services output, but slightly better than the 0.3% fall expected by the Bank of England.
- 2.7. The Bank of England increased the official Bank Rate to 2.25% over the period. From 0.75% in March, the Monetary Policy Committee (MPC) pushed through rises of 0.25% in each of the following two MPC meetings, before hiking by 0.50% in August and again in September. August's rise was voted by a majority of 8-1, with one MPC member preferring a more modest rise of 0.25%. the September vote was 5-4, with five votes for an 0.5% increase, three for an 0.75% increase and one for an 0.25% increase. The Committee noted that domestic inflationary pressures are expected to remain strong and so given ongoing strong rhetoric around tackling inflation further Bank Rate rises should be expected.
- 2.8. After hitting 9.1% in June, annual US inflation eased in July and August to 8.5% and 8.3% respectively. The Federal Reserve continued its fight against inflation over the period with a 0.5% hike in May followed by three increases of 0.75% in June, July and September, taking policy rates to a range of 3% - 3.25%.
- 2.9. Eurozone CPI inflation reached 9.1% y/y in August, with energy prices the main contributor but also strong upward pressure from food prices. Inflation has increased steadily since April from 7.4%. In July the European Central Bank increased interest rates for the first time since 2011, pushing its deposit rate from -0.5% to 0% and its main refinancing rate from 0.0% to 0.5%. This was followed in September by further hikes of 0.75% to both policy rates, taking the deposit rate to 0.75% and refinancing rate to 1.25%.

- 2.10. **Future economic impact:** On 23<sup>rd</sup> September the UK government, following a change of Prime Minister and a new Conservative administration, announced a raft of measures in a 'mini budget', loosening fiscal policy with a view to boosting the UK's trend growth rate to 2.5%. With little detail on how government borrowing would be returned to a sustainable path, financial markets reacted negatively. Gilt yields rose dramatically by between 0.7% - 1% for all maturities with the rise most pronounced for shorter dated gilts. The swift rise in gilt yields left pension funds vulnerable, as it led to margin calls on their interest rate swaps and risked triggering large scale redemptions of assets across their portfolios to meet these demands. It became necessary for the Bank of England to intervene to preserve market stability through the purchase of long-dated gilts, albeit as a temporary measure, which has had the desired effect with 50-year gilt yields falling over 100bps in a single day.
- 2.11. Bank of England policymakers noted that any resulting inflationary impact of increased demand would be met with monetary tightening, raising the prospect of much higher Bank Rate and consequential negative impacts on the housing market.
- 2.12. In the weeks that followed, the majority of the measures announced in the mini budget were reversed. A new Prime Minister was announced on 24 October 2022 and, at the time of writing, the fiscal event on 17 November is yet to take place, therefore, significant uncertainty remains for the UK economy and markets.
- 2.13. **Financial markets:** Uncertainty remained in control of financial market sentiment and bond yields remained volatile, continuing their general upward trend as concern over higher inflation and higher interest rates continued to dominate. Towards the end of September, volatility in financial markets was significantly exacerbated by the UK government's fiscal plans, leading to an acceleration in the rate of the rise in gilt yields and decline in the value of sterling.
- 2.14. Due to pressure on pension funds, the Bank of England announced a direct intervention in the gilt market to increase liquidity and reduce yields.
- 2.15. Over the period the 5-year UK benchmark gilt yield rose from 1.41% to 4.40%, the 10-year gilt yield rose from 1.61% to 4.15%, the 20-year yield from 1.82% to 4.13% and the 50-year yield from 1.56% to 3.25%. The Sterling Overnight Rate (SONIA) averaged 1.22% over the period.
- 2.16. **Credit review:** In July Fitch revised the outlook on Standard Chartered from negative to stable as it expected profitability to improve thanks to the higher interest rate environment. Fitch also revised the outlook for Bank of Nova Scotia from negative to stable due to its robust business profile.
- 2.17. Also in July, Moody's revised the outlook on Bayerische Landesbank to positive and then in September S&P revised the GLA outlook to stable from negative as it expects the authority to remain resilient despite pressures from

a weaker macroeconomic outlook coupled with higher inflation and interest rates.

- 2.18. Having completed its full review of its credit advice on unsecured deposits at UK and non-UK banks, in May Arlingclose extended the maximum duration limit for five UK banks, four Canadian banks and four German banks to six months. The maximum duration for unsecured deposits with other UK and non-UK banks on Arlingclose's recommended list is 100 days. These recommendations were unchanged at the end of the period.
- 2.19. Arlingclose continued to monitor and assess credit default swap levels for signs of credit stress but made no changes to the counterparty list or recommended durations. Nevertheless, increased market volatility is expected to remain a feature, at least in the near term and, as ever, the institutions and durations on the Authority's counterparty list recommended by Arlingclose remains under constant review.

### **Revised CIPFA Codes, Updated PWLB Lending Facility Guidance**

- 2.20. CIPFA published its revised Prudential Code for Capital Finance and Treasury Management Code on 20<sup>th</sup> December 2021. The key changes in the two codes are around permitted reasons to borrow, knowledge and skills, and the management of non-treasury investments.
- 2.21. The principles of the Prudential Code took immediate effect although local authorities could defer introducing the revised reporting requirements until the 2023/24 financial year if they wish. The Council has elected to defer the introduction of the revised reporting requirements of the Prudential Code until 2023/24 financial year.
- 2.22. To comply with the Prudential Code, authorities must not borrow to invest primarily for financial return. This Code also states that it is not prudent for local authorities to make investment or spending decision that will increase the CFR unless directly and primarily related to the functions of the authority. Existing commercial investments are not required to be sold; however, authorities with existing commercial investments who expect to need to borrow should review the options for exiting these investments.
- 2.23. Borrowing is permitted for cashflow management, interest rate risk management, to refinance current borrowing and to adjust levels of internal borrowing. Borrowing to refinance capital expenditure primarily related to the delivery of a local authority's function but where a financial return is also expected is allowed, provided that financial return is not the primary reason for the expenditure. The changes align the CIPFA Prudential Code with the PWLB lending rules.
- 2.24. Unlike the Prudential Code, there is no mention of the date of initial application in the Treasury Management Code. The TM Code now includes extensive additional requirements for service and commercial investments, far beyond those in the 2017 version.

- 2.25. The Authority will follow the same process as the Prudential Code, i.e. delaying changes in reporting requirements to the 2023/24 financial year.

### 3. Local Context

- 3.1. On 30<sup>th</sup> September 2022, the Authority estimated net investments of £133.5m arising from its revenue and capital income and expenditure. The underlying need to borrow for capital purposes is measured by the Capital Financing Requirement (CFR), while usable reserves and working capital are the underlying resources available for investment. These factors are summarised in Table 1 below.

Table 1: Balance Sheet Summary

|                                    | Actual<br>31/03/2021<br>£000 | Estimate<br>31/03/2022<br>£000 | Estimate<br>30/09/2022<br>£000 |
|------------------------------------|------------------------------|--------------------------------|--------------------------------|
| General Fund CFR                   | 584,967                      | 588,257                        | 588,257                        |
| Housing Revenue Account CFR        | 119,859                      | 109,859                        | 109,859                        |
| <b>Total CFR</b>                   | <b>704,826</b>               | <b>698,116</b>                 | <b>698,116</b>                 |
| Less other debt liabilities        | 109,193                      | 109,193                        | 109,193                        |
| External borrowing                 | 459,710                      | 459,710                        | 455,391                        |
| <b>Net borrowing/(investments)</b> | <b>135,923</b>               | <b>129,213</b>                 | <b>133,532</b>                 |

\* finance leases, PFI liabilities and transferred debt that form part of the Authority's total debt

- 3.2. Lower historical interest rates have lowered the cost of short-term, temporary loans and investment returns from cash assets that can be used in lieu of borrowing. The Authority has pursued a strategy of keeping borrowing and investments below their underlying levels, sometimes known as internal borrowing, in order to reduce risk and keep interest costs low.

- 3.3. The treasury management position as at 30<sup>th</sup> September 2022 and the change during the year is shown in Table 2 below.

- 3.4. Table 2: Treasury Management Summary

|                           | 31/03/2022<br>Balance<br>£000 | Movement<br>£000 | 30/09/2022<br>Balance<br>£000 | 30/09/2022<br>Rate<br>% |
|---------------------------|-------------------------------|------------------|-------------------------------|-------------------------|
| Long-term borrowing       | 459,710                       | (4,319)          | 455,391                       | 3.12%                   |
| Short-term borrowing      | 26,000                        | (26,000)         | 0                             | 0%                      |
| <b>Total borrowing</b>    | <b>485,710</b>                | <b>(30,319)</b>  | <b>455,391</b>                | <b>3.12%</b>            |
| Long-term investments     | (29,295)                      | (3,060)          | (32,355)                      | 3.30%                   |
| Short-term investments    | (218,095)                     | 8,602            | (209,493)                     | 1.86%                   |
| Cash and cash equivalents | (5,485)                       | 3,029            | (2,456)                       | 0.00%                   |

|                             | 31/03/2022<br>Balance<br>£000 | Movement<br>£000 | 30/09/2022<br>Balance<br>£000 | 30/09/2022<br>Rate<br>% |
|-----------------------------|-------------------------------|------------------|-------------------------------|-------------------------|
| Total Investments           | (252,875)                     | 8,571            | (244,304)                     | 2.03%                   |
| Net borrowing/(investments) | 232,835                       | (21,748)         | 211,087                       |                         |

- 3.5. Recent events have seen a significant increase in interest rates, which has seen an overall increase in borrowing on short-term loans and will increase the council's overall exposure to increased costs for internally financed borrowing from surplus cash balances. Although, slower to react, investments similarly have seen an increase in interest rates for surplus cash balances. The council will have to consider carefully, as interest rates rises, the opportunity costs of using surplus cash balances to fund internal borrowing.

#### 4. **Borrowing**

- 4.1. The Authority was not planning to borrow to invest primarily for commercial return and so is unaffected by the changes to the Prudential Code.

#### **Borrowing Strategy**

- 4.2. As at 30<sup>th</sup> September 2022 the Authority held £455.4m of loans, a decrease of £30.3m from 31<sup>st</sup> March 2022, as part of its strategy for funding previous and current years' capital programmes. Outstanding loans on 30<sup>th</sup> September are summarised in Table 3 below.

- 4.3. Table 3: Borrowing Position

|                                | 31/03/22<br>Balance<br>£000 | Net<br>Movement<br>£000 | 30/09/22<br>Balance<br>£000 | 30/09/22<br>Weighted<br>Average<br>Rate<br>% | 30/09/22<br>Weighted<br>Average<br>Maturity<br>(Years) |
|--------------------------------|-----------------------------|-------------------------|-----------------------------|--|--|
| Public Works Loan Board        | 404,210                     | (4,319)                 | 399,891                     | 2.98%  | 29.21  |
| Banks (LOBO)                   | 42,000                      | 0                       | 42,000                      | 4.26%  | 43   |
| Banks (fixed-term)             | 10,000                      | 0                       | 10,000                      | 3.89%  | 44.2   |
| Local authorities (long-term)  | 3,500                       | 0                       | 3,500                       | 1.61%  | 0.8  |
| Local authorities (short-term) | 26,000                      | (26,000)                | 0                           | 0  | 0  |
| <b>Total borrowing</b>         | <b>485,710</b>              | <b>(30,319)</b>         | <b>455,391</b>              | <b>3.11%</b>                                 | <b>30.59</b>   |

- 4.4. The Authority's chief objective when borrowing has been to strike an appropriately low risk balance between securing low interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective.
- 4.5. In keeping with these objectives, no new long-term borrowing was undertaken, while £4.32m of existing long term loans were allowed to mature without replacement. This strategy enabled the Authority to reduce net

borrowing costs (despite foregone investment income) and reduce overall treasury risk.

- 4.6. The Authority will continue to review if it is more cost effective in the short term to use internal resources or borrowed rolling temporary / short-term loans instead. Given the margin between long term PWLB rates and short term investment rates is between 1.5% and 3.5% which will translate to carry cost in the event of new borrowing. Therefore, it is appropriate that Authority continues to utilise internal borrowing for now. Borrowing/Investment return margins will be kept under review along with the Authority's cashflow position. The net movement in temporary / short-term loans is shown in table 3 above.
- 4.7. PWLB funding margins have lurched quite substantially and there remains a strong argument for diversifying funding sources, particularly if rates can be achieved on alternatives which are below gilt yields + 0.80%. The Authority will evaluate and pursue these lower cost solutions and opportunities with its advisor Arlingclose.
- 4.8. LOBO loans: The Authority continues to hold £42m of LOBO (Lender's Option Borrower's Option) loans where the lender has the option to propose an increase in the interest rate at set dates, following which the Authority has the option to either accept the new rate or to repay the loan at no additional cost. No bank has exercised their option during the year.

## **5. Treasury Investment Activity**

- 5.1. CIPFA published a revised Treasury Management in the Public Services Code of Practice and Cross-Sectoral Guidance Notes on 20<sup>th</sup> December 2021. These define treasury management investments as investments that arise from the organisation's cash flows or treasury risk management activity that ultimately represents balances that need to be invested until the cash is required for use in the course of business.
- 5.2. The Authority holds invested funds, representing income received in advance of expenditure plus balances and reserves held. During the year, the Authority's investment balances ranged between £217.232m and £298.961m due to timing differences between income and expenditure. The investment position is shown in table 4 below.
- 5.3. Table 4: Treasury Investment Position

|  | 31/03/22<br>Balance<br>£000 | Net<br>Movement<br>£000 | 30/09/22<br>Balance<br>£000 | 30/09/22<br>Weighted<br>Average<br>Rate<br>% | 30/09/22<br>Weighted<br>Average<br>Maturity<br>(Days) |
|--|-----------------------------|-------------------------|-----------------------------|--|---|
| Bank & Building Societies (unsecured)    | 53,857                      | (29,500)                | 24,357                      | 1.72%  | 58  |
| Government (including local authorities) | 169,723                     | (26,223)                | 143,500                     | 1.50%  | 87  |

|                               | 31/03/22<br>Balance<br>£000 | Net<br>Movement<br>£000 | 30/09/22<br>Balance<br>£000 | 30/09/22<br>Weighted<br>Average<br>Rate<br>% | 30/09/22<br>Weighted<br>Average<br>Maturity<br>(Days) |
|-------------------------------|-----------------------------|-------------------------|-----------------------------|--|---|
| Money Market Funds            | 0                           | 41,382                  | 41,382                      | 2.07%  | 0   |
| Real Estate Investment Trusts | 29,295                      | 3,314                   | 32,609                      | 3.30%  | 5   |
| <b>Total borrowing</b>        | <b>252,875</b>              | <b>(11,027)</b>         | <b>241,848</b>              | <b>1.86%</b>                                 | <b>58</b>   |

- 5.4. Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.
- 5.5. Higher returns on cash instruments followed the increases in Bank Rate in August and September. At 30<sup>th</sup> September, the 1-day return on the Authority's MMFs ranged between 2.00% - 2.18% per annum.
- 5.6. Similarly, deposit rates with the Debt Management Account Deposit Facility (DMADF) initially remained very low with rates ranging from 0% to 0.1%, but the increases to policy rates raised rates to between 1.85% and 3.54% depending on the deposit maturity. The average return on the Authority's DMADF deposits at 30 September 2022 was 1.44%.
- 5.7. Given the risk and low returns from short-term unsecured bank investments, the Authority further diversified into more secure and/or higher yielding asset classes as shown in table 4 above with £13m that was available for longer-term investment invested in property funds.
- 5.8. **Externally Managed Pooled Funds:** £32.4m of the Authority's investments is invested in externally managed strategic pooled property funds where short-term security and liquidity are lesser considerations, and the objectives instead are regular revenue income and long-term price stability. These funds are expected to generate an estimated return of £0.987m in 2022/23.
- 5.9. In the six months to September improved market sentiment was reflected in property fund valuations and, in turn, in the capital values of the Authority's property funds in the Authority's portfolio. In the January- March quarter the two dominant themes were tighter UK and US monetary policy and higher interest rates, and the military invasion of Ukraine by Russia in February, the latter triggering significant volatility and uncertainty in financial markets.
- 5.10. The change in the Authority's funds' capital values and average interest rate earned over the 6-month period is shown in Table 4.



- 5.11. Because these funds have no defined maturity date, but are available for withdrawal after a notice period, their performance and continued suitability in meeting the Authority's medium- to long-term investment objectives are regularly reviewed. Strategic fund investments are made in the knowledge that capital values will move both up and down on months, quarters and even years; but with the confidence that over a three- to five-year period total returns will exceed cash interest rates. Investment in the property funds have increased in the first half of the financial year ending 30 September 2022.
- 5.12. The Authority had budgeted £1.1.m income from these investments in 2022/23. Income received £0.459m, whilst a further £0.528m has been forecasted from October to March.

## **6. Non-Treasury Investments**

- 6.1. The definition of investments in CIPFA's revised 2021 Treasury Management Code covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. Investments that do not meet the definition of treasury management investments (i.e. management of surplus cash) are categorised as either for service purposes (made explicitly to further service objectives) and or for commercial purposes (made primarily for financial return).
- 6.2. Investment Guidance issued by the Department for Levelling Up Housing and Communities (DLUHC) and Welsh Government also broadens the definition of investments to include all such assets held partially or wholly for financial return. This Authority does not currently hold assets primarily for financial return.

## **7. Treasury Performance**

- 7.1. The Authority measures the financial performance of its treasury management activities both in terms of its impact on the revenue budget and its relationship to benchmark interest rates, as shown in table 5 below.
- 7.2. Table 5: Performance

|             | 30/09/2022<br>Actual | 2022/23<br>Budget | Over /<br>(Under) | Actual   |
|-------------|----------------------|-------------------|-------------------|----------|
|             | £000                 | £000              | £000              | %        |
| Borrowing   | 5,555                | 5,692             | (137)             | (2.41%)  |
| Investments | (1,258)              | (1,013)           | (245)             | (24.19%) |

## **8. Compliance**

- 8.1. The Chief Finance Officer reports that all treasury management activities undertaken during the year complied fully with the CIPFA Code of Practice and the Authority's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in table 7 below.

- 8.2. Compliance with the authorised limit and operational boundary for external debt is demonstrated in table below.

Table 6: Debt Limits

|                      | TMSS<br>Boundary<br>/ Limit<br>£000 | Total<br>Debt<br>£000 | Headroom<br>£000 | Complied<br>Yes / No |
|----------------------|-------------------------------------|-----------------------|------------------|----------------------|
| Operational Boundary | 722,346                             | 455,391               | 266,955          | Yes                  |
| Authorised Limit     | 794,581                             | 455,391               | 339,190          | Yes                  |

- 8.3. Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Table 7: Investment Limits

|   | 2022/23<br>Maximum<br>£000 | 31/09/22<br>Actual<br>£000 | 2022/23<br>Limit<br>£000 | Complied<br>Yes / No |
|---|----------------------------|----------------------------|--------------------------|----------------------|
| Any single organisation, except the UK Government   | 20,000                     | 10,000                     | 20,000                   | Yes                  |
| Any group of organisations under the same ownership | 20,000                     | 10,000                     | 20,000                   | Yes                  |
| Any group of pooled funds under the same management | 20,000                     | 235                        | 20,000                   | Yes                  |
| Limit per non-UK country                            | 0                          | 0                          | 20,000                   | Yes                  |
| Registered provider and registered social landlord  | 0                          | 0                          | 10,000                   | Yes                  |
| Unsecured investments with building societies       | 0                          | 0                          | 10,000                   | Yes                  |
| Money Market Funds (Per Fund)                       | 20,000                     | 20,000                     | 20,000                   | Yes                  |
| Real Estate Investment Trusts (Per Fund)            | 20,000                     | 13,249                     | 20,000                   | Yes                  |

## 9. Treasury Management Indicators

- 9.1. The Authority measures and manages its exposures to treasury management risks using the following indicators.
- 9.2. **Maturity Structure of Borrowing:** This indicator is set to control the Authority's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

|                                | 30/09/22<br>Actual<br>£000 | Upper<br>Limit<br>£000 | Lower<br>Limit<br>£000 | Complied?<br>Yes / No |
|--------------------------------|----------------------------|------------------------|------------------------|-----------------------|
| Under 12 months                | 7,538                      | 136,617                | 0                      | Yes                   |
| 12 months and within 24 months | 10,688                     | 136,617                | 0                      | Yes                   |
| 24 months and within 5 years   | 20,803                     | 136,617                | 0                      | Yes                   |

|                              | <b>30/09/22<br/>Actual<br/>£000</b> | <b>Upper<br/>Limit<br/>£000</b> | <b>Lower<br/>Limit<br/>£000</b> | <b>Complied?<br/>Yes / No</b> |
|------------------------------|-------------------------------------|---------------------------------|---------------------------------|-------------------------------|
| 5 years and within 10 years  | 35,817                              | 159,387                         | 0                               | Yes                           |
| 10 years and within 20 years | 83,496                              | 159,387                         | 0                               | Yes                           |
| 20 years and within 30 years | 9,948                               | 182,156                         | 0                               | Yes                           |
| 30 years and within 40 years | 130,750                             | 204,926                         | 0                               | Yes                           |
| 40 years and within 50 years | 139,350                             | 227,695                         | 0                               | Yes                           |
| 50 years and above           | 17,000                              | 91,078                          | 0                               | Yes                           |
| <b>Total</b>                 | <b>455,390</b>                      |                                 |                                 |                               |

- 9.3. **Principal Sums Invested for Periods Longer than a year:** The purpose of this indicator is to control the Authority's exposure to the risk of incurring losses by seeking early repayment of its investments. The limits on the long-term principal sum invested to final maturities longer than a year were:

|  | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
|--|----------------|----------------|----------------|
| Actual principal invested longer than a year   | £0             | £0             | £0             |
| Limit on principal invested longer than a year | £20m           | £20m           | £20m           |
| Complied?                                      | Yes            | Yes            | Yes            |

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## EXECUTIVE 10<sup>th</sup> November 2022

|                       |   |
|-----------------------|---|
| <b>Report Title</b>   | <b>Capital Outturn 2022/23 – Draft Outturn as at Period 6</b>   |
| <b>Report Authors</b> | Janice Gotts, Executive Director of Finance and Performance<br><a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a> |
| <b>Lead Member</b>    | Councillor Lloyd Bunday, Executive Member for Finance and Transformation  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number for exemption from publication under Schedule 12A Local Government Act 1974</b> |   |

### List of Appendices

**Appendix A** – General Fund Monitoring

**Appendix B** – HRA Monitoring

#### 1. Purpose of Report

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- 1.1 This report sets out the provisional capital outturn position for 2022/23 as at period 6 for North Northamptonshire Council (NNC), including requests to re-phase scheme expenditure profiles.
- 1.2 The report details the latest capital budgets (2022/23) for the General Fund (GF) and the Housing Revenue Account (HRA) Capital Programme, including new schemes which have been approved since 1<sup>st</sup> April 2022.

#### 2. Executive Summary

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- 2.1 This report sets out the draft 2022/23 outturn as at period 6 for the Council's capital programme.

- 2.2 It provides commentary on the Council's current financial outturn position for 2022/23 as at period 6 for both the GF and the HRA Capital Programmes. It should also be recognised at this point that the final outturn position may be affected by any changes arising from the outstanding audits for the legacy authorities.
- 2.3 The Council will continue to assess and refine its capital profiling as part of the capital monitoring for 2022/23 prioritising schemes and focussing on deliver ability. The outturn position presented in the report is based on the best available data and information of the operations of the Council. The review of profiling of the capital programme is currently ongoing and has not been reflected within this report.

### **3. Recommendations**

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- 3.1 It is recommended that Executive:
- a. Note the draft capital outturn position for the General Fund (GF) Capital Programme and Housing Revenue Account (HRA) Capital Programme for 2022/23.
  - b. Note the new schemes that have been approved since 1<sup>st</sup> April 2022.
- 3.2 Reasons for Recommendations:
- This is in line with the Council's constitution and financial regulations in relation to governance.
- 3.3 Alternative Options Considered:
- This report is for noting and alternative options are not proposed.

### **4. Report Background**

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- 4.1 The Capital Programme is the Council's plan for investing in assets to efficiently deliver its statutory services, and to improve and shape the local infrastructure of North Northamptonshire, with the benefits lasting over several years.
- 4.2 Resources come from several sources including Government grants, capital receipts from surplus land and buildings, revenue contributions, other external contributions and borrowing. The Council is required to set a balanced revenue budget and therefore must ensure that where borrowing is proposed to fund the cost of capital that the cost of servicing the debt is affordable within the Council's revenue budget.
- 4.3 The Council captures its projected capital expenditure within the Capital Programme to ensure effective monitoring and ensure transparency. In year changed to the Capital Programme are approved by Executive, unless authority

has been delegated or Full Council approval is required, in accordance with the Council's constitution.

- 4.4 This report provides an update to the Capital Programme 2022/23 as adopted by the Council in February 2022 and updated in subsequent reports to Executive.
- 4.5 The programme has been split into three areas:
- General Fund Committed Capital Programme containing schemes approved by Council, the majority of which are in the process of being delivered.
  - General Fund Development Pool containing schemes which are in the early stages of their lifecycle and are not ready to commence. The Development Pool comprises the schemes that the Council would be prepared to take forward, subject to final negotiations, confirmation and evidencing of funding and submission of robust business cases to the Capital Approvals Board for approval by Cabinet.
  - Housing Revenue Account Capital Programme which contains schemes that are either committed or in their early stages of their life cycle.

### **Capital Approval Process**

- 4.6 The Capital Approval Governance process aims to provide greater emphasis on the link to strategic priorities and achievement of benefits and outcomes. As part of this each submission is requested to identify any contribution to reducing carbon and/or how the development or investment will support a zero-carbon agenda.
- 4.7 The governance process requires that Directorates submit business cases to the officer led Strategic Capital Board for initial consideration. Each scheme requires approval to enter the development pool or as a commitment in the main programme. The business case must set out the requirement for funding and any funding streams available (e.g. grant), how it meets the Council's strategic priorities, risk analysis and expected outcomes and benefits.
- 4.8 The Strategic Capital Board meets monthly to scrutinise new proposals and consider the progress/risks in relation to schemes already in delivery as well as update on potential schemes which may be in the future pipeline. The board is chaired by the Executive Director of Finance and Performance and consists of the Executive Directors from each of the Directorates, the Monitoring Officer and finance/project management support.
- 4.9 In line with the agreed process, schemes progress from the Strategic Capital Board to initially be considered by the Council's Deputy Leader and the Executive Member for Finance and Transformation. Following review, the capital scheme proposals are reported to Executive for approval each month through the Capital Update Report. If approved, such proposals will be incorporated within the Council's Capital Programme.

## 5. Issues and Choices – Draft Outturn 2022/23

### Draft Capital Outturn P6 2022/23

- 5.1 The outturn for 2022/23 in respect of the GF Capital Programme shows a revised capital budget position of £99.4m, including slippage and in-year approved programmes. The outturn is showing a spend of £48.5m, which represents movement (slippage/underspend) of £50.8m against the budget. The table below sets out the position by Directorate. Detail analysis by project by Directorate is shown in **Appendix A**.

| General Fund Capital Programme 2022/23 |                 |  |                  |                |               |               |               |                    |
|--|-----------------|--|------------------|----------------|---------------|---------------|---------------|--------------------|
| Directorate                            | Original Budget | Re-Profile/<br>Slippage from prior years | Approved in year | Revised Budget | YTD Actuals   | P6 Outturn    | P3 Outturn    | Variance to Budget |
|  | £'000           | £'000                                    | £'000            | £'000          | £'000         | £'000         | £'000         | £'000              |
| Place                                  | 2,472           | 30,148                                   | 28,014           | 60,634         | 8,744         | 31,318        | 29,715        | (29,316)           |
| Children's                             | 6,544           | 5,146*                                   | 0                | 11,690         | 3,579         | 8,539         | 10,474        | (3,151)            |
| Adults, Communities and Wellbeing      | 4,796           | 14,893                                   | 1,390            | 21,078         | 2,532         | 6,991         | 7,196         | (14,087)           |
| Transformation                         | 2,520           | 2,244                                    | 1,210            | 5,974          | 169           | 1,705         | 2,108         | (4,269)            |
| <b>Total</b>                           | <b>16,332</b>   | <b>52,430</b>                            | <b>30,614</b>    | <b>99,376</b>  | <b>15,024</b> | <b>48,553</b> | <b>49,494</b> | <b>(50,823)</b>    |

\*Adjusted by £5.5m as this was already included in the capital programme for 22/23

- 5.2 The range of schemes delivered or in progress during 2022/23 include Corby Towns Fund – 6<sup>th</sup> Form College and Train Station to Town Centre, completion of Alfred East Museum Extension, Heritage Action Zone, a number of school related improvements such as completion of work on Stanton Cross Primary School and Prince William Academy, delivery of highways maintenance programme, infrastructure related schemes such as the Isham Bypass, A43 Urban Extension, Hanwood Park Junctions in Kettering.
- 5.3 A significant proportion of the capital programme delivered in 2022/23 includes projects that were already in flight within the legacy authorities as well as new schemes. Focus has also been on those projects which have grant funding in order to ensure that any grant terms and conditions are met and minimise the potential risk of repayment and/or loss of grant.
- 5.4 As part of the budget setting for 2022/23, all service areas were requested to review their projects within the capital programme in order to confirm the likely profile of spend, together with a consistent approach in how schemes are shown within the capital programme (up front whole life costs vs profiled over medium-term financial plan). However, this position is being reviewed again following the draft outturn for 2021/22 and the latest spending to ensure that the profiling of the programme reflects the ability to deliver the schemes listed. This



may mean re-profiling into future years or moving some legacy projects into the development pool for reconsideration and further updated business cases.

- 5.5 The deliverability of the programme in future must also take into account the current and potential cost related to inflationary pressures. This may require some scoping changes or other mitigation if schemes are to remain within the original budget envelope.

## 5.6 General Fund Capital Programme Funding

For the General Fund capital programme funding sources have been identified to cover the MTFs capital budget requirements, including the original MTFs budget of £16.3m, together with funding for the slippage (£53.4m) and in-year approved schemes (£21.8m). Below shows the funding for the in-year expenditure for 2022/23.

| Directorate                     | General Fund Capital Programme 2022/23 |  |                 |               |
|---------------------------------|--|--|-----------------|---------------|
|                                 | Discretionary                          | reserves/<br>use of<br>capital<br>receipts | grants/<br>S106 | Total         |
|                                 | £'000                                  | £'000                                      | £'000           | £'000         |
| Place                           | 924                                    | 567  | 29,827          | <b>31,318</b> |
| Children's                      | 0                                      | 0  | 8,539           | <b>8,539</b>  |
| Adults, Communities & Wellbeing | 2,170                                  | 817  | 4,004           | <b>6,991</b>  |
| Transformation                  | 371                                    | 1,334                                      | 0               | <b>1,705</b>  |
| <b>Total</b>                    | <b>3,465</b>                           | <b>2,718</b>                               | <b>42,370</b>   | <b>48,553</b> |

## 5.7 Development Pool

Currently the Development Pool budget totals £41.8m for 2022/23, made up of the original budget of £13m, together with £28.8m carried forward from 2021/22. Included within the MTFs for 2022 to 2024 there is a further £62m of potential projects. A review of the Development Pool will take place in 2022/23 for the MTFP for 2023/24 onwards.

## 5.8 HRA Capital Programme

The outturn for the HRA Capital Programme shows a revised a budget for 2022/23 of £28.9m, including slippage from 2022/23 of £15.6m. There have been no further approvals since budget setting. The outturn is showing a spend of £11.8m, which represents an underspend of £17.0m compared to budget, and which will be reviewed and re-profiled considering the latest position. Detailed analysis by project shown in project B.

| Housing Revenue Account 2022/23 |                 |               |                |              |               |               |                    |
|---------------------------------|-----------------|---------------|----------------|--------------|---------------|---------------|--------------------|
|                                 | Original Budget | Slippage      | Revised Budget | YTD Actuals  | P6 Outturn    | P3 Outturn    | Variance to Budget |
|                                 | £'000           | £'000         | £'000          | £'000        | £'000         | £'000         | £'000              |
| Corby                           | 8,969           | 9,714         | 18,682         | 2,289        | 7,118         | 6,303         | (11,564)           |
| Kettering                       | 4,333           | 5,923         | 10,256         | 1,814        | 4,763         | 5,360         | (5,493)            |
| <b>Total</b>                    | <b>13,302</b>   | <b>15,637</b> | <b>28,938</b>  | <b>4,102</b> | <b>11,881</b> | <b>11,663</b> | <b>(17,057)</b>    |

5.9 A significant proportion of the budget is forecast not to be spent in 2022/23 as initially planned. Some schemes are forecast to underspend due to experiencing delays in finalising new contractual arrangements and implications arising from architecture plans, but the more significant change is the reprofiling of the housing development programme for new build properties which is currently being reviewed by officers.

5.10 As noted above, the housing development programme, which is £17.0m of the overall HRA capital programme in 2022/23 is being reviewed in determining the scale of projects and deliverability over the medium-term plan. As at Period 6 it assumed that only a small proportion of these schemes will conclude during the current financial year, leaving a potential underspend of approximately £13m for 2022/23. As part of this review any inflationary impact on costings must be considered and factored in to the reprofiling of assumptions undertaken across the whole of the HRA capital programme.

## **6. Implications (including financial implications)**

### **6.1 Resources, Finance and Transformation**

6.1.1 The financial implications are set out in the detail of the report.

### **6.2 Legal**

6.2.1 The council must utilise funding and deliver schemes in line with the restrictions and requirements as set out in the agreements linked to that funding and the requirements as set out in the Council's Constitution, in particular the budget setting and policy framework and the financial regulations.

### **6.3 Risk**

6.3.1 The deliverability of the 2022/23 Capital Programme is monitored by the relevant accountable project manager and senior officer. There are a number of risks to be managed throughout the year and these are highlighted in the paragraphs below.

- 6.3.2 If any overspends or emerging pressures are identified during the year for whatever reason, then mitigating actions will be sought and management interventions undertaken.
- 6.3.3 With most capital projects there is a risk that delays, and cost increases may arise as a result of the impact of inflation. Generally, this relates to the supply and price of materials with projects requiring increased lead in times. Whilst every attempt is made to cost these implications into the project, the risks remain. However, it must be recognised that the current “Cost of Living Crisis” has driven up the level of inflation, which is much higher than in previous periods and indeed when funding bids were originally submitted. This therefore poses a risk to the deliverability of the projects as originally envisaged, where reductions to the scope of projects may be required to ensure budgets are not overspent.
- 6.3.4 The current uncertain economic context is also increasing interest rates associated with borrowing that is used to fund elements of the capital programme. This treasury risk impacts the overall affordability of the programme, which will be closely monitored and managed, but may lead to a reduced capital programme in the future.
- 6.3.5 There is a risk in relation to funding, particularly S106 where works may be required to take place in advance of S106 triggers/funding being payable. This occurs where a road or school is needed to provide infrastructure for the first residents/businesses utilising the site. Where this is the required, the Council will fund costs at risk in relation to the funding being received to reimburse its costs.

#### **6.4 Relevant Policies and Plans**

- 6.4.1 The schemes provide a strategic fit with the Council’s priorities as set out within the corporate plan.

#### **6.5 Consultation**

- 6.5.1 The 2022/23 Capital Strategy and Capital Programme were subject to consultation prior to approval by Council in February 2022.

#### **6.6 Consideration by the Executive Advisory Panel**

- 6.6.1 Not applicable.

#### **6.7 Consideration by Scrutiny**

- 6.7.1 The report will be considered at a future meeting of the Finance and Resources Scrutiny Committee.

## 6.8 Equality Implications

6.8.1 None specific within this report.

## 6.9 Climate and Environmental Impact

6.5.1 The climate impact of each capital project will be considered and managed within the relevant scheme.

6.5.2 A number of the capital schemes include initiatives to offset/reduce carbon impact as a priority for the Council and in recognition of the Climate Emergency declared by the Council.

## 6.6 Community Impact

6.6.1 These proposals can be considered to have a positive impact on the community as the Capital Programme delivers the infrastructure to support, educate, connect and regenerate communities. This includes enhancing the cultural offer and promoting a positive environmental impact.

## 6.7 Crime and Disorder Impact

6.7.1 None specific within this report.

## 7. Background Documents

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7.1 The following background papers can be considered in relation to this report.

Capital Programme Budget 2022/23, approved by the Executive Committee on 24<sup>th</sup> February 2022.

[Capital cover report.pdf \(moderngov.co.uk\)](#)

[Appendix A.pdf \(moderngov.co.uk\)](#)

[Appendix B.pdf \(moderngov.co.uk\)](#)

# Appendix A

## General Fund Capital Monitoring

### Appendix A

| Directorate - Place                              | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance to Budget P6 |
|--|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
|  | £'000           | £'000         | £'000            | £'000          | £'000      | £'000      | £'000      | £'000                  | £'000                 |
| A43 Corby Link Road                              | 100             | 586           | -                | 686            | 2          | 100        | 0          | 100                    | (586)                 |
| Northamptonshire Superfast Broadband             | 1,563           | 1,800         | -                | 3,363          | 6          | 2,054      | 2,396      | (342)                  | (1,309)               |
| Contribution to HWRC Sinking Fund                | 30              | 57            | -                | 87             | 65         | 30         | 0          | 30                     | (57)                  |
| Energy Saving Scheme                             | -               | 0             | -                | 0              | 25         | 25         | 0          | 25                     | 25                    |
| Minor Works 2020-21                              |                 | 313           | -                | 313            | 0          | 313        | 0          | 313                    | (0)                   |
| Tithe Barn Road Office Refurbishment             | -               | 2,521         | -                | 2,521          | 0          | 100        | 0          | 100                    | (2,421)               |
| North Staff reloc One Angel Square               |                 | 192           | -                | 192            | 108        | 192        | 192        | 0                      | 0                     |
| CPO Fund   |                 | 601           | -                | 601            | 0          | 0          | 0          | 0                      | (601)                 |
| Crematorium - Pathways and Garden Infrastructure | -               | 52            | -                | 52             | 40         | 52         | 0          | 52                     | (0)                   |
| Tithe Barn Phase 2                               | -               | 177           | -                | 177            | 0          | 25         | 0          | 25                     | (152)                 |
| Open Spaces/ Parks/ Brooks and Waterways         | -               | -             | -                | -              | 6          | 0          | 0          | 0                      | 0                     |
| Car Parking - Kettering Town Centre              | 20              | 17            | -                | 37             | 0          | 37         | 0          | 37                     | 0                     |
| Cremator Repairs                                 | -               | 3             | -                | 3              | 0          | 3          | 0          | 3                      | (0)                   |
| Borough Wide - Recycling Project                 | 100             | 0             | -                | 100            | 0          | 100        | 0          | 100                    | (0)                   |
| New Depot  |                 | 2,000         | -                | 2,000          | 0          | 0          | 0          | 0                      | (2,000)               |
| Recycling Project / Facility                     |                 | 376           | -                | 376            | 0          | 0          | 0          | 0                      | (376)                 |
| Woodland Improvements                            | 63              | 122           | -                | 185            | 0          | 10         | 0          | 10                     | (175)                 |
| Replacement Wheelie Bins                         | 52              | 52            | -                | 104            | 0          | 104        | 0          | 104                    | 0                     |
| Shire Lodge Cemetery Extension                   | -               | 812           | -                | 812            | 438        | 812        | 375        | 437                    | 0                     |

| Directorate - Place  | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance to Budget P6 |
|--|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
| Priors Hall Sustainable Urban Extension- A43/Steel Road junction | -               | 2,728         | -                | 2,728          | 1,704      | 2,728      | 2,728      | 0                      | 0                     |
| Air Conditioning and UPS   | -               | 14            | -                | 14             |            | 8          | -          | 8                      | (6)                   |
| Regeneration & Economic Development                              | -               | -             | -                | -              | 2          | 2          | -          | 2                      | 2                     |
| Environment Projects   | 105             | 25            | -                | 130            | 0          | 100        | -          | 100                    | (30)                  |
| AMP - East Northamptonshire House                                | -               | 49            | -                | 49             | 0          | 0          | -          | 0                      | (49)                  |
| AMP- East Northamptonshire House Internal Works                  | -               | 68            | -                | 68             | 0          | 0          | -          | 0                      | (68)                  |
| AMP- East Northamptonshire House H&S Audit                       | -               | 131           | -                | 131            | 0          | 100        | -          | 100                    | (31)                  |
| Rushden Centre   | -               | 4             | -                | 4              | 0          | 0          | -          | 0                      | (4)                   |
| AMP - Car parks  | -               | 32            | -                | 32             |            | 0          | -          | 0                      | (32)                  |
| Bassetts Park Skate Park   | -               | 95            | -                | 95             | 1          | 10         | -          | 10                     | (85)                  |
| Croyland Gardens landscaping & public realm improvement          | -               | -             | -                | -              | (2)        | 0          | -          | 0                      | 0                     |
| Brooks & Waterways   | -               | 8             | -                | 8              | 0          | 0          | -          | 0                      | (8)                   |
| Play Equipment - parks   | -               | 62            | -                | 62             | (37)       | 62         | -          | 62                     | (0)                   |
| Park Improvement   | -               | 44            | -                | 44             | 6          | 44         | -          | 44                     | 0                     |
| Capital Community Grant  | -               | 15            | -                | 15             |            | 0          | -          | 0                      | (15)                  |
| High St/Jackson Lane car park                                    | -               | 97            | -                | 97             |            | 97         | -          | 97                     | (0)                   |
| Health and Safety Improvements                                   | -               | 39            | -                | 39             | 5          | 0          | -          | 0                      | (39)                  |
| Residential Zones / CPE  | -               | 20            | -                | 20             | 0          | 0          | -          | 0                      | (20)                  |
| Depot Improvements   | -               | 9             | -                | 9              |            | 0          | -          | 0                      | (9)                   |
| Cemetery works   | 40              | 84            | -                | 124            | 9          | 76         | -          | 76                     | (48)                  |
| Municipal Offices - Major Works                                  | -               | 26            | -                | 26             | (0)        | 26         | -          | 26                     | (0)                   |

| Directorate - Place                               | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance to Budget P6 |
|---|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
| Council Chamber Works                             | -               | 141           | -                | 141            | 0          | 141        | -          | 141                    | (0)                   |
| Corporate Property Stock Conditions Work          | -               | 92            | -                | 92             | -          | 92         | -          | 92                     | 0                     |
| Churchill Way Public Realm                        | -               | 211           | -                | 211            | -          | -          | -          | -                      | (211)                 |
| Meadow road Urban Park                            | -               | 43            | -                | 43             | -          | -          | -          | -                      | (43)                  |
| Stock Improvement & Compliance                    | 250             | 496           | -                | 746            | 70         | 150        | -          | 150                    | (596)                 |
| Town Centre Improvements                          | -               | 32            | -                | 32             | -          | -          | -          | -                      | (32)                  |
| London Road Site Development - Pre contract works | -               | 50            | -                | 50             | -          | -          | -          | -                      | (50)                  |
| High Street - Heritage Action Zone                | -               | 1,983         | 504              | 2,487          | 348        | 2,339      | 2,487      | (148)                  | (148)                 |
| Public Realm 5                                    | -               | 48            | -                | 48             | -          | -          | -          | -                      | (48)                  |
| Conservation Area Enhancement Schemes             | -               | 4             | -                | 4              | -          | -          | -          | -                      | (4)                   |
| Improving access to FE/HE                         | -               | 98            | -                | 98             | -          | -          | -          | -                      | (98)                  |
| Electric Vehicle Charging                         | -               | 64            | -                | 64             | -          | -          | -          | -                      | (64)                  |
| Industrial Units - Energy Efficiency              | -               | 49            | -                | 49             | -          | 49         | -          | 49                     | 0                     |
| Chesham House - Major Works                       | -               | 122           | -                | 122            | 25         | 97         | 125        | (28)                   | (25)                  |
| Haylock House                                     | -               | 123           | -                | 123            | -          | 123        | -          | 123                    | 0                     |
| Warren Hill Works                                 | 150             | 150           | -                | 300            | 40         | 75         | -          | 75                     | (225)                 |
| Warren Hill - Music & Database                    | -               | 12            | -                | 12             | -          | 12         | -          | 12                     | 0                     |
| Grounds Fleet & Equipment S106                    | -               | 50            | -                | 50             | 2          | 50         | -          | 50                     | 0                     |
| OAKLEY VALE PHASE 6 DEVELOPMENT                   | -               | 7             | -                | 7              | -          | 7          | -          | 7                      | 0                     |
| TOWN FUND CAPITAL PROJECTS                        | -               | 7             | -                | 7              | -          | 7          | -          | 7                      | 0                     |

| Directorate - Place                                     | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance to Budget P6 |
|---|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
| Cycleway Infrastructure Improvements                    | -               | 95            | -                | 95             | -          | -          | -          | -                      | (95)                  |
| Pedestrianisation of George Street                      | -               | 344           | -                | 344            | 1          | 196        | -          | 196                    | (148)                 |
| GROSVENOR HOUSE IMPROVEMENTS                            | -               | 0             | -                | 0              | 2          | 0          | -          | 0                      | (0)                   |
| S106 FUNDING - CYCLE & PEDESTRIAN                       | -               | 736           | -                | 736            | 184        | 736        | -          | 736                    | (0)                   |
| SHOPPING PARADE PRIORITY IMPROVEMENTS                   | -               | 77            | -                | 77             | 0          | 0          | -          | 0                      | (77)                  |
| SHOPPING PARADE UNITS FIRE DOOR REPLACMT                | -               | 48            | -                | 48             | 13         | 13         | -          | 13                     | (35)                  |
| REMOVAL OF REDUNDANT BUS SHELTERS                       | -               | 12            | -                | 12             |            | 12         | -          | 12                     | (0)                   |
| Bassett's Close S106                                    | -               | 21            | -                | 21             |            | 0          | -          | 0                      | (21)                  |
| Street Lighting   | -               | 154           | -                | 154            | 0          | 0          | -          | 0                      | (154)                 |
| BCW Property Renovations (shops & other buildings)      | -               | 39            | -                | 39             | 5          | 39         | -          | 39                     | 0                     |
| Structural Rebuild - 1a High Street                     | -               | 9             | -                | 9              |            | 0          | -          | 0                      | (9)                   |
| Conversion - 12a High Street                            | -               | 122           |                  | 122            | 0          | 0          | -          | 0                      | (122)                 |
| Conversion - 16a Market Street                          | -               | 188           |                  | 188            |            | 20         | -          | 20                     | (168)                 |
| Conversion - 17 Market Street                           | -               | 128           |                  | 128            |            | 20         | -          | 20                     | (108)                 |
| Tithe Barn Public Realm                                 | -               | 58            |                  | 58             | 0          | 0          | -          | 0                      | (58)                  |
| Doddington Road Cemetery                                | -               | 0             |                  | 0              | 3          | 8          | -          | 8                      | 8                     |
| Wellingborough Heritage and Shop Front Grant Initiative | -               | 145           |                  | 145            | 2          | 145        | -          | 145                    | (0)                   |
| Castle Fields Park S106                                 | -               | 115           |                  | 115            | 5          | 20         | -          | 20                     | (95)                  |
| Queensway Open Space S106                               | -               | -             |                  | -              | (17)       | 0          | -          | 0                      | 0                     |
| Shop Front Improvements                                 | -               | 4             |                  | 4              | 0          | 4          | -          | 4                      | 0                     |
| Multi Storey Car Park (MSCP)                            | -               | 2             |                  | 2              | 0          | 0          | -          | 0                      | (2)                   |
| 43a/44a High Street (conversion)                        | -               | 0             |                  | 0              | 0          | 0          | -          | 0                      | 0                     |



| Directorate - Place                            | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance to Budget P6 |
|--|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
| to residential accommodation)                  |                 |               |                  |                |            |            |            |                        |                       |
| Operational Property refurbishments            | -               | 85            |                  | 85             | 0          | 85         | -          | 85                     | 0                     |
| Swanspool House Extension Roof                 | -               | 11            |                  | 11             | 0          | 11         | -          | 11                     | (0)                   |
| CTU Protection Measures                        | -               | 14            | -                | 14             |            | 0          | -          | 0                      | (14)                  |
| Country Parks Minor Developments               | -               | 45            | -                | 45             | 3          | 10         | -          | 10                     | (35)                  |
| Sywell CP Sewage Treatment                     | -               | 8             | -                | 8              | (2)        | 8          | -          | 8                      | (0)                   |
| Country Parks Pay & Display Equipment          | -               | 1             | -                | 1              | 0          | 1          | -          | 1                      | (0)                   |
| LTP Integrated Transport Block                 |                 | 1,058         | -                | 1,058          | 276        | -          | -          | 0                      |                       |
| DFT Highways                                   | -               | 216           | -                | 216            | -          | -          | -          | 0                      |                       |
| Highways 22-23 Pothole Fund                    | -               | -             | 3,735            | 3,735          | 1,442      | 3,735      | 3,735      | 0                      | 0                     |
| Highways 22-23 LTP Maintenance                 | -               | -             | 3,735            | 3,735          | 0          | 3,735      | 3,735      | 0                      | 0                     |
| Highways 22-23 Incentive Maintenance           | -               | -             | 934              | 934            | 2,347      | 934        | 934        | 0                      | 0                     |
| Highways 22-23 Integrated Transport            | -               | -             | 1,551            | 1,551          | 0          | 1,000      | 1,000      | 0                      | (551)                 |
| Capital support to routine maintenance 2020-21 | -               | -             | -                | -              | 0          | 0          | -          | 0                      | 0                     |
| Challenge Fund Schemes 2020-21                 | -               | 46            | -                | 46             | 0          | 46         | -          | 46                     | (0)                   |
| Targeted Patching 2020-21                      | -               | 42            | -                | 42             | 0          | 42         | -          | 42                     | 0                     |
| Rights of Way Improvements 2020-21             | -               | 126           | -                | 126            | 0          | 126        | -          | 126                    | 0                     |
| Eskdail St. Kettering Highways works           | -               | 135           | -                | 135            | 0          | 0          | -          | 0                      | (135)                 |
| Corby Town Fund Walking & Cycling              | -               | 265           | -                | 265            | 0          | 0          | -          | 0                      | (265)                 |
| Barton Road/Cranford Road Junction             | -               | 208           | -                | 208            | 0          | 0          | -          | 0                      | (208)                 |

| Directorate - Place                                   | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual   | P6 Outturn    | P3 Outturn    | Movement to p3 outturn | Variance to Budget P6 |
|---|-----------------|---------------|------------------|----------------|--------------|---------------|---------------|------------------------|-----------------------|
| Denford Flood Management                              | -               | 31            | -                | 31             | 0            | 0             | -             | 0                      | (31)                  |
| Smart Commuters                                       | -               | 31            | -                | 31             | 0            | 0             | -             | 0                      | (31)                  |
| WA0003 Closed Landfill Sites                          | -               | -             | -                | -              | 0            | 0             | -             | 0                      | 0                     |
| Property Minor Works 2019-20                          | -               | 65            | -                | 65             | 0            | 65            | -             | 65                     | (0)                   |
| East Kettering (Hanwood Park) Junctions D & E         | -               | 1,693         | -                | 1,693          | 19           | 19            | -             | 19                     | (1,674)               |
| Binrastructure  | -               | 2             | -                | 2              | 0            | 2             | -             | 2                      | 0                     |
| DfT Capital Maintenance Funding 2021/22               | -               | 630           | -                | 630            | 0            | 630           | -             | 630                    | 0                     |
| Corby Town Fund                                       | -               | 975           | -                | 975            | 0            | 25            | -             | 25                     | (950)                 |
| Corby Town Fund - 6th Form College                    | -               |               | 9,500            | 9,500          | 0            | 4,750         | 9,500         | (4,750)                | (4,750)               |
| Corby Town Fund - Train Station to Town Centre        | -               |               | 8,055            | 8,055          | 0            | 1,700         | -             | 1,700                  | (6,355)               |
| Treescape   | -               | 195           | -                | 195            | 0            | 0             | -             | 0                      | (195)                 |
| Isham Bypass  | -               | 1,451         | -                | 1,451          | 0            | 1,451         | 1,451         | 0                      | 0                     |
| Oundle Cycle Way                                      | -               | 125           | -                | 125            | 35           | 125           | -             | 125                    | 0                     |
| Wellingborough Norse                                  | -               | 418           | -                | 418            | 7            | 195           | -             | 195                    | (223)                 |
| Augean Landfill - Highways Construction £5k per annum | -               | 3             | -                | 3              | -            | -             | -             | -                      | (3)                   |
| Land at Gainsborough and Sower Leys Road              | -               | 59            | -                | 59             | -            | -             | -             | -                      | (59)                  |
| Former Sunseekers site, Finedon Road, Irthlingborough | -               | 105           | -                | 105            | -            | -             | -             | -                      | (105)                 |
| S106 Funded Schemes                                   | -               | 2,794         | -                | 2,794          | -            | -             | -             | -                      | (2,794)               |
| <b>Total</b>  | <b>2,472</b>    | <b>30,148</b> | <b>28,014</b>    | <b>60,634</b>  | <b>8,744</b> | <b>31,318</b> | <b>29,715</b> | <b>1,603</b>           | <b>(29,316)</b>       |

| Directorate - Children's  | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual   | P6 Outturn   | P3 Outturn    | Movement to p3 outturn | Variance to Budget P6 |
|---|-----------------|---------------|------------------|----------------|--------------|--------------|---------------|------------------------|-----------------------|
|   | £'000           | £'000         | £'000            | £'000          | £'000        | £'000        | £'000         | £'000                  | £'000                 |
| Kettering Secondary School Extensions                             | -               | 35            |                  | 35             | (18)         | -            | -             | 0                      | (35)                  |
| Schools Minor Works - 2020-21                                     | -               | 453           | -                | 453            | 54           | 462          | 559           | (96)                   | 9                     |
| Red Kite 6th Form Block   | -               | 84            | -                | 84             | (9)          | 13           | 13            | 0                      | (71)                  |
| East Northants Restructure - Prince William Academy phase 3 works | -               | 4,173         | -                | 4,173          | (250)        | 2,648        | 4,173         | (1,525)                | 0                     |
| Schools Capitalisation of Revenue Contributions                   |                 | 214           | -                | 214            | -            | -            | -             | 0                      | (214)                 |
| Prince William School phase 2 works                               | -               | 23            | -                | 23             | -            | -            | -             | 0                      | (23)                  |
| Stanton Cross Primary School                                      | 4,564           | 1,054         | -                | 3,510          | 3,436        | 4,126        | 4,126         | 0                      | 616                   |
| Isebrook SEND College School expansion                            | -               | 522           | -                | 522            | 16           | 555          | 555           | 0                      | 33                    |
| Schools Minor Works Programme 21-22                               | 968             | 486           | -                | 1,454          | 309          | 541          | 856           | (314)                  | (913)                 |
| Montsaye Academy Improvements                                     | -               | 169           | -                | 169            | 34           | 169          | 169           | 0                      | 0                     |
| Earls Barton School S106 works                                    | -               | 30            | -                | 30             | 8            | 24           | 24            | 0                      | (6)                   |
| Corby Secondary Schools temporary capacity                        | -               | 10            | -                | 10             | 0            | 0            | 0             | 0                      | (10)                  |
| Boughton Primary School Improvements                              | -               | -             | -                | -              | 0            | 0            | 0             | 0                      | 0                     |
| Devolved Formula Grant (DFC) 2021-22                              | -               | 1             | -                | 1              | 0            | 0            | 0             | 0                      | (1)                   |
| Children's Trust  | 1,012           | -             | -                | 1,012          | -            | -            | -             | 0                      | (1,012)               |
| <b>Total</b>  | <b>6,544</b>    | <b>5,146</b>  | <b>-</b>         | <b>11,690</b>  | <b>3,579</b> | <b>8,539</b> | <b>10,474</b> | <b>(1,935)</b>         | <b>(3,151)</b>        |

| Directorate - Adults                        | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance Budget to P6 |
|---|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
|   | £'000           | £'000         | £'000            | £'000          | £'000      | £'000      | £'000      | £'000                  | £'000                 |
| Chester House Estate                        | -               | 194           | -                | 194            | (141)      | 194        | 0          | 194                    | 0                     |
| Capitalisation of Community Equipment       | 540             | 44            | -                | 584            | -          | -          | -          | 0                      | (584)                 |
| Disabled Facilities Grant                   | 1,900           | 2,669         | -                | 5,231          | 599        | 2,000      | 2,500      | (500)                  | (3,231)               |
| Warm Homes Fund                             | -               | -             | -                | -              | -          | -          | 5          | (5)                    | 0                     |
| Castle Theatre                              | -               | 740           | -                | 740            | -          | -          | -          | 0                      | (740)                 |
| PFP Leisure                                 | -               | 183           | -                | 183            | -          | -          | -          | 0                      | (183)                 |
| Empty Properties                            | -               | 308           | -                | 308            | -          | 100        | 308        | (208)                  | (208)                 |
| Rockingham Road Pavilion                    | -               | 300           | -                | 300            | -          | -          | -          | 0                      | (300)                 |
| Small and other capital works and grants    | 150             | 150           | -                | 300            | 39         | 39         | 31         | 8                      | (261)                 |
| Housing and Homelessness Prevention         | 2,000           | 3,424         | -                | 5,424          | 101        | 750        | 750        | 0                      | (4,674)               |
| Rough Sleepers Accommodation                | -               | 580           | -                | 580            | 194        | 580        | 580        | 0                      | 0                     |
| RSAP  | -               | 580           | -                | 580            | 194        | 580        | 580        | 0                      | 0                     |
| Leisure and Tourism Projects                | 104             | 256           | -                | 360            | 101        | 101        | 0          | 101                    | (259)                 |
| Private Sector Decent Homes Project         | -               | 69            | -                | 69             | -          | -          | -          | 0                      | (69)                  |
| Social Housing Grant                        | -               | 13            | -                | 13             | -          | -          | -          | 0                      | (13)                  |
| Community Fund                              | 40              | 65            | -                | 105            | 42         | 37         | 37         | 0                      | (68)                  |
| Community Centre Improvements               | -               | 42            | -                | 42             | 7          | 7          | 0          | 7                      | (35)                  |
| Desborough Leisure Centre Floor Replacement | -               | 16            | -                | 16             | -          | -          | -          | 0                      | (16)                  |
| Corn Market Hall Boiler Replacement         | -               | 5             | -                | 5              | -          | 5          | -          | 5                      | 0                     |
| Grants - Village Halls                      | 32              | 44            | -                | 76             | 33         | 31         | 31         | 0                      | (45)                  |
| Swimming Pool                               | -               | 5             | -                | 5              | 5          | 5          | 0          | 5                      | 0                     |
| GLaM  | -               | 1,964         | 487              | 2,451          | 1,523      | 2,451      | 2,409      | 42                     | (0)                   |
| Lawrences Pre Contract                      | -               | 223           | -                | 223            | (1)        | 223        | 223        | 0                      | (0)                   |
| SCW - Small Capital Works                   | -               | 66            | -                | 66             | -          | -          | -          | 0                      | (66)                  |
| Parkwood Leisure Renewal                    | 30              | 26            | -                | 56             | 1          | -          | -          | 0                      | (56)                  |
| Burton Latimer Community Leisure            | -               | 790           | -                | 790            | -          | -          | -          | 0                      | (790)                 |
| Desborough Park                             | -               | -             | -                | -              | -          | -          | -          | 0                      | 0                     |
| Desborough CCTV                             | -               | 17            | -                | 17             | 2          | -          | -          | 0                      | (17)                  |
| CCTV - Little Stanion S106                  | -               | 5             | -                | 5              | -          | -          | -          | 0                      | (5)                   |

| Directorate - Adults   | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn | P3 Outturn | Movement to p3 outturn | Variance Budget to P6 |
|--|-----------------|---------------|------------------|----------------|------------|------------|------------|------------------------|-----------------------|
| CCTV- Priors Hall S106   | -               | 13            | -                | 13             | 0          | -          | -          | 0                      | (13)                  |
| CCTV- Weldon S106  | -               | 17            | -                | 17             | -          | -          | -          | 0                      | (17)                  |
| CCTV - Upgrades And Improvements Oakley Vale Community Facility  | -               | 1             | -                | 1              | 4          | -          | -          | 0                      | (1)                   |
| Golf Course Projects Saxilby Boxing Club, Incl Roof Works  | -               | 13            | -                | 13             | -          | 13         | -          | 13                     | 0                     |
| LPSC - Fire Door Upgrade   | -               | 63            | -                | 63             | -          | -          | -          | 0                      | (63)                  |
| LPSC - Fire Door Upgrade   | -               | 24            | -                | 24             | -          | 24         | -          | 24                     | (0)                   |
| Pool Plant Room & Prioritised Investmt Private Sector Housing - Home Repair Grants Warmer Homes                    | -               | 20            | -                | 20             | (4)        | 20         | -          | 20                     | 0                     |
| CBC  | -               | 77            | -                | 77             | 9          | 9          | -          | 9                      | (69)                  |
| Corby Home Support Service   | -               | 470           | -                | 470            | -          | 125        | 249        | (124)                  | (345)                 |
| Grant Aid Greenway   | -               | -             | -                | -              | -          | 11         | -          | 11                     | 13                    |
| Washbrook Road Football Club Development - Higham Ferrers Waendel Leisure Centre Pool Area Temporary Accommodation | -               | 3             | -                | 3              | -          | -          | -          | 0                      | (6)                   |
| Mitigation Fund  | -               | 148           | -                | 148            | -          | -          | -          | 0                      | (148)                 |
| Football pitch Improvement works   | -               | 21            | -                | 21             | -          | -          | -          | 0                      | (21)                  |
| Croyland Park S106 Renovation Grant-Discretionary  | -               | 1             | -                | 1              | 1          | -          | -          | 0                      | (1)                   |
| Northamptonshire Libraries Self Service Terminals  | -               | 51            | -                | 51             | 3          | 20         | -          | 20                     | (31)                  |
| Oundle Library Community Library   | -               | 50            | -                | 50             | -          | -          | -          | 0                      | (50)                  |
| Prog - Earls Barton Community Library  | -               | 1             | -                | 1              | -          | -          | -          | 0                      | (1)                   |
| Prog - Finedon Community Library   | -               | 14            | -                | 14             | 5          | -          | -          | 0                      | (14)                  |
| Prog - Raunds Community Library  | -               | 3             | -                | 3              | 3          | -          | -          | 0                      | (3)                   |
| Prog - Rothwell Community Library  | -               | 23            | -                | 23             | -          | -          | -          | 0                      | (23)                  |
| Prog - Thrapston Community Library   | -               | 28            | -                | 28             | -          | -          | -          | 0                      | (28)                  |
| Prog - Wollaston Library   | -               | 81            | 72               | 153            | -          | 72         | 72         | 0                      | (81)                  |
| Management System  | -               | -             | -                | -              | -          | -          | -          | 0                      | 0                     |
| Hazelwood Neighbourhood Centre Development   | -               | 0             | -                | 0              | -          | -          | -          | 0                      | 0                     |
|  | -               | 161           | -                | 161            | -          | -          | -          | 0                      | (161)                 |
|  | -               | -             | 82               | 82             | -          | 82         | -          | 82                     | 0                     |

| Directorate - Adults           | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual   | P6 Outturn   | P3 Outturn   | Movement to p3 outturn | Variance Budget to P6 |
|--------------------------------|-----------------|---------------|------------------|----------------|--------------|--------------|--------------|------------------------|-----------------------|
| Kingswood Urban Development    | -               | -             | 87               | 87             | -            | 87           | -            | 87                     | 0                     |
| Social Care system replacement | -               | 939           | -                | 939            | -            | -            | -            | 0                      | (939)                 |
| <b>Total</b>                   | <b>4,796</b>    | <b>14,893</b> | <b>1,390</b>     | <b>21,078</b>  | <b>2,532</b> | <b>6,991</b> | <b>7,196</b> | <b>(205)</b>           | <b>(14,087)</b>       |

| Directorate - Transformation            | Original Budget | Budget C/Fwd. | Approved in year | Revised Budget | YTD Actual | P6 Outturn   | P3 Outturn   | Movement to p3 outturn | Variance to Budget P6 |
|---|-----------------|---------------|------------------|----------------|------------|--------------|--------------|------------------------|-----------------------|
|   | £'000           | £'000         | £'000            | £'000          | £'000      | £'000        | £'000        | £'000                  | £'000                 |
| BRR18 - Customer Contact and Digital    | -               | 1,875         | -                | 1,875          | -          | 700          | 700          | 0                      | (1,175)               |
| Xpress Merge                            | -               | 34            | -                | 34             | -          | -            | -            | 0                      | (34)                  |
| Infrastructure / Flexi & Remote Working | 220             | 61            | -                | 281            | 65         | 100          | 16           | 84                     | (181)                 |
| ICT Hardware Replacement                | 150             | 1             | -                | 149            | 5          | 5            | 5            | 0                      | (144)                 |
| Passport Replacements and IP addressing | -               | 1             | -                | 1              | -          | -            | -            | 0                      | 1                     |
| NCloud Server Replacements              | -               | 6             | -                | 6              | -          | -            | -            | 0                      | (6)                   |
| Capita ONE to Cloud                     | -               | 1             | -                | 1              | -          | -            | -            | 0                      | (1)                   |
| Office365 Implementation                | -               | 1             | -                | 1              | -          | -            | -            | 0                      | (1)                   |
| SharePoint 2007 Migration               | -               | -             | -                | -              | -          | -            | -            | 0                      | 0                     |
| IT Security Solutions                   | -               | 75            | -                | 75             | -          | -            | -            | 0                      | (75)                  |
| Cyber Security                          | -               | 193           | -                | 193            | 43         | 100          | 27           | 73                     | (93)                  |
| WAN/Wi-Fi                               | -               | -             | -                | -              | 9          | -            | -            | 0                      | 0                     |
| End User Devices phase 1                | -               | -             | 460              | 460            | 46         | 300          | 460          | (160)                  | (160)                 |
| Customer Service Management             | 150             | -             | -                | 150            | -          | 150          | 150          | 0                      | 0                     |
| IT Strategy                             | 2,000           | -             | -                | 2,000          | -          | -            | -            | 0                      | (2,000)               |
| Revs & Benefits System                  | -               | -             | 750              | 750            | -          | 350          | 750          | (400)                  | (400)                 |
| <b>Total</b>                            | <b>2,520</b>    | <b>2,244</b>  | <b>1,210</b>     | <b>5,974</b>   | <b>169</b> | <b>1,705</b> | <b>2,108</b> | <b>(403)</b>           | <b>(4,269)</b>        |

| Directorate - Housing                              | Original Budget | Budget C/fwd | Year End Virements | Revised Budget | YTD Actuals | P6 Outturn | P3 Outturn | Movement to P3 | Variance to Budget |
|--|-----------------|--------------|--------------------|----------------|-------------|------------|------------|----------------|--------------------|
|  | £'000           | £'000        | £'000              | £'000          | £'000       | £'000      |            |                | £'000              |
| <b>Housing Corby</b>                               |                 |              |                    |                |             |            |            |                |                    |
| Housing Development Programme                      | 5,300           | 8,283        | 0                  | 13,583         | 1,042       | 4,018      | 4,182      | 164            | (9,565)            |
| Decent Homes – Electrical Upgrades                 | 1,032           | 519          | 0                  | 1,550          | 94          | 700        | 360        | (340)          | (850)              |
| Heating Works                                      | (288)           | 196          |                    | (92)           | 0           | 0          | 0          | 0              | 92                 |
| Asbestos Inspections & Works                       | 165             | 124          |                    | 289            | 8           | 100        | 69         | (31)           | (189)              |
| HRA - Additional Gas Inspections & Work [CBC]      | (67)            | 34           |                    | (33)           | 0           | 0          | 0          | 0              | 33                 |
| Improving access for disabled people               | 180             | (40)         |                    | 140            | 53          | 122        | 138        | 16             | (18)               |
|  | 0               | 128          |                    | 128            | 0           | 0          | 0          | 0              | (128)              |
| HRA - Lifts [CBC]                                  | 0               | (101)        |                    | (101)          | 3           | 0          | 0          | 0              | 101                |
| HRA - Additional Electric Inspections & Work [CBC] | 0               | 75           |                    | 75             | 0           | 0          | 0          | 0              | (75)               |
| Property Stores Project                            |                 |              | 163                | 163            | 0           | 140        | 0          | (140)          | (23)               |
| HRA - Bathrooms [CBC]                              | 463             | (51)         |                    | 411            | 109         | 258        | 123        | (135)          | (153)              |
| HRA - Central Heating Boilers [CBC]                | 858             | (238)        |                    | 620            | 62          | 481        | 348        | (133)          | (139)              |
| Decent Homes : Central Heating Replacement         | 0               | 91           |                    | 91             | 0           | 0          | 0          | 0              | (91)               |
| HRA - External Doors (Dwellings) [CBC]             | 186             | (36)         |                    | 149            | 32          | 190        | 77         | (113)          | 41                 |
| DECENT HOMES: ENTRANCE DOORS/FLATS                 | 0               | 36           |                    | 36             | 0           | 0          | 0          | 0              | (36)               |
| HRA - Fire Doors For Flats/Blocks [CBC]            | (79)            | 60           |                    | (19)           | 0           | 0          | 0          | 0              | 19                 |
| HRA - Kitchens [CBC]                               | (273)           | 135          |                    | (139)          | 4           | 0          | 0          | 0              | 139                |
| Decent Homes : Kitchen & Bathrooms                 | 0               | 127          |                    | 127            | (0)         | 0          | 0          | 0              | (127)              |
| HRA - Wall Finishes [CBC]                          | 100             | (45)         |                    | 55             | 65          | 250        | 27         | (223)          | 195                |
| HRA - Unallocated Labour & Overheads [CBC]         | 750             | 182          | (163)              | 769            | 750         | 614        | 750        | 136            | (155)              |
| HRA - Other Smaller Schemes [CBC]                  | 94              | 148          |                    | 242            | 1           | 6          | 94         | 88             | (236)              |
| DECENT HOMES: REWIRES                              | 0               | 734          |                    | 734            | 0           | 0          | 0          | 0              | (734)              |
| STRUCTURAL WORKS                                   | 0               | 43           |                    | 43             | 0           | 0          | 0          | 0              | (43)               |
| HRA - Compliance (Radon) [CBC]                     | (60)            | 70           |                    | 10             | 0           | 0          | 0          | 0              | (10)               |
| HRA - Compliance (Fire) [CBC]                      | (20)            | (19)         |                    | (39)           | 3           | 0          | 0          | 0              | 39                 |
| HRA - Compliance (Water) [CBC]                     | 155             | (4)          |                    | 151            | 0           | 0          | 0          | 0              | (151)              |
| HRA - Estate Maintenance [CBC]                     | 100             | (42)         |                    | 58             | 9           | 21         | 13         | (8)            | (37)               |

|   |               |               |          |               |              |               |               |              |                 |
|---|---------------|---------------|----------|---------------|--------------|---------------|---------------|--------------|-----------------|
| No Fines External Insulation              | 0             | 106           |          | 106           | 0            | 0             | 0             | 0            | (106)           |
| VOIDS MAJOR WORKS                         | 0             | 0             |          | 0             | 54           | 0             | 0             | 0            | (0)             |
| MAJOR ROOFING WORKS                       | 0             | 8             |          | 8             | 0            | 78            | 0             | (78)         | 70              |
| Health & Safety Rating                    | 375           | 0             |          | 375           | 0            | 140           | 122           | (18)         | (235)           |
| <b>Total Corby Housing</b>                | <b>8,969</b>  | <b>9,714</b>  | <b>0</b> | <b>18,682</b> | <b>2,289</b> | <b>7,118</b>  | <b>6,302</b>  | <b>(816)</b> | <b>(11,564)</b> |
| <b>Kettering Housing</b>                  |               |               |          |               |              |               |               |              |                 |
| Decent Homes - Kitchen & Bathroom Renewal | 400           | 378           |          | 778           | 271          | 393           | 605           | 212          | (385)           |
| Door Entry Systems                        | 0             | 0             |          | 0             | 0            | 0             | 0             | 0            | (0)             |
| Central Heating Renewal                   | 500           | 51            |          | 551           | 166          | 551           | 500           | (51)         | (0)             |
| Homes for the Future: Hampden Crescent B  | 928           | (1)           |          | 927           | 0            | 1,050         | 1,138         | 88           | 123             |
| Roof Renewals                             | 100           | 296           |          | 396           | 49           | 227           | 120           | (107)        | (169)           |
| Improving access for disabled people      | 200           | 23            |          | 223           | 128          | 209           | 223           | 14           | (14)            |
| Decent Homes - Electrical Upgrades        | 400           | 177           |          | 577           | 120          | 577           | 400           | (177)        | (0)             |
| External Door Replacements                | 50            | 85            |          | 135           | 63           | 129           | 100           | (29)         | (6)             |
| VOIDS Repairs and Improvements            | 400           | 181           |          | 581           | 196          | 581           | 400           | (181)        | 0               |
| External Insulation                       | 100           | 79            |          | 179           | 18           | 109           | 100           | (9)          | (70)            |
| Desborough & Rothwell                     | 0             | 416           |          | 416           | 350          | 416           | 0             | (416)        | (0)             |
| Environmental Improvements                | 100           | 87            |          | 187           | 49           | 90            | 137           | 47           | (97)            |
| Sheltered Housing - "Sparkle" Programme   | 50            | 68            |          | 118           | 1            | 72            | 72            | 0            | (46)            |
| Window Renewal                            | 100           | 47            |          | 147           | 14           | 29            | 100           | 71           | (118)           |
| Hidden Homes                              | 0             | 110           |          | 110           | 41           | 110           | 259           | 149          | (0)             |
| Housing Association Grant                 | 985           | 1,317         |          | 2,302         | 13           | 100           | 0             | (100)        | (2,202)         |
| Former Grange Methodist Church Site       | 0             | 1,852         |          | 1,852         | 4            | 100           | 500           | 400          | (1,752)         |
| Health & Safety and Fire Precautions      | 20            | 42            |          | 62            | 26           | 20            | 20            | 0            | (42)            |
| <b>Total Kettering Housing</b>            | <b>4,333</b>  | <b>5,923</b>  | <b>0</b> | <b>10,256</b> | <b>1,814</b> | <b>4,763</b>  | <b>5,360</b>  | <b>597</b>   | <b>(5,493)</b>  |
| <b>Total Housing Revenue Account</b>      | <b>13,302</b> | <b>15,637</b> | <b>0</b> | <b>28,938</b> | <b>4,102</b> | <b>11,881</b> | <b>11,662</b> | <b>(219)</b> | <b>(17,057)</b> |



## EXECUTIVE 10<sup>th</sup> November 2022

|                       |   |
|-----------------------|---|
| <b>Report Title</b>   | <b>Capital Programme Update 2022/23</b>   |
| <b>Report Authors</b> | Janice Gotts, Executive Director of Finance<br><a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a> |
| <b>Lead Member</b>    | Councillor Lloyd Bunday, Executive Member for Finance and Transformation  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number for exemption from publication under Schedule 12A Local Government Act 1974</b> |   |

### 1. Purpose of Report

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- 1.1 The purpose of this report is to request approval for capital schemes that have come forward for inclusion in within the Council's approved Capital Programme. Approval of the schemes and associated funding will allow these schemes to move forward to procurement and delivery.

### 2. Executive Summary

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- 2.1 This report contains details of projects which have been submitted by officers to the Council's Strategic Capital Board as part of the Council's Capital Approval Process. Each scheme must complete a business case setting out the changes requested to the Capital Programme, including the purpose of the spend, the expected outcomes and the financial implications together with funding routes.

### 3. Recommendations

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#### 3.1 It is recommended that Executive:

- i) Approve the following changes to the capital programme:
  - a. Garden Communities (sustainable urban extensions) - increase of £1.428m to the capital programme for 2022/23, which is to be funded from the Homes England Garden Communities Grant.
  - b. Changing Places, increase of £0.497m to the capital programme; £0.186m in 2022/23 and £0.311m in 2023/24, which £0.330m is to be funded from Department for Levelling Up, Housing and Communities and £0.167m from capital receipts.
  - c. Discover North Northamptonshire Tourism Hub – increase of £0.245m to the capital programme, which is to be funded from UK Shared Prosperity Fund.
  - d. Street lighting LED upgrade project, increase of £6.170m to the capital programme; £3.033m in 2022/23, £2.157m in 2023/24 and £0.980m in 2024/25, to be funded from borrowing.
  - e. Children’s Residential Home provision – increase of £0.762m to the capital programme to be funded from borrowing.
- ii) Recommend to Council to approve the following borrowing proposals for:
  - a. the Street lighting LED Upgrade Project - £6.170m.
  - b. Children’s Residential Homes provision - £0.762m

#### 3.2 Reasons for the recommendation are set out in greater detail within section 5 of the report, but can be summarised as:

- To support the delivery of sustainable urban extensions of 25,000 homes within North Northamptonshire.
- To improve changing facilities within North Northamptonshire.
- To promote tourism hubs in targeted area within Rushden Lakes.
- To support the delivery of energy efficient street lighting and reduce carbon emissions.
- To support the delivery of children's residential places within Northamptonshire.

#### 3.3 Alternative Options Considered:

- Where grant funded, the use of the funding is in line with the agreement, and there is no alternative option proposed.
- Where the schemes are not funded through a specific grant, then the alternative option at this stage would be to not approve them. However, this would have an adverse impact on meeting service needs, reducing carbon and the completion of other improvements across North Northamptonshire.

## 4. Report Background

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- 4.1 The Capital Programme is the Council's plan for investing in assets to efficiently deliver its statutory services, and to improve the local infrastructure of North Northamptonshire, with the benefits lasting over a number of years. The Council is required to set a balanced revenue budget and therefore must ensure that where borrowing is proposed to fund the cost of capital that the cost of servicing the debt is affordable within the Council's revenue budget.
- 4.2 Resources come from several sources including Government grants, capital receipts from surplus land and buildings, revenue contributions, other external contributions and borrowing. The Council captures its projected capital expenditure within the Capital Programme to monitor the same, help to control costs and ensure transparency. Given that the Capital Programme is approved by Executive, changes to it are also approved by Executive unless authority has been delegated in accordance with the Council's constitution.
- 4.3 This report provides an update to the Capital Programme 2022/23 as adopted by the Council in February 2022 and requests that the proposed changes are approved and reflected within the programme.

## 5. Issues and Choices – Further Detail on the Recommendations and Updates to the Capital Programme

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- 5.1 **Garden Communities Infrastructure – budget approval for £1,428,000.**  
North Northamptonshire is the home to six Garden Communities (Sustainable Urban Extensions) that provide the key building blocks for growth in North Northamptonshire, planned to contain over 25,000 new homes and associated jobs and infrastructure. These are nationally important developments that have attracted Government support through the Garden Towns and Garden Villages programmes.
- 5.2 Funding was awarded from the Homes England Garden Communities Capital Programme to support technical work and business case development on several infrastructure projects that would also help to inform discussions and Section 106 negotiations with the Garden Community site promoters. It will also provide funding for off-site delivery i.e., River Ise Connectivity Project and Nene Way Surface Improvements.

The seven projects are:

1. **Midland Road Improvements (Wellingborough)**  
Designing a scheme for cycle and pedestrian improvements on Midland Road (to meet LTN1/20 requirements), which connects Stanton Cross, the Railway Station and Wellingborough Town Centre.
2. **Isham to Wellingborough Improvements (IWIMP)**  
Traffic modelling and options report to determine if the Council should continue to protect the IWIMP corridor or explore alternative options.

3. **Rushden East – A6 Connectivity**  
Feasibility and design work for a bridge across the A6, connecting the proposed Rushden East development with Rushden town centre. Report findings will help to inform scheme design and connectivity paths, and future funding bid opportunities.
4. **Station Gateway, Wellingborough**  
Technical work and stakeholder engagement to present designed and costed projects ready to deliver a high-quality scheme centre around the railway station, using S106 contributions or capital funding from other sources.
5. a) **River Ise Connectivity**  
Working in partnership with the River Nene Regional Park Community Interest Company. Improved green connections have been identified, connecting the Garden Communities along the River Ise, via cycle and pedestrian links. This funding will be used to deliver improvements between Deeble Road and Grantown Close, Kettering.  
  
b) **River Ise Connectivity – Extension Project**  
Further funding was awarded in 2021/22 to deliver an extension to project 5a above. Funding will deliver improvements that extend the connection further north between Deeble Road and Charlotte Place Park, Kettering. Funding will cover the costs of surfacing, engineering works and environmental improvements.
6. **Nene Way Surface and Access Improvements**  
The Nene Way connects Stanton Cross to the Rushden Lakes development. This funding will provide improvements to surface treatments and access points which will provide pedestrian and cycle links to local retail and leisure facilities.  
  
Working with officers across the authority and in partnership with the River Nene Regional Park CiC, briefs are being developed for each of the above projects.
7. a) **Tresham Garden Village – Safe Route to School**  
This involves Phase 1 of a 2 kilometres scheme to provide a direct ‘Safe Route to School’ off-road walking/cycling route from Tresham Garden Village to the new Weldon Park Secondary School. Funding will enable the first phase to be designed and commissioned.  
  
b) **Tresham Garden Village – Consultancy Support**  
This is to fund consultancy support for the Council and the Tresham Garden Village promoter in developing business cases for advanced infrastructure to open initial phases of the site. This will include strategic advice, developing bid strategies, preparing bids, and commencing dialogue with potential funders.

- 5.3 **Changing Places – budget approval for £497,000.** The Council has been awarded £330k from the Department for Levelling Up, Housing and Communities to cover the design, construction and completion of Changing Places Toilets. This is to deliver 9 Changing Places Facilities across North Northamptonshire. Changing places provide a larger area than the basic facility including a place to get changed, to lie down and to move seamlessly from wheelchair to the toilet and the changing area. Each facility to include ceiling track hoist, height adjustable bench & basin, grab rails and panic alarm cords etc.
- 5.4 In September 2021 the Council committed to £65k match funding, to cover the infrastructure costs including the service connections and staff costs. However, the costs have recently been reviewed and it is proposed that the match funding should be increased by £5k per facility (from £5k to £10k per standard facility and from £10k to £15k for the more complex facilities), plus an additional 20% of match funding to cover the contingency and inflation costs.
- 5.5 The increase to the match funding will equate to a total of £110k plus an additional estimated cost of £35k to cover the costs of salaries for a Project Manager to deliver this project and £22k for contingency to be met from capital receipts, together with the grant of £330k which will take the project budget to £497k.
- 5.6 In 2022/23, 3 facilities will be delivered in the following locations
- East Carlton Country Park
  - Kettering GLAM Project (Being delivered as part of the existing Project)
  - The Cube, Corby
- The locations for the remaining 6 facilities to be delivered in 2023/24 will be reviewed and considered with other teams within NNC to agree suitable locations which have a high level of footfall.
- 5.7 **Discovery North Northamptonshire Tourism Hub – budget approval for £245,000.** This project was proposed as a collaboration between North Northamptonshire Council and the Crown Estate, in response to a shared recognition of the need to promote the region to visitors and bring our local community together to develop a shared model of sustainable tourism.
- 5.8 The project team were made aware of the UK Shared Prosperity Fund, a government-allocated fund intended to reduce inequalities between communities, as part of the Government’s wider “levelling up” agenda. One specific aim of this fund which is relevant to this proposal is to help restore a sense of community, local pride and belonging.
- 5.9 To support this project, the Crown Estate have offered a currently empty unit at Rushden Lakes Shopping Centre to North Northants council on a long-term free rent lease. This capital project, business case and centre designs have been presented to the Crown Estate who have confirmed they are very supportive

and are happy to extend the Council's lease for an additional five years to accommodate the project.

- 5.10 North Northamptonshire Council have already submitted this proposal as part of the Year One Investment Plan for the UK Shared Prosperity Fund that includes £245,000 capital and £20,000 revenue. These funds will need to be spent within the 2022/23 financial year.
- 5.11 The local tourism sector in Northamptonshire supports over 13,500 jobs, welcomes over 20 million visitors and an out-bound visitor spend of over £1 billion in Northamptonshire every year.
- 5.12 The potential for the development of the visitor economy recognises that the area's combination of the accessibility and range of our countryside, wildlife, heritage and cultural events is a strength that can further support the local and rural economy in particular. This proposal supports the work of Destination Nene Valley, Discover NN and other visitor economy proposals and plans such as the "Britain's' Best Surprise" campaign in developing the visitor economy to enable active exploration of the countryside, towns and attractions by visitors and residents.
- 5.13 The project will create new opportunities for local residents to engage with higher and further education partners such as the University of Leicester through on-site talks, workshops and travelling exhibitions. Partnerships will be developed with local colleges to deliver hands-on tourism and hospitality training, and there will be opportunities for job seekers of all ages to gain new skills through volunteering and work experience, as well as meeting with local employers for recruitment days.
- 5.14 **Street Lighting LED Upgrade Project – budget approval for £6,170,000.** Street Lighting energy costs have doubled since April 2022. Energy is 'Purchased Within Period' (PWP) a lower summer rate (36% of the usage) and a higher Winter Rate (64%) and overall, this has resulted in a pressure on the revenue budget of £1m for 2022/23, before the energy price cap.
- 5.15 We are anticipating a further increase in cost once the cap is lifted in April 2023 for the next financial year, before prices should start to level. The equivalent LED replacement for our most common lantern will use around 70% less electricity to achieve current lighting levels, so the proposal will reduce our energy cost and will also reduce carbon tonnage for North Northamptonshire of 500.79 tCO<sub>2</sub>e.
- 5.16 The proposal will deliver improvements to the existing Highway Street Lighting PFI stock lanterns by changing them to LED units, whilst maintaining current lighting standards. All new units will be linked to a Central Management System which will allow remote management and monitoring of units for electricity consumption reporting and fault monitoring.
- 5.17 A report elsewhere on this agenda sets out the further details on this scheme.

- 5.18 **Children’s residential home capacity in Northamptonshire – increase of £760,758.** New legislation came into force in September 2021, as part of the Government’s response to its consultation aimed at ensuring the highest quality provision for all children and young people in care.
- 5.19 For children under the age of 16 years these regulations mean children in care cannot be placed in CQC registered homes without Ofsted registration, 28-day crisis placement or Independent supported accommodation. This will ensure the most vulnerable children are cared for in settings that best meet their needs and as part of the Sufficiency Strategy, work has been ongoing to increase the sufficiency of placements to meet the needs of our children.
- 5.20 However, capacity is limited and there is a national and local challenge in having enough foster carers to provide a home for children with complex needs. It is also recognised that children who have complex mental health needs do not always suit a mixed home approach and require a more specialist service with partnerships such as health and education embedded into the care offer.
- 5.21 Northamptonshire Children’s Trust has analysed the cost, quality and availability of placement offers for children within this cohort and has concluded that developing an in-house service within the Trust is the best way to ensure a more responsive and cost-effective provision which will lead to better outcomes for our children.
- 5.22 The options considered are as follows:
- Purchase and refurbish a property to create a new internal children’s home for four children to increase sufficiency of placements for children who are at risk of hospitalisation that have existing complex needs and /or during an episode of poor mental health.
  - Refurbish the John Greenwood Shipman property to create two emergency placements for children with a learning disability/ Autistic Spectrum Disorder (ASD) and or complex health needs.
- 5.23 This proposal is part of the wider work being undertaken to improve the current residential offer.
- 5.24 The cost of the proposals will be subject to final confirmation once the procurement process is complete. It is envisaged that the investment will avoid more costly placements in other residential settings and further work will be undertaken to continue to verify this position based on the needs of the children in Northamptonshire to ensure that the capital investment within the settings remains appropriate. Where new investment is related to assets held by West Northamptonshire Council, there will be a separate agreement between both Councils regarding any future benefit and cost arising from such investment.

## **6. Next Steps**

- 6.1 The delivery of the Children's Trust residential places is linked to a wider savings programme within the Children's Trust in reducing high-cost placements for complex needs.

## **7. Implications (including financial implications)**

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### **7.1 Resources, Finance and Transformation**

- 7.1.1 The additional budget requirements are funded from the use of external grants, capital receipts and borrowing.
- 7.1.2 The Garden Communities project will support the urban extension of 25,000 homes within North Northamptonshire. Changing Places will provide additional facilities to residents of North Northamptonshire.
- 7.1.3 The Street Lighting LED project supports delivering energy efficiency and carbon reduction.
- 7.1.4 The investment in in-house Children's Residential settings should see a reduction in the average cost of the placements compared to similar in the independent sector.

### **7.2 Legal**

- 7.2.1 The Council must utilise funding and deliver schemes in line with the restrictions and requirements as set out in the agreements linked to that funding and the requirements as set out in the Council's Constitution, in particular the budget setting and policy framework and the financial regulations. In this regard any new borrowing must be approved by Council.

### **7.3 Risk**

- 7.3.1 The deliverability of the 2022/23 Capital Programme is monitored by each accountable project manager and senior officer. There is further review throughout the financial year reported through the Executive.
- 7.3.2 If any overspends or emerging pressures are identified during the year, then mitigating actions will be sought and management interventions undertaken.
- 7.3.3 With most capital projects there is a risk that delays, and cost increases may arise as a result of the impact of inflation. Generally, this relates to the supply and price of materials with projects requiring increased lead in times. Whilst every attempt is made to cost these implications into the project, the risks remain. However, it must be recognised that the current "Cost of Living Crisis" has driven up the level of inflation, which is much higher than in previous



periods and indeed when funding bids were originally submitted. This therefore poses a risk to the deliverability of the projects as originally envisaged, where reductions to the scope of projects may be required to ensure budgets are not overspent.

7.3.4 The current uncertain economic context is also increasing interest rates associated with borrowing that is used to fund elements of the capital programme. This treasury risk impacts the overall affordability of the programme, which will be closely monitored and managed, but may lead to a reduced capital programme in the future.

7.3.5 There is a risk in relation to funding, particularly where it is from third parties including grants, and appropriate agreements must be entered into to ensure that the funding is secured and spend is in accordance with any criteria stipulated by the funder, both the nature of the spend and the timing (where a deadline applies).

#### **7.4 Relevant Policies and Plans**

7.4.1 The schemes provide a strategic fit with the Council's priorities as set out within the corporate plan.

#### **7.5 Consultation**

7.5.1 The 2022/23 Capital Strategy and Capital Programme were subject to consultation prior to approval by the North Northamptonshire Authority in February 2022. The programme was approved by Council at its meeting on 24<sup>th</sup> February 2022 and was subject to consultation from 23<sup>rd</sup> December 2021 to 28<sup>th</sup> January 2022. These changes are in addition to the approved programme.

#### **7.6 Consideration by the Executive Advisory Panel**

7.6.1 Not applicable

#### **7.7 Consideration by Scrutiny**

7.7.1 The schemes recommended in this report have not been considered by Scrutiny. However, monitoring against the programme is subject to Scrutiny.

#### **7.8 Equality Implications**

7.8.1 Nothing specific within this report

## 7.9 **Climate and Environmental Impact**

7.9.1 The investment in the low energy street lighting project will enable a substantial amount of carbon to be saved. It is estimated that this will equate to 500.79 tCO<sub>2</sub>e

7.9.2 The climate and environmental impact of each capital project will be considered and managed within the relevant scheme.

## 7.10 **Community Impact**

7.10.1 These proposals can be considered to have a positive impact on the community as the Capital Programme delivers the infrastructure to support and connect communities.

## 7.11 **Crime and Disorder Impact**

7.11.1 Nothing specific within this report.

## **8. Background Papers**

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8.1 The following background papers can be considered in relation to this report.

Capital Programme Budget 2022/23, North Northamptonshire Council, 24<sup>th</sup> February 2022.

[https://northnorthants.moderngov.co.uk/documents/s5799/Capital\\_cover\\_report.pdf](https://northnorthants.moderngov.co.uk/documents/s5799/Capital_cover_report.pdf)

## EXECUTIVE 10<sup>th</sup> November 2022

|                       |   |
|-----------------------|---|
| <b>Report Title</b>   | <b>Budget Forecast 2022/23 as at Period 6</b>   |
| <b>Report Authors</b> | Janice Gotts, Executive Director of Finance<br><a href="mailto:Janice.gotts@northnorthants.gov.uk">Janice.gotts@northnorthants.gov.uk</a> |
| <b>Lead Member</b>    | Councillor Lloyd Bunday, Executive Member for Finance and Transformation  |

|  |   |
|--|---|
| <b>Key Decision</b>  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Is the decision eligible for call-in by Scrutiny?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Are there public sector equality duty implications?</b>   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>              | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Applicable paragraph number for exemption from publication under Schedule 12A Local Government Act 1974</b> |   |

### List of Appendices

#### Appendix A – Savings Schedule

#### 1. Purpose of Report

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- 1.1. The revenue budgets (2022/23) and Medium-Term Financial Plans for North Northamptonshire Council for the General Fund and the Housing Revenue Account were approved by Council at its meeting on 24<sup>th</sup> February 2022. The purpose of this report is to set out the forecast outturn position 2022/23 for the Council for the General Fund and the Housing Revenue Account.
- 1.2. This monitoring report sets out the material financial issues identified since the 2022/23 budget was set, based on the income and expenditure as at end of September 2022 (Period 6) and reflects the views of the budget managers within the Directorates.
- 1.3. As part of the ongoing monitoring process, work will continue to examine income and expenditure and activity data, against the available budgets to support the position presented and help to shape the medium-term financial plan.
- 1.4. Some areas remain unchanged from the previous report however, the detail of these variances is included within the report for completeness.

## 2. Executive Summary

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- 2.1 This report provides commentary on the Council's current forecast for the revenue outturn position for 2022/23 based on the information available as at Period 6 (September 2022). This includes both the General Fund and the Housing Revenue Account. The Council will continue to assess and refine the forecasts on a regular basis using the latest intelligence available. The forecast presented in the report is based on the best available data and information of the operations of the Council. However, determining the outturn at this stage of the financial year, with limited data on actual spend and areas of uncertainty posed by inflation and other factors, presents an element of risk which will continue to be closely monitored during the year.
- 2.2 The Council retains a level of contingency within the base budget, which is referred to elsewhere in this report. The contingency can be used to manage risks and other changes, including pressures that were unknown at the time the budget was set. At present the contingency is considered to be fully committed by year end, however, if the contingency budget is not used then it can fall back to support the reserves position for future years.
- 2.3 At this point it should be noted that the balances on the reserves brought forward to the Council for the start of the year will not be agreed until the accounts of its predecessor Councils are signed off. The following table provides an update on the current position for the four former Council's in North Northamptonshire:

| Legacy Authority      | 2020/21        | Comments                           |
|-----------------------|----------------|------------------------------------|
| Kettering             | Completed      |                                    |
| Wellingborough        | Completed      |                                    |
| Corby                 | Draft Accounts | Draft accounts for 2020/21 issued. |
| East Northamptonshire | Completed      |                                    |

- 2.4 The closure of the 2020/21 accounts for the former County Council is being led by West Northamptonshire Council. This is still progressing and there remains a small number of outstanding items requiring confirmation, this includes a national issue regarding the treatment of infrastructure assets.

## 3. Recommendations

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- 3.1 It is recommended that the Executive:
- Note the Council's forecast outturn position for 2022/23 as summarised in Section 4, alongside the further analysis, risks and other considerations as set out in Section 5 and Section 6 of the report.
  - Note the assessment of the current deliverability of the 2022/23 savings proposals in **Appendix A**.

- c) Note that the Council will provide financial support up to £556k to external leisure providers as set out in section 5.45 to 5.48 of the report.
- 3.2 Reason for Recommendations – to note the forecast financial position for 2022/23 as at Period 6 and consider the impact on this year and future years budgets.
- 3.3 Alternative Options Considered: The report focuses on the forecast revenue outturn against budget for 2022/23 and makes recommendations for the Executive to note the current budgetary position as such there are no specific choices within the report.

## 4. Report Background

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### General Fund

- 4.1 The Council's Revenue Budget for 2022/23 was set at the Council meeting on 24<sup>th</sup> February 2022. The overall outturn forecast for the General Fund for 2022/23, as at Period 6 is a forecast overspend of £3.857m against the approved budget of £300.075m. This is summarised in the table below

| <b>General Fund Forecast Outturn 2022/23</b> |                            |   |                                       |
|--|----------------------------|---|---------------------------------------|
|  | <b>Net Budget<br/>£000</b> | <b>Forecast<br/>Position at<br/>31/03/2023<br/>£000</b> | <b>Forecast<br/>Variance<br/>£000</b> |
| <b>Net Available Resources</b>               | <b>300,075</b>             | <b>300,075</b>  | <b>0</b>                              |
| <b>Total Corporate Budgets</b>               | <b>26,494</b>              | <b>26,494</b>   | <b>0</b>                              |
| Children and Education                       | 64,024                     | 67,885  | 3,861                                 |
| Adults, Communities and Wellbeing Services   | 116,658                    | 117,057   | 399                                   |
| Place and Economy                            | 58,490                     | 60,677  | 2,187                                 |
| Enabling and Support Services                | 34,409                     | 31,819  | (2,590)                               |
| <b>Total Directorate Budgets</b>             | <b>273,581</b>             | <b>277,438</b>  | <b>3,857</b>                          |
| <b>Total Budget</b>                          | <b>300,075</b>             | <b>303,932</b>  | <b>3,857</b>                          |
| <b>Net Position</b>                          | <b>(0)</b>                 | <b>3,857</b>  | <b>3,857</b>                          |

**Note – Favourable variances are shown in brackets**

- 4.2 The net budget was increased by £4.168m from £295.907m in Period 2 to £300.075m in Period 3. This reflects the use of earmarked reserves of £3.938m which was approved by the Executive at the meeting on 14<sup>th</sup> July 2022 and was to mitigate in year pressures relating to Home to School Transport, short-term vehicle leasing costs, commercial income for grounds maintenance and facilities management from the previous Wellingborough NORSE contract, and Knuston Hall. The Executive also approved a further contribution of £230k from the Public Health Reserve to underwrite the potential shortfall in the School Holiday Food Voucher Scheme over the Summer break.

4.3 The forecast position at Period 6 is an overspend of £3.857m this is an adverse movement of £157k since the last report to Executive (Period 5) where an overspend of £3.700m was reported. The following table summarises the movement.

|   | Report Ref   | Net Budget     | P5 Forecast Variance | Movement in Forecast | P6 Forecast Variance |
|---|--------------|----------------|----------------------|----------------------|----------------------|
|   |              | £000           | £000                 | £000                 | £000                 |
| <b>Children and Education</b>                     |              | <b>64,024</b>  | <b>2,710</b>         | <b>1,151</b>         | <b>3,861</b>         |
| Assistant Director of Education                   | 5.8          | 6,318          | (318)                | (102)                | (420)                |
| Commissioning and Partnerships                    | 5.16         | 57,706         | 3,028                | 1,253                | 4,281                |
| <b>Adults, Communities and Wellbeing Services</b> |              | <b>116,658</b> | <b>70</b>            | <b>329</b>           | <b>399</b>           |
| Adult Services                                    | 5.29         | 89,623         | (300)                | 800                  | 500                  |
| Safeguarding and Wellbeing                        | 5.29         | 11,941         | 0                    | 0                    | 0                    |
| Commissioning and Performance                     | 5.29         | 4,993          | 0                    | 0                    | 0                    |
| Public Health                                     | 5.40         | 138            | (138)                | 0                    | (138)                |
| Housing and Community Services                    | 5.41         | 9,963          | 508                  | (471)                | 37                   |
| <b>Place and Economy</b>                          |              | <b>58,490</b>  | <b>2,872</b>         | <b>(685)</b>         | <b>2,187</b>         |
| Assets and Environment                            | 5.50         | 1,843          | 1,567                | (326)                | 1,241                |
| Growth and Regeneration                           | 5.52         | 3,891          | 191                  | (50)                 | 141                  |
| Highways and Waste                                | 5.54         | 50,057         | 865                  | (309)                | 556                  |
| Regulatory Services                               | 5.57         | 2,078          | 249                  | 0                    | 249                  |
| Directorate Management                            | 5.59         | 621            | 0                    | 0                    | 0                    |
| <b>Enabling and Support Services</b>              |              | <b>60,903</b>  | <b>(1,952)</b>       | <b>(638)</b>         | <b>(2,590)</b>       |
| Finance and Corporate                             | 5.3 and 5.60 | 37,796         | (774)                | (868)                | (1,642)              |
| Chief Executive                                   | 5.64         | 1,998          | (488)                | 63                   | (425)                |
| HR, Legal and Democratic Services                 | 5.65         | 8,569          | (399)                | 0                    | (399)                |
| Transformation                                    | 5.71         | 12,540         | (291)                | 167                  | (124)                |
| <b>Total</b>                                      |              | <b>300,075</b> | <b>3,700</b>         | <b>157</b>           | <b>3,857</b>         |

#### Housing Revenue Account

4.4 The Housing Revenue Account (HRA) is a separate ring-fenced account within the Council for the income and expenditure associated with its housing stock. The HRA does not directly impact on the Council's wider General Fund budget

or on the level of council tax. Income to the HRA is primarily received through the rents and other charges paid by tenants and leaseholders.

4.5 Within North Northamptonshire prior to 1<sup>st</sup> April 2021 there were two HRA accounts, covering the sovereign Councils of Kettering and Corby respectively. As part of the move to a single unitary council for North Northamptonshire, there was a statutory requirement to create a single HRA for the area. Whilst North Northamptonshire Council must only operate one HRA it will, for a period of time, operate two separate Neighbourhood Accounts, these being:

- the Corby Neighbourhood Account - responsible for the stock that was managed by Corby Borough Council and
- the Kettering Neighbourhood Account - responsible for the stock that was managed by Kettering Borough Council.

4.6 The Council's overall outturn forecast for the Housing Revenue Account as at Period 6, is a forecast underspend of £93k (Period 5 £126k Underspend) against the approved budget of £36.270m. This is summarised in the table below and further details are set out in Section 6. It is important to note that this is subject to continual review.

| <b>Housing Revenue Account Forecast Outturn 2022/23</b> |                    |                 |              |   |
|---|--------------------|-----------------|--------------|---|
| <b>Directorate</b>                                      | <b>Budget</b>      |                 |              | <b>P6 Forecast Variance at 31/03/23<br/>£'000</b> |
|   | <b>Expenditure</b> | <b>Income</b>   | <b>Net</b>   |   |
|   | <b>£'000</b>       | <b>£'000</b>    | <b>£'000</b> |   |
| Corby Neighbourhood Account                             | 20,141             | (20,141)        | 0            | (221)   |
| Kettering Neighbourhood Account                         | 16,129             | (16,129)        | 0            | 128   |
| <b>Net Position 2022/23 (under)/over</b>                | <b>36,270</b>      | <b>(36,270)</b> | <b>0</b>     | <b>(93)</b>                                       |

### **National Context**

4.7 The national, and indeed the global, economy is seeing significant inflationary pressures that could not have been foreseen at this scale only a few months ago.

4.8 Central banks across the world have responded to inflationary pressures by tightening monetary policy or signalling their intention to do so. Market interest rates have risen sharply, reflecting expectations of further policy tightening in response to renewed risks of more persistent, higher inflation and increasing credit risk. In the UK, the market-implied path for the Bank Rate has also risen materially, suggesting that it will reach around 2.8% by end-2022 and peak at 3.3% in 2023.

4.9 The Bank of England increased the Base Rate by 0.50% to 2.25% on 22<sup>nd</sup> September 2022 this is the highest level the Base Rate has been since December 2008 when the rate was 2%.

4.10 The inflation figures for September are slightly higher than in August. The 12-month CPI figure for September is 10.1% (August 9.9%) and the 12-month RPI figure for September is 12.6% (August 12.3%).

- 4.11 Councils like most organisations continue to see the impact of price rises, particularly around fuel and energy costs (for example, the street lighting PFI). A number of services are provided under contract, and it is likely that the Authority will experience some pressure from suppliers regarding current arrangements and any new contracts entered in to. As part of the budget setting for 2022/23, the Council included growth to address forecast inflationary increases in light of the position known at the time. However, the significant and continuing increase in the rate of inflation has added further risk to the 2022/23 position and likely future costs into the Medium-Term Financial Plan.
- 4.12 The Government, on 21<sup>st</sup> September 2022, announced a new 6-month scheme for businesses and other non-domestic energy users, which includes charities and public sector organisations, including local government which will see a reduction in energy costs.
- 4.13 There will be a review in 3 months' time to consider where this should be targeted to make sure those most in need get support. After this initial 6-month scheme, the government has indicated that it will provide ongoing focused support for vulnerable industries.
- 4.14 The Chancellor will be making a fiscal announcement on 17<sup>th</sup> November 2022 following the September Mini-Budget and subsequent announcements. The current economic climate is challenging and creates significant uncertainty around the current forecast outturn and future funding and demand for Councils.

## **5. Overview of Forecast Position 2022/23**

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### **Available Resources and Corporate Costs**

- 5.1 The Council is responsible for the collection of local taxes (Council Tax and Business Rates). At the end of September 2022 57.69% of Council Tax had been collected (September 2021 – 56.79%). Business Rates collection is 56.80% at the end of September 2022 (September 2021 – 48.72%). It should be noted that in 2021/22 there were technical changes to the collectable debit owing to how COVID Retail Relief was applied. Initially reliefs for the period April 2021 to March 2022 were granted at 100% and then in July 21 the reliefs were adjusted to 50% for the period July 21 to March 22 in line with the requirements of the scheme, this meant that where businesses had received retail relief, bills for the year were reissued in July and in effect businesses commenced payments from this point rather than April giving rise to a lower collection rate in September 2021 compared to September 2022. Therefore, the figures are not directly comparable, the current collection rate for 2022/23 remains strong.
- 5.2 It is unknown how businesses will be affected in the longer term following the reduction / cessation of financial support. Further to this discretionary rate relief applications have been issued and the impact of the subsequent awards is likely to be positive on the collection rate.



## Corporate Resources

- 5.3 The total net budget for Corporate Resources is £26.494m which consists of the contingency budget and budgets for treasury related costs.
- 5.4 The contingency budget is held to meet unknown or unplanned/ unbudgeted costs. The contingency budget for 2022/23 was £4.750m and as at Period 6 the balance is £2.450m this is unchanged from that reported in Period 5.
- 5.5 At this stage the contingency budget is currently being assumed to be used in full during the year. This will include inflationary and demand pressures as well as helping to offset the potential additional cost of the pay award. Based on the current offer from the employers which, for the majority of staff, is a flat rate of £1,925 per employee, meaning the pay award will be significantly higher than the 3% budgeted.

## Directorate Budgets

- 5.6 This section of the report provides an analysis of the forecast variations against the 2022/23 General Fund for each of the Directorates as set out in the table at paragraph 4.3.

## Children's Services Directorate

- 5.7 The budget for Children's and Education Services includes the Commissioning and Partnerships including Northamptonshire Children's Trust and Education Services not funded by the Dedicated Schools Grant (DSG).
- 5.8 The net forecast position for Period 6 for Children's and Education Services is an overspend of £3.861m (Period 5 - £2.710m overspend). The forecast outturn position consists of a net underspend of £420k (Period 5 - £318k underspend) in Education Services and an overspend of £4.281m (Period 5 - £3.028m overspend) in Commissioning and Partnerships, which also includes the Northamptonshire Children's Trust contract sum.

## Education

| <b>Assistant Director of Education</b> | <b>£'000</b> |
|--|--------------|
| Expenditure                            | 11,365       |
| Income                                 | (5,048)      |
| <b>Net Budget</b>                      | <b>6,317</b> |
| Forecast                               | 5,897        |
| <b>Variance</b>                        | <b>(420)</b> |

- 5.9 The forecast underspend relating to Education Services comprises of the following variances.
- 5.10 The Teacher's Pension Strain was disaggregated between the North and West, the 2021/22 budget assumed a split 44% North and 56% West which was in line with the contract sum. The budget for the North is £1.109m, however following a further review, the cost to the North was revised to £834k. This resulted in a forecast underspend of £275k, which is unchanged from Period 5.

- 5.11 The Teachers' Pension strain is funded from DSG and the amount of DSG funding was previously understated, resulting in additional DSG income of £462k. In addition, a further £20k of DSG income is being used to fund the Specialist Support Service resulting in an overall net benefit of £482k (Period 5 - £482k underspend).
- 5.12 The School Improvement Monitoring and Brokering Grant was budgeted at £226k this grant should have been disaggregated between the North and West, but the full grant was reflected in the North. The actual grant is being phased out and 2022/23 is the final year that this grant will be paid – the amount that will be received has reduced to £50k in 2022/23 resulting in a pressure of £176k (Period 5 - £176k pressure).
- 5.13 There are a number of vacant posts across the service which are currently being filled by agency staff, which is forecast to result in a net pressure of £122k (Period 5 - £100k pressure).
- 5.14 The Teachers' Pension is funded via the DSG, with the exception of those teachers who were employed post 2013. The budget for this amounted to £236k and the forecast is £270k resulting in a pressure of £34k (Period 5 - £34k pressure).
- 5.15 There is a forecast pressure of £45k (Period 5 - £42k pressure) in relation to reduced income in Education Services. In addition, there are other minor savings across the service which result in a favourable variance of £40k (Period 5 - £87k pressure).

### **Commissioning and Partnerships**

- 5.16 The net revenue budget for Commissioning and Partnerships is set out in the table below, this includes the Northamptonshire Children's Trust.

| <b>Commissioning and Partnerships</b> | <b>£'000</b>  |
|---------------------------------------|---------------|
| Expenditure                           | 63,028        |
| Income                                | (5,322)       |
| <b>Net Budget</b>                     | <b>57,706</b> |
| Forecast                              | 61,987        |
| <b>Variance</b>                       | <b>4,281</b>  |

- 5.17 Commissioning and Partnerships is forecasting a pressure of £4.281m (Period 5 - £3.028m Pressure). The main reason for the forecast overspend relates to pressures at the Children's Trust where the forecast overspend is £11.062m (Period 5 £7.930m) This poses a significant financial risk to the Council as these pressures are unlikely to be mitigated. The cost to NNC based on an overspend at NCT of £11.062m is £4.885m, this reflects how the contract sum is split between North Northamptonshire Council (44.16%) and West Northamptonshire Council (55.84%).
- 5.18 The main pressure within the Children's Trust relates to placements for children in care – this amounts to £8.024m (Period 5 - £7.643m). The market and

availability of placements remains challenging. The placements budget will continue to remain under pressure as it remains extremely volatile both locally and nationally. The Trust is working on how these pressures can be mitigated in the current and in future years. The following table provides further detail around the pressure from placements.

| <b>Placement Type</b>          | <b>Net Budget<br/>£'000</b> | <b>Projected<br/>Outturn<br/>£'000</b> | <b>Variance<br/>£'000</b> |
|--------------------------------|-----------------------------|--|---------------------------|
| In House Fostering             | 8,542                       | 8,342                                  | (200)                     |
| Agency Foster Care Placements  | 14,924                      | 16,196                                 | 1,272                     |
| Residential Placements         | 17,216                      | 20,461                                 | 3,245                     |
| Supported Accommodation        | 3,312                       | 6,781                                  | 3,469                     |
| 18+ Agency Placements          | 4,806                       | 5,598                                  | 792                       |
| Welfare Secure                 | 308                         | 93                                     | (215)                     |
| Disabled Children's Placements | 3,814                       | 3,353                                  | (461)                     |
| UASC                           | 4,569                       | 4,794                                  | 225                       |
| Remand Secure                  | 274                         | 171                                    | (103)                     |
| <b>Total</b>                   | <b>57,765</b>               | <b>65,789</b>                          | <b>8,024</b>              |

- 5.19 There are also pressures on transport costs of £675k (Period 5 - £558k), this is as a result of an increase in fuel costs. There is a risk that the inflation on transport costs could be above current levels and the recent increase in covid infections, may reduce the opportunities to reduce demand.
- 5.20 The current staffing budget across the Trust is projecting a pressure of £1.796m (Period 5 - £271k saving). The Period 6 forecast reflects increases in relation to the uplift in agency rates, which have seen an average increase of 5%. The main pressure relates to the pay award which was budgeted at 2% and reflected in the contract sum but based on current national negotiations could be around 6%.
- 5.21 The Local Government and Social Care Ombudsman recently made a decision on the historic treatment and compliance on Special Guardianship Allowances. This ruling has resulted in a forecast pressure of £844k.
- 5.22 There are other variances within the Children's Trust which amount to a saving of £277k.
- 5.23 The Children's and Education Services remaining in the Council include the Intelligent Client Function for the Northamptonshire Children's Trust and the Local Authority statutory education functions as listed below:
- Education Inclusion
  - Education Psychology
  - Support for children with Special Educational Needs and Disabilities (SEND)
  - School Improvement
  - Virtual Schools (lead in the North Northamptonshire Unitary Authority)
  - School admissions and school place planning
  - Early Education and Child Care

- 5.24 The Council's share of the NCT contract agreement in 2022/23 is £60.7m. Included within the contract sum was an amount for support services provided to NCT by both North and West Northamptonshire, of which the Council budgeted to receive £1.758m. This assumed support services were provided in line with how the contract sum had been split. However, it is anticipated that the Council will provide less support services and this will be in line with those provided in the previous year. This will in effect reduce the Council's income to £1.258m, resulting in a pressure of £500k – this is unchanged from Period 5.
- 5.25 There is budgetary provision of £691k which was to meet any unforeseen pressures within the Commissioning Service, this will be used in full to mitigate the financial pressures being forecast and this position is unchanged from Period 5.
- 5.26 There is a favourable variance of £172k which relates to the budget provision being higher than the contract with NCT this is unchanged to that reported in Period 5.
- 5.27 There is a forecast underspend of £261k across Commissioning and Partnerships, of which £258k relates to staffing. The remaining £3k represents minor forecast savings (Period 5 - £98k saving).
- 5.28 The Children's Trust Budget is monitored in year through regular meetings between officers of both North and West Northamptonshire Councils and the Trust.

### **Adults, Communities and Wellbeing Directorate**

- 5.29 The revenue budget covers Adult Social Services, Community Services and Public Health and Wellbeing. The details of the forecast outturn position are set out in the paragraphs which follow.

### **Adults, Communities and Wellbeing Directorate**

#### **Adult Social Care, Safeguarding and Wellbeing and Commissioning and Performance Services**

| <b>Adult Services</b> | <b>£'000</b>  |
|-----------------------|---------------|
| Expenditure           | 106,578       |
| Income                | (16,955)      |
| <b>Net Budget</b>     | <b>89,623</b> |
| Forecast              | 90,123        |
| <b>Variance</b>       | <b>500</b>    |

| <b>Safeguarding and Wellbeing</b> | <b>£'000</b>  |
|-----------------------------------|---------------|
| Expenditure                       | 16,917        |
| Income                            | (4,976)       |
| <b>Net Budget</b>                 | <b>11,941</b> |
| Forecast                          | 11,941        |
| <b>Variance</b>                   | <b>0</b>      |

| <b>Commissioning and Performance</b> | <b>£'000</b> |
|--------------------------------------|--------------|
| Expenditure                          | 14,579       |
| Income                               | (9,585)      |
| <b>Net Budget</b>                    | <b>4,994</b> |
| Forecast                             | 4,994        |
| <b>Variance</b>                      | <b>0</b>     |

- 5.30 Under the 2014 Care Act, local authority Adults Services have a responsibility to make sure that people aged over 18 years who live in their areas are provided with personal day to day care (helping people get dressed, washed, going to the bathroom, eating etc) where they cannot do things for themselves or access family support. The service also provides other physical or psychological support to people with disabilities in order to help them live a full life. The overriding responsibility is to keep people safe and protect them from harm or neglect.
- 5.31 Care can take in many forms and can be provided directly by the Council, through contracted organisations or families can receive a personal budget to buy suitable care for themselves. Although receiving formal or long-term care is subject to people meeting the Council's eligibility criteria, the service also has a key responsibility for helping people to stay independent and preventing or delaying the need for care.
- 5.32 The service has supported an uplift award of 6.5% to care providers for providing care packages on framework rates during 2022/23, this is expected to cost approximately £2.7m during the year which has been met through additional investment in Adult Social Care as part of the 2022/23 budget setting process.
- 5.33 Within Adult Social Care there is £3.6m for demographic growth of which £0.5m relates to Mental Health Services; these are driven by the forecast number of additional people requesting care. The past four years' growth in adult social care costs in Northamptonshire have tended to be driven by two factors, general market inflation (predominately wage related) and acute care needs for existing clients, rather than increased clients due to demographic changes. However, it is too early to confirm whether this trend will continue in Northamptonshire.
- 5.34 To support with the implementation of the Adult Social Care reform £852k of grant has been allocated in 2022/23. The impacts of social care reform include the introduction of the care cap of £86k from October 2023, which is a lifetime contribution of care costs, impact of means testing and fair funding for self-funders. It also includes the introduction of fair cost of care
- 5.35 In addition to this a new grant has been awarded to support local authorities to prepare for reform in Adult Social Care for NNC this is an additional £98k and Members approved the inclusion of this funding and additional expenditure at the July Executive meeting.
- 5.36 The existing savings programme includes saving proposals being delivered over a number of financial years. These include savings proposals that formed part of the Future Northants Transformation Programme covering:

- Admissions Avoidance Service (£0.647m), which is a new service (initially funded by the business rates pilot fund) provided by Adult Social Care with health partners. The Admission Avoidance care model focuses on patients/clients presenting at acute hospitals with relevant conditions who can be rapidly assessed, diagnosed and treated without being admitted to a ward, if clinically safe to do so. Currently the Crises Response Team supports the back door discharges at the acute hospitals, where Admission Avoidance will focus on the significant opportunity to provide care on/at the front door to avoid hospital admissions and care costs increases client outcomes.
- Strength Based Working Project (£2.2m) which is the Transformation of Adults Services pathways and processes to ensure focus on client outcomes, independence, better decision making, and best practice approaches reduce delays and spend.
- Other savings include the increased use of PPP block purchased beds (£0.932m) this will involve reducing the spend within the independent market and increase the use of the beds for hospital discharges.

5.37 The current forecast is an overspend of £500k (Period 5 - £300k Underspend), the adverse movement in the month is in relation to the additional costs within the young adult's cohort. The forecast assumes that the savings detailed in 5.36 are achieved in year. These savings will continue to be tracked, and any impact of the achievability will form part of future reports. In addition to the in- year monitoring the 2021/22 trends have been used to assist in the monitoring of this year's budget; however, this has limitations as there is only one year's data and this was significantly impacted by the Covid pandemic. The trends of spend and activity will continue to be updated to support future forecasts.

5.38 Similar, to the previous reports, the current monitoring identifies a number of pressures within working aged adults, this is being offset by savings within services for older people, work is continuing to realign these budgets and to understand the potential risks to the forecast, particularly in light of inflation and changes in demand.

5.39 Such examples of potential pressures include an unexpected increase in demand during the winter period, e.g., an increase in flu and other respiratory diseases, unexpected provider failures, additional pressures from acute hospitals, changes in caselaw and adverse weather. Mitigations would be sought to manage these pressures including, in exceptional circumstances, the use of reserves. This is an area the Council will continue to monitor closely.

### **Public Health**

5.40 Public Health and Wellbeing is forecasting an underspend of £138k this reflects the split between grant and expenditure and that Public Health costs are fully funded through the Public Health grant, and this is unchanged to Period 5.

| <b>Public Health</b> | <b>£'000</b> |
|----------------------|--------------|
| Expenditure          | 20,657       |
| Income               | (20,519)     |
| <b>Net Budget</b>    | <b>138</b>   |
| Forecast             | 0            |
| <b>Variance</b>      | <b>(138)</b> |

## **Housing and Community Services**

- 5.41 Housing and Community Services includes provision of housing services and support for homeless people. It also includes libraries, cultural facilities (such as museums, theatres, art galleries and heritage sites), sports and leisure facilities (such as swimming pools, tennis courts, golf, playing pitches, indoor courts/sports halls etc), archaeological archiving and activities and access to parks and open spaces for play and recreation. The Service is also responsible for community grants as well as providing education and outreach services and advice and support.

| <b>Housing and Community Services</b> | <b>£'000</b> |
|---------------------------------------|--------------|
| Expenditure                           | 19,317       |
| Income                                | (9,353)      |
| <b>Net Budget</b>                     | <b>9,964</b> |
| Forecast                              | 10,001       |
| <b>Variance</b>                       | <b>37</b>    |

- 5.42 The forecast includes a pressure of £95k (Period 5 - £95k pressure) relating to the under achievement of income at the Lodge Park Sports Centre in Corby; this has not yet recovered to pre pandemic levels. This is off-set by additional income of £30k (Period 5 - £30k).
- 5.43 The forecast includes a pressure of £299k (Period 5 - £770k pressure) for electricity and gas at the Corby International Pool. This reflects current market conditions where utility costs have increased significantly and reflects the estimated support from Government up to 31<sup>st</sup> March 2023. This is an area the Council will continue to monitor closely.
- 5.44 These pressures are partially offset by additional revenue of £200k (Period 5 - £200k underspend) for temporary accommodation within the homelessness service where housing policies have been harmonised. There are also savings on staff costs of £127k which are able to be capitalised against the Disabled Facilities capital project.

## **Leisure**

- 5.45 A budget of £962k was agreed by the North Northamptonshire Council Shadow Authority in 2021/22 for “additional pressures relating to the running of leisure centres in NNC”.
- 5.46 In addition to the Council’s Covid funding three sovereign councils with outsourced leisure contracts all applied for National Leisure Recovery Funds (NLRF) to support their leisure services operators. This grant application was

successful and amounted to £352k for the period 1<sup>st</sup> April 2021 onwards when North Northamptonshire Council came into being, the balance of this funding amounted to £267k. Resulting in total resources of £1.229m in 2021/22.

5.47 The leisure providers showed deficits up to 31<sup>st</sup> March 2022 and therefore operators sought financial support from the Council. The level of support based on the information provided by the Leisure providers amounted to £673k. At the meeting of the Executive on 14<sup>th</sup> July 2022 it was agreed to transfer the balance of £556k to a General Risk Reserve.

5.48 The Leisure sector continues to face significant pressures – most notably from the increase in utility costs whilst the Government have recently announced financial support to businesses this is still expected to result in a pressure to the Councils Leisure providers – pressures being experienced by the Leisure providers up to £556k could be funded from the General Risk Reserve. This accords with delegations given to the Executive Member for Finance and Transformation in consultation with the Executive Director of Finance (Section 151 Officer) as approved at the Council meeting on 24<sup>th</sup> February 2022.

### Place and Economy

5.49 The Place and Economy budget covers the following four functional areas plus Management Costs:

- Assets and Environment
- Growth and Regeneration
- Highways and Waste
- Regulatory Services

### Assets and Environment

5.50 Assets and Environment, includes Facilities Management, Property Estate Management, Energy and Fleet Management, Grounds Maintenance, Parks and Open Spaces and On and Off-street parking enforcement. It also includes Asset and Capital Management of the Council's corporate assets and capital programmes, together with the effective management of the Council's strategic assets and landholdings. Key income and cost drivers include footfalls to the high street for parking income, number of visitors to parks and heritage sites, demand for commercial rental spaces, use of office space and use of energy.

| <b>Assets and Environment</b> | <b>£'000</b> |
|-------------------------------|--------------|
| Expenditure                   | 22,483       |
| Income                        | (20,640)     |
| <b>Net Budget</b>             | <b>1,843</b> |
| Forecast                      | 3,084        |
| <b>Variance</b>               | <b>1,241</b> |

5.51 The Assets and Environment Service is forecasting a pressure £1.241m (Period 5 - £1.567m Pressure). The main variances within the Service are outlined below. Officers are looking to mitigate the in-year pressures detailed below including some specific actions linked to Knuston Hall and Fleet Vehicles detailed below:



- **Country Parks and Outdoor Learning** (£127k Saving – Period 5 £107k Saving).  
 This relates to a projected saving of £162k (Period 5 - £141k Saving) at Knuston Hall (this is after the budgets were realigned in Period 2 had the budgets not been realigned the pressure would have been £452k). The main variances relating to Knuston Hall comprises of savings in salary costs of £259k and lower running costs of £344k. The savings are reduced by £292k due to a reduction in income and increase in security costs of £149k. This follows the current closure of this facility. There is a projected pressure of £35k (Period 5 - £34k Pressure) within Country Parks relating to salaries and repairs and maintenance. A separate paper on the future of Knuston Hall was considered by the Executive at the September meeting.
- **Grounds Maintenance** – (£88k Saving – Period 5 £96k Saving)  
 There are additional costs incurred on specialist waste disposal of £47k (as a result of market volatility on costs of disposal), a one-off spend to purchase equipment and tools of £68k and other various net minor overspends of £15k. These are offset by a one-off grant of Local Authority Tree Fund grant of £89k and salary savings due to vacancies of £129k.
- **Car Parks (Corby and Kettering)** – (£109k Pressure – Period 5 £97k Pressure)  
 This relates to the cost of Business Rates (£62k), for the Corby Car Parks for which no budgetary provision had been included within the legacy authority. There is also a net pressure of £104k due to a reduction in car parking income across Corby sites as this has not returned to pre-pandemic levels and remains under budget. This is offset by salary savings due to vacancies of £57k.
- **Public Realm** (£108k Pressure – Period 5 £117k Pressure)  
 This relates to additional staffing costs for works in respect of the Corby Town Investment Plan for which there is no budget.
- **Property and Facilities Management** – (£843k pressure – Period 5 £1.065m Pressure)  
 The majority of the pressure relates to an estimated £800k overspend on utilities across the service. The total forecast pressure was £1.3m, the Council's corporate contingency included £500k for utility pressures and this was drawn down in Period 5 to partially offset this pressure. Work is ongoing and more accurate figures will be known in November when suppliers will confirm pricing for the next tranche of bills. This is also being reviewed in light of government support announced recently for businesses which will also apply to local councils. The service is continuing to look at ways to mitigate the increase in utility costs. Work is being done across the service to calculate the impact of the level of financial support offered by the government which will be reported as part of P7 monitoring.

There is a projected overspend of £6k on the Business Centres within general maintenance. There is also a pressure of £40k on business rates on Sheerness House and a projected reduction in garage income of £42k.

Furthermore, there is a projected loss of rental income for the Enterprise Centre of £188k and additional costs of £54k at Eaton Walk and a further £44k increase in repair and maintenance building costs. There is a further pressure of £33k relating to unbudgeted Business Rates on buildings within Corby and a £42k pressure on general security, cleaning, and waste disposal budgets. The pressures are partially off-set by additional rental income (due to rent reviews) of £253k and a decrease in the estimated insurance costs of £153k.

- **Fleet Vehicles** – (£173k Pressure – Period 5 £257k Pressure)  
This relates to an estimated increase in the cost of fuel (£214k) and leasing costs (£128k) for 2 extra vehicles which is partially offset by an underspend on fleet costs of £169k. A separate paper on the leasing of fleet vehicles for the Wellingborough area was recently considered by the Executive which should see a positive impact on these figures once worked through.
- **Parking (Bus Lane Enforcement)**- (£203k Pressure – Period 5 £218k Pressure)  
There is a reduction in the forecasted income from bus lane enforcement.
- **Minor variances** for Assets and Environment amount to a pressure of £20k (Period 5 £16k Pressure).

### Growth and Regeneration

5.52 Growth and Regeneration includes Planning Services, Economic Development, Growth and infrastructure, Regeneration, Digital Infrastructure, Climate Change and Flood and Water Management. Key income/costs drivers include local demand and volume of Planning services, including major development fees, availability of Planning resources e.g., Surveyors and demand for economic activities.

| <b>Growth and Regeneration</b> | <b>£'000</b> |
|--------------------------------|--------------|
| Expenditure                    | 7,307        |
| Income                         | (3,416)      |
| <b>Net Budget</b>              | <b>3,891</b> |
| Forecast                       | 4,032        |
| <b>Variance</b>                | <b>141</b>   |

5.53 The Growth and Regeneration Service is forecasting a pressure of £141k (Period 5 – £191k pressure). The main variances within the Service are outlined below.

- **Planning Policy** – (£27k Saving – Period 5 £26k Saving)  
This comprises of a salary underspend of £114k due to staff vacancies and other minor savings £13k. This is partially offset by a reduction in income of £100k due to income no longer being received from the Joint Planning Unit, resulting in an overall saving of £27k.
- **Development Management** – (£322k Pressure – Period 5 £415k Pressure)

This comprises a projected overspend on staffing of £388k and £255k on legal and professional fees. This is offset by a projected increase in Planning income of £321k.

- **Economic Development** – (£44k Underspend – Period 5 £60k Underspend)  
This comprises of a salary underspend of £112k due to staff vacancies and is partially offset by a reduction in income of £54k which relates to a grant which is no longer received and a further reduction in income of £14k.
- **Environment Planning, Transport Management and Climate** – (£110k Underspend – Period 5 £138k Underspend)  
There is a net underspend of £137k which relates to a legacy budget. This is offset by additional agency costs of £27k.

### Highways and Waste

5.54 Highways and Waste includes street cleaning, waste and recycling collections and disposals, including the household waste and recycling centres and Transport Management. The highways services maintain the extensive network of public roads, footpaths, and rights of way, including highway related infrastructure such as streetlights, traffic signals, bridges, gullies, and highway trees. Services also include School Transport and Concessionary fares. Key cost drivers include the tonnes of waste materials collected from households, businesses, and litter bins for recycling and disposal, variations to costs per tonnage, existing conditions, and Investment on various highway assets, as well as the impact of extreme weather conditions, school age population for school transport and the agility of the older population for concessionary fares.

| Highways and Waste | £'000         |
|--------------------|---------------|
| Expenditure        | 55,797        |
| Income             | (5,740)       |
| <b>Net Budget</b>  | <b>50,057</b> |
| Forecast           | 50,613        |
| <b>Variance</b>    | <b>556</b>    |

5.55 The Highways and Waste Service is forecasting a pressure of £556k (Period 5 £865k). Officers are looking to mitigate the in-year pressures detailed below through a number of means. Detailed discussions continue on Home to School Transport to explore how the increased costs can be mitigated for the remainder of 2022/23. The variances within the Service are outlined below:

- **Highways and Traffic Management** – (£711k Pressure – Period 5 £1.178m Pressure)  
There is a forecast pressure of £566k for streetlighting (which includes the estimated energy price cap reduction), and a further £137k on Netcom (traffic signals, these are both as a result of increasing energy costs. There are also minor pressures amounting to £8k. Officers are looking at how to mitigate the streetlighting pressure through investment in LED lighting, therefore reducing the energy usage and costs.

- **Waste Management** – (£281k saving– Period 5 £281k Saving)  
This relates to a pressure of £218k on domestic waste disposal and assumes the same tonnages in 2022/23 as 2021/22 and reflects an increase in price per tonne of £8.89. This is offset by additional income of £254k relating to a one-off performance payment from the contractor relating to the diversion of tonnages from land fill and a saving of £245k on the Household Waste Recycling Centre (HWRC) resulting from:
  - £55k saving from HWRC specialist waste disposal.
  - £55k saving on HWRC land fill tax.
  - £112k saving - HWRC additional income.
  - £23k staffing and other efficiency savings.
- **Refuse and Recycling** – (£328k Pressure – Period 5 £170k Pressure)  
There is a reduction in income of £180k from the Commercial Trade Waste Service within the Wellingborough area following the NORSE contract coming to an end and a net pressure of £148k on the Kettering and Corby disposal costs.
- **Transport and Contract Management** – (£202k Saving – Period 5 £202k Saving)  
This relates to a £46k salary saving. In addition, there is a £156k saving on concessionary fares as we are paying operators a fixed annual rate based on pre-Covid levels (i.e., an average for the actual number of journeys in the winter months prior to the COVID-19 outbreak - December 2019 to February 2020 – as per the current methodology set by the Department for Transport (DFT)). The Executive on 22 April 2022 agreed to reimburse bus operators for concessionary travel at 100% of pre-Covid levels until 30th September 2022 and then at 90% of pre-Covid levels until 31st March 2023. The government are currently reviewing the guidance for 2023/24.

5.56 The Period 2 Monitoring report included overspends relating to Transport and Contract Management of £2.392m. The Executive at the meeting on 14th July agreed to underwrite these pressures through the use of reserves. This provides the capacity to enable a longer-term approach to be established which will form part of the future budget strategy and this has been reflected in forecasts from P3.

### Regulatory Services

5.57 Regulatory Services includes Bereavement Services, Building Control, Emergency Planning, Environmental Health, Trading Standards, and the Travellers Unit. The main income and cost drivers include the local economy and market for Building Control income, age/morbidity demographic rate for bereavement services (burials and cremations), public health demand for Environmental Health services, and legal/statutory obligations for building regulations and licensing.

| <b>Regulatory Services</b> | <b>£'000</b> |
|----------------------------|--------------|
| Expenditure                | 9,816        |
| Income                     | (7,739)      |
| <b>Net Budget</b>          | <b>2,077</b> |

|                 |            |
|-----------------|------------|
| Forecast        | 2,326      |
| <b>Variance</b> | <b>249</b> |

5.58 Regulatory services are forecasting a pressure of £249k (Period 5 – £249k Pressure) The variances within the Service, are outlined below:

- **Building Control** (£30k Pressure – Period 5 £30k Pressure)  
This is made up of a projected salary underspend of £200k due to vacancies, offset by the cost of employing agency staff to cover a number of these vacancies (£170k). There is projected loss of income of £60k relating to Building Control and Local Land charges.
- **Environmental Health** (£143k Saving – Period 5 £95k Saving)  
Relates to a salary underspend due to vacancies (£174k) and an underspend of £21k on the supplies and services budgets offset in part by a reduction in income of £52k.
- **Licencing** (£162k Saving – Period 5 £95k Saving)  
This relates to a salary underspend due to vacant posts of £133k, offset by the cost of employing agency staff to cover vacancies and a £29k savings on professional fees.
- **Resilience** (£56k Saving – Period 5 £56k Saving)  
The underspend relates to staffing vacancies.
- **Trading Standards** (£50k Pressure – Period 5 £50k Pressure)  
Net overspends relating to the employment of a CX Database Consultant after offsetting against salary underspends.
- **Bereavement Services** (£490k Pressure – Period 5 £375k Pressure)  
Relates to projected loss of income of £375k in the service at Wellingborough and Kettering - this is an area that is currently being reviewed. There is also a £90k pressure on the gas budget and a £25k pressure on the Supplies and Services Budgets. Work is being done across the service to calculate the impact of the level of financial support offered by the government which will be reported as part of P7 monitoring.
- **Highways and Private Sewers and Countywide Travellers Unit** (£40k Pressure – Period 5 £40k Pressure)  
Relates to pressures on Street Lighting and electricity based on current costs.

#### **Place and Economy Management**

5.59 This area includes the management costs for the Place and Economy Directorate and is forecast to be on budget and is unchanged from Period 5.

| <b>Directorate Management</b> | <b>£'000</b> |
|-------------------------------|--------------|
| Expenditure                   | 621          |
| Income                        | 0            |
| <b>Net Budget</b>             | <b>621</b>   |
| Forecast                      | 621          |
| <b>Variance</b>               | <b>0</b>     |

### **Enabling and Support Services**

5.60 Enabling and Support Services consists of the following main grouping of services which also includes a number of corporate budget areas:

- Finance, Procurement and Revenues and Benefits Service
- Chief Executive – Policy, Performance and Communications
- Human Resources and Governance
- Transformation, ICT and Customer Services

### **Finance, Procurement and Revenues and Benefits Service**

| <b>Finance and Corporate</b> | <b>£'000</b>   |
|------------------------------|----------------|
| Expenditure                  | 81,673         |
| Income                       | (70,371)       |
| <b>Net Budget</b>            | <b>11,302</b>  |
| Forecast                     | 9,660          |
| <b>Variance</b>              | <b>(1,642)</b> |

5.61 There is a pressure of £277k (Period 5 - £277k) relating to the Lead Authority finance operations functions following changes to service levels within shared services as a result of LGR and service redesigns due to growing demand now starting to be implemented, this is offset by an underspend of £450k in relation to the disaggregation of legacy pension budgets.

5.62 There is a forecast saving in relation to borrowing costs of £601k (Period 5 - £601k saving) due to lower levels of external borrowing than originally forecast. In addition, the interest receivable is forecast to be £640k above budget owing to the increase in interest rates.

5.63 There is a forecast saving of £64k within the Procurement function which is due to forecast staff savings of £166k from vacancies in year and minor savings of £10k. The savings are partially reduced by pressures of £112k relating to legacy income targets not achievable.

5.64 There is a forecast underspend in relation to the Internal Audit service of £134k resulting from in-year vacancies alongside a forecast saving within the Revenue and Benefits function of £32k relating to minor variances.

## Chief Executive's Office

| <b>Chief Executive</b> | <b>£'000</b> |
|------------------------|--------------|
| Expenditure            | 2,037        |
| Income                 | (39)         |
| <b>Net Budget</b>      | <b>1,998</b> |
| Forecast               | 1,573        |
| <b>Variance</b>        | <b>(425)</b> |

- 5.65 There is a forecast net underspend of £425k (Period 5 - £488k Underspend), resulting from staff savings through vacancies which amount to £432k which are partially offset by minor pressures of £7k.

## HR, Legal and Democratic Services

| <b>HR, Legal and Democratic Services</b> | <b>£'000</b> |
|--|--------------|
| Expenditure                              | 10,852       |
| Income                                   | (2,283)      |
| <b>Net Budget</b>                        | <b>8,569</b> |
| Forecast                                 | 8,170        |
| <b>Variance</b>                          | <b>(399)</b> |

- 5.66 There are anticipated savings of £236k within HR, relating to the timing of recruitment, where current vacancies have been analysed to identify likely appointment dates. These savings are offset by additional costs of £99k for Agency workers.
- 5.67 There is a pressure of £303k relating to income targets that are no longer considered achievable within HR and Health and Safety following disaggregation of the services and associated budgets. This has in part been offset by additional income of £196k relating to one-off workforce development costs and lower costs within related supplies and services budgets.
- 5.68 The resulting forecast for HR is a forecast net saving of £30k, which is unchanged from Period 5.
- 5.69 Within the Legal and Governance service there is a forecast saving on salary costs of £1.097m, netted down by consequent Agency costs of £698k; this provides a net saving of £399k (Period - 5 £399k Saving).
- 5.70 There is an anticipated pressure of £100k in the coroner's service related to the usage of the leys storage facility, which is a cold storage facility brought into use in late 2021/22. This is unchanged from Period 5.
- 5.71 There are further minor favourable variances that amount to £70k (Period 5 - £70k Saving).

## Transformation

| <b>Transformation</b> | <b>£'000</b>  |
|-----------------------|---------------|
| Expenditure           | 12,650        |
| Income                | (109)         |
| <b>Net Budget</b>     | <b>12,541</b> |
| Forecast              | 12,417        |
| <b>Variance</b>       | <b>(124)</b>  |

- 5.72 There is a forecast pressure of £70k within the Customer Services team arising from the issuing of blue badges, this remains unchanged from Period 5. This was as a result of the disaggregation of the County Council's budget.
- 5.73 There is anticipated underspend on Customer Services salaries of £169k (Period 5 - £109k underspend) due to vacant posts.
- 5.74 There is an anticipated underspend of £688k on salaries within the transformation team (£636k in Period 5) predominantly due to vacancies and the anticipated timing of recruitment. £365k of this is being funded through reserves so has no bottom-line impact on the budget and £323k is reflected as a saving. In addition, there are one-off costs of £291k which relate to changes in the leadership structure.
- 5.75 There are other small anticipated pressures across the Directorate totalling £7k, (Period 5 - £19k Pressures) arising mainly from software licences and staff training.

## **6. Housing Revenue Account**

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- 6.1 Within North Northamptonshire prior to 1<sup>st</sup> April 2021 there were two HRA accounts, covering the sovereign Councils of Kettering and Corby respectively. As part of the move to a single unitary council for North Northamptonshire, there was a statutory requirement to create a single HRA for the area. Whilst North Northamptonshire Council must only operate one HRA it will, for a period of time, operate two separate Neighbourhood Accounts (Corby Neighbourhood Account and the Kettering Neighbourhood Account).

### **Corby Neighbourhood Account**

- 6.2 The forecast position for the Corby Neighbourhood Account at the end of Period 6 shows an underspend of £221k (Period 5 - £195k) This is summarised in the following table:



| <b>Corby Neighbourhood Account</b> |                |                   |                 |
|------------------------------------|----------------|-------------------|-----------------|
|                                    | <b>Current</b> | <b>Projection</b> | <b>Variance</b> |
|                                    | <b>Budget</b>  | <b>P6</b>         |                 |
|                                    | <b>2022/23</b> | <b>2022/23</b>    |                 |
|                                    | <b>£000</b>    | <b>£000</b>       | <b>£000</b>     |
| <b>INCOME</b>                      |                |                   |                 |
| Rents - Dwellings Only             | 19,480         | 19,470            | 10              |
| Service Charges                    | 641            | 594               | 47              |
| HRA Investment Income              | 20             | 20                | 0               |
| <b>Total Income</b>                | <b>20,141</b>  | <b>20,084</b>     | <b>57</b>       |
| <b>EXPENDITURE</b>                 |                |                   |                 |
| Repairs and Maintenance            | 5,676          | 5,557             | (119)           |
| General Management                 | 5,275          | 5,019             | (256)           |
| HRA Self Financing                 | 2,125          | 2,125             | 0               |
| Revenue Contribution to Capital    | 3,876          | 3,876             | 0               |
| Transfer To / (From) Reserves      | 1,972          | 1,972             | 0               |
| Special Services                   | 763            | 683               | (80)            |
| Other                              | 454            | 631               | 177             |
| <b>Total Expenditure</b>           | <b>20,141</b>  | <b>19,863</b>     | <b>(278)</b>    |
| <b>Net Operating Expenditure</b>   | <b>0</b>       | <b>(221)</b>      | <b>(221)</b>    |

- 6.3 The forecast position for rental income from dwellings at Period 6 is £10k less income than budget – this is a result of the Right to Buy Sales being 12 higher than the budgeted amount of 40 in 2021/22, resulting in a lower number of dwellings as at 1<sup>st</sup> April 2022 resulting in a lower rental yield. This pressure is partially offset by a lower void rate. At this stage the assumptions for the number of Right to Buy Sales in 2022/23 remain unchanged at 50 but the void rate shows an improvement of 0.20% compared to the budgeted figure of 0.90%. The number of sales and void rates are areas that will be closely monitored during the course of the year. The pressure on Service Charge Income of £47k is a result of a £19k budget inflationary increase not required on the fixed service charges and £28k of optional emergency alarm charges not taken up in the sheltered schemes and service charges on void properties.
- 6.4 The underspend within Repairs and Maintenance, General Management, Special Services and Other amounts to £278k which primarily reflects a £317k reduction in salaries due to vacant posts, a £300k reduction in the cost of the insurance premium due to increasing the amount of insurance excess and other minor favourable variations of £72k. These savings partially offset increases in utility costs of £53k, repairs and maintenance costs of £165k and the under-recovery of other income of £193k.

### **Kettering Neighbourhood Account**

- 6.5 The forecast position for the Kettering Neighbourhood Account at the end of Period 6 shows an overspend of £128k (Period 5 - £69k overspend). This is summarised in the following Table:

| <b>Kettering Neighbourhood Account</b> |                                       |                                      |                 |
|--|---------------------------------------|--------------------------------------|-----------------|
|  | <b>Current<br/>Budget<br/>2022/23</b> | <b>P6<br/>Projection<br/>2022/23</b> | <b>Variance</b> |
|  | <b>£000</b>                           | <b>£000</b>                          | <b>£000</b>     |
| <b>INCOME</b>                          |                                       |                                      |                 |
| Rents - Dwellings Only                 | 15,679                                | 15,669                               | 10              |
| Service Charges                        | 443                                   | 446                                  | (3)             |
| HRA Investment Income                  | 7                                     | 7                                    | 0               |
| <b>Total Income</b>                    | <b>16,129</b>                         | <b>16,122</b>                        | <b>7</b>        |
| <b>EXPENDITURE</b>                     |                                       |                                      |                 |
| Repairs and Maintenance                | 4,025                                 | 4,168                                | 143             |
| General Management                     | 2,857                                 | 2,830                                | (27)            |
| HRA Self Financing                     | 4,513                                 | 4,513                                | 0               |
| Revenue Contribution to Capital        | 2,728                                 | 2,728                                | 0               |
| Transfer To / (From) Reserves          | 208                                   | 208                                  | 0               |
| Special Services                       | 1,146                                 | 1,151                                | 5               |
| Other                                  | 652                                   | 652                                  | 0               |
| <b>Total Expenditure</b>               | <b>16,129</b>                         | <b>16,250</b>                        | <b>121</b>      |
| <b>Net Operating Expenditure</b>       | <b>0</b>                              | <b>128</b>                           | <b>128</b>      |

- 6.6 The forecast position for rental income from dwellings at Period 6 is £10k lower than budget – a rent gain of £36k is a result of the Right to Buy Sales being 8 less the budgeted amount of 30 in 2021/22, resulting in a higher number of dwellings at 1<sup>st</sup> April 2022 resulting in a higher rental yield; however, this is mitigated by a shortfall of £46k due to lost income from a slighter higher void rate. At this stage the assumptions for the number of Right to Buy Sales in 2022/23 remain unchanged at 30. The number of sales and void rates are areas that will be closely monitored during the course of the year. There is a minor favourable variance on service charge income of £3k resulting in income being £7k lower than budget.
- 6.7 The forecast position for Period 6 is an increase in expenditure of £121k. Salary costs are £188k higher than budget due to the use of agency staff and Stock costs are £202k higher due to inflationary price increases. This pressure is offset by Repairs and maintenance costs being £92k lower than budget and subcontractor costs being £121k lower than budget due to services being brought back in-house. There are other minor savings of £56k.

### **Pay award**

- 6.8 The formal response to the 2022/23 pay award is still awaited from all the trades unions. The main offer is a flat rate increase of £1,925 per employee. If this were agreed the pay award would be significantly higher than the 3% budgeted. This pressure would need to be mitigated through a combination of forecast staffing underspends, the use of the contingency budget and the use of reserves (if further mitigations are not identified).

## **7. Conclusions**

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- 7.1 The forecast for 2022/23 is an overspend of £3.857m based on the position as at the end of Period 6 (Period 5 - £3.700m). This is still a comparatively early indication of the pressures for the financial year and Service Directors will be working to mitigate these pressures in-year, including those of the Children's Trust. The Council does hold a contingency budget which, as yet, is not fully committed, however, this will likely be required to help offset pay and other inflationary pressures. The Council also holds earmarked reserves which may be used to underwrite the current pressures while Service Directors work to address them.
- 7.2 The key risks which are set out in the report will continue to be monitored and actions sought as required throughout 2022/23. The achievement of the approved savings targets is also integral to this process and will continue to be monitored and reported.

## **8. Implications (including financial implications)**

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### **8.1 Resources, Financial and Transformation**

- 8.1.1 The financial implications are set out in this report. The current forecast position for the General Fund is an overspend of £3.857m (Period 5 - £3.700m) and the Housing Revenue Account is forecasting an underspend of £126k (Period 5 - £126k). This position is prior to settlement of the pay award for 2022/23, which is expected to have a significant impact on the forecast financial outturn. A contingency is held to help offset potential costs that were not known at the time of budget setting. Currently £2.450m of the contingency is available to meet further pressures.

### **8.2 Legal and Governance**

- 8.2.1 The provisions of the Local Government Finance Act 1992 set out requirements for the Council to set a balanced budget with regard to the advice of its Chief Finance Officer (Section 151 Officer).
- 8.2.2 The robustness of the budget estimates and the adequacy of the proposed reserves were considered under Section 25 of the Local Government Act 2003 prior to the Council agreeing its 2022/23 budget.

### **8.3 Relevant Policies and Plans**

- 8.3.1 The budget provides the financial resources to enable the Council to deliver on its plans and meet corporate priorities as set out in the Council's Corporate Plan.

## 8.4 Risk

8.4.1 The deliverability of the 2022/23 Revenue Budget is monitored by Budget Managers and Assistant Directors. Where any variances or emerging pressures are identified during the year then mitigating actions will be sought and management interventions undertaken.

8.4.2 Details of pressures, risks and mitigating actions implemented will be provided as part of the finance monitoring reports as the year progresses. The main risks identified include demand led services such as Adult Social Care, children's services and home to school transport together with the impact of high levels of inflation.

8.4.3 Whilst services will work hard to offset pressures, the Council holds a contingency and a number of reserves to help safeguard against the risks inherent within the budget for 2022/23.

## 8.5 Consultation

8.5.1 The 2022/23 budget was subject to consultation prior to approval by Council in February 2022.

## 8.6 Consideration by Executive Advisory Panel

8.6.1 Not applicable.

## 8.7 Consideration by Scrutiny

8.7.1 The budget monitoring reports are presented to the Finance and Resources Scrutiny Committee for review after they have been presented to the Executive Committee.

## 8.8 Equality Implications

8.8.1 There are no specific issues as a result of this report.

## 8.9 Climate and Environment Impact

8.9.1 Among the new Council's priorities will be putting in place plans to improve the local environment and tackle the ongoing climate emergency. Where these have a financial impact then it will be reflected in the budget.

## 8.10 Community Impact

8.10.1 No distinct community impacts have been identified because of the proposals included in this report.

## **8.11 Crime and Disorder Impact**

8.11.1 There are no specific issues arising from this report.

## **9 Issues and Choices**

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9.1 The report focuses on the forecast revenue outturn against budget for 2022/23 and makes recommendations for the Executive to note the current budgetary position and as such there are no specific choices within the report.

## **10 Background Papers**

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10.1 The following background papers can be considered in relation to this report.

Final Budget 2022/23 and Medium-Term Financial Plans, including the Council Tax Resolution, North Northamptonshire Council, 24<sup>th</sup> February 2022.

Monthly Budget Forecast Reports to the Executive.

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| Directorate                     | Proposal Title  | Proposal Description  | Category                                | 2022/23<br>£000 | RAG |
|---------------------------------|---|---|---|-----------------|-----|
| Adults, Communities & Wellbeing | Shaw PPP  | Reduction in number of residential placements made in the independent sector owing to increase utilisation beds in PPP properties.  | Demographic/service demand              | (497)           | A   |
| Adults, Communities & Wellbeing | Shaw PPP  | Increase utilisation of capacity within discharge to access   | Demographic/service demand              | (441)           | A   |
| Adults, Communities & Wellbeing | VCS Delivery  | Front door direction to Voluntary Care Sector (VCS) delivery as appropriate.  | Contract & Other Inflation              | (110)           | A   |
| Adults, Communities & Wellbeing | Contract Rationalisation                                  | Review of smaller contracts for efficiencies  | Contract & Other Inflation              | (60)            | A   |
| Adults, Communities & Wellbeing | Extra care expansion                                      | Contract Rationalisation  | Transformation                          | (180)           | A   |
| Adults, Communities & Wellbeing | CCG Discharge Packages Covid 19                           | Reversal of one off Covid Pressure in 2021/22   | Covid pressures                         | (3,399)         | G   |
| Adults, Communities & Wellbeing | Rapid response falls & admission avoidance service        | A new service (initially funded by business rate pilot fund) provided by health, social care and East Midlands Ambulance Service providing support following falls in the home to reduce hospital admissions and likelihood of long term social care. | Full year effects of previous decisions | (647)           | G   |
| Adults, Communities & Wellbeing | Strengths based working                                   | Transformation of adult social care pathways and processes to ensure focus on client outcomes, independence, better decision making and best practice approaches to reduce delays and spend.  | Full year effects of previous decisions | (2,153)         | A   |
| Adults, Communities & Wellbeing | Theatre Interim Mgt Costs                                 | Reduction in Contract Costs relating to the Castle Theatre  | Full year effects of previous decisions | (98)            | G   |
| Adults, Communities & Wellbeing | Leisure   | Reversal of one off Covid Pressure in 2021/22   | Covid pressures                         | (962)           | G   |
| Place & Economy                 | Enterprise Centre Business Case                           | Increase in income based on appointed operators business case.  | Full year effects of previous decisions | (178)           | A   |
| Place & Economy                 | Subscriptions   | Rationalisation of subscriptions in Planning Services   | Contract & Other Inflation              | (8)             | G   |
| Place & Economy                 | Commercial Income   | Part reversal of one off Covid Pressure in 2021/22  | Covid pressures                         | (572)           | G   |
| Place & Economy                 | additional income   | Garage Income   | Covid pressures                         | (10)            | A   |
| Place & Economy                 | Bus Lane Enforcement                                      | Income not included within base budget for 2021/22 following disaggregation   | Technical changes                       | (482)           | A   |
| Place & Economy                 | Structure - Assets & Environment                          | Assets & Environment Service Improvement and Redesign   | Transformation                          | (95)            | A   |
| Place & Economy                 | Promote food waste  | Benefit of promoting the food waste service in the Corby East Northants Area  | Demographic/service demand              | (40)            | A   |
| Place & Economy                 | Commercial Income   | Additional income from Enterprise / Innovation Centres  | Demographic/service demand              | (50)            | A   |
| Place & Economy                 | Reduction in costs asset portfolio                        | Efficiency savings from temporary building hibernation.   | Transformation                          | (84)            | A   |
| Place & Economy                 | Household Waste Collection                                | Reversal of one off Covid Pressure in 2021/22   | Covid pressures                         | (25)            | G   |
| Place & Economy                 | Concessionary Fares                                       | Removal of surplus budget for Concessionary Fares based on forecast underutilisation of the scheme.   | Full year effects of previous decisions | (118)           | G   |
| Place & Economy                 | Highways Contract Procurement                             | Partial release of the budget for the procurement which was originally included within the 2021-22 MTFP for the new highways services contract.   | Contract & Other Inflation              | (275)           | A   |
| Place & Economy                 | Structure - Waste   | Service Improvement and Redesign to create a single tier waste authority.   | Transformation                          | (70)            | A   |
| Place & Economy                 | Land charges  | Adjustment to budget to reflect the closure of Land and Property Data Project   | Full year effects of previous decisions | (48)            | G   |
| Place & Economy                 | Restructure   | Rationalisation of service provision  | Transformation                          | (69)            | A   |
| Enabling & Support Services     | Housing Benefit Subsidy                                   | Additional income relating to Housing Benefit Subsidy   | Technical changes                       | (148)           | G   |
| Enabling & Support Services     | Business Rates Cost of Collection                         | Additional income in relation to costs of collection for business rates   | Technical changes                       | (53)            | G   |
| Enabling & Support Services     | Blue badge income   | Additional income not budgeted for due to the disaggregation of NCC   | Contract & Other Inflation              | (29)            | G   |
| Enabling & Support Services     | Local Elections   | Removal of expenditure included in base for local elections   | Legislative changes                     | (450)           | G   |
| Enabling & Support Services     | Local Elections   | Contribution to reserves for future local elections   | Technical changes                       | (150)           | G   |
| Enabling & Support Services     | Replacement of Case Management System? & Telephone System | Case management system replacement & Telephony  | Transformation                          | (264)           | A   |
| Enabling & Support Services     | Treasury Investments                                      | Increase investments in property funds  | Technical changes                       | (500)           | A   |

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# Agenda Item 22

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