

Meeting: EAP Service Delivery, Performance and Customers

Date: Monday 26th July, 2021

Time: 9.30 am

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

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

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

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

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

| Agenda | | | |
|-----------------------------|---|---------------------------------------|-----------------|
| Item | Subject | Page no. | |
| 01. | Apologies for absence | | |
| 02. | Members' Declarations of Interest | | |
| 03. | Minutes of the Meeting Held on 28th June 2021 | 5 - 8 | |
| 04. | Notification of requests to address the meeting | | |
| Items for Discussion | | | |
| Item | Subject | Presenting Officer | Page no. |
| 05. | Recycling Centre Opening Hours <i>To discuss and consider the issue of Recycling Centre opening hours in North Northamptonshire to inform a future report to Executive.</i> | George Candler Presentation | |
| 06. | Maintenance of Highway Network <i>To discuss and consider the issue of Highway Maintenance in North Northamptonshire to inform a future report to Executive.</i> | George Candler Presentation | |

| | | | |
|---------------------|---|-----------|--------|
| 07. | Executive Forward Plan and Panel Work Programme <i>To discuss and to share views on areas that the panel may wish to consider to inform the future EAP Work Programme</i> | Lisa Hyde | 9 - 16 |
| Exempt Items | | | |
| 08. | None Notified | | |
| 09. | Close of Meeting | | |

This agenda has been published by Democratic Services.

Committee Administrator: David Pope

☎01536 535661

✉david.pope@northnorthants.gov.uk

Meetings:

This meeting will be held using the Zoom platform.

Members' Declarations of Interest

Members are reminded of their duty to ensure they abide by the approved Member Code of Conduct whilst undertaking their role as a councillor. Where a matter arises at a meeting which **relates to** a Disclosable Pecuniary Interest, you must declare the interest, not participate in any discussion or vote on the matter and must not remain in the room unless granted a dispensation. Where a matter arises at a meeting which **relates to** other Registerable Interests, you must declare the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but must not take part in any vote on the matter unless you have been granted a dispensation.

Where a matter arises at a meeting which **relates to** your own financial interest (and is not a Disclosable Pecuniary Interest) or **relates to** a financial interest of a relative, friend or close associate, you must disclose the interest and not vote on the matter unless granted a dispensation. You may speak on the matter only if members of the public are also allowed to speak at the meeting.

Members are reminded that they should continue to adhere to the council's approved rules and protocols during the conduct of meetings. These are contained in the council's approved Constitution.

If Members have any queries as to whether a Declaration of Interest should be made please contact the monitoring officer at – monitoringofficer@northnorthants.gov.uk

Press and Media Enquiries

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

Public Enquiries

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

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

At 9.30 am on Monday 28th June, 2021

Held as a virtual meeting

Present:-

Members

Councillor Lloyd Bunday (Chair)

Councillor Jean Addison

Councillor Annabel de Capell Brooke

Councillor Kirk Harrison

Councillor Bert Jackson

Councillor Ian Jelley

Councillor Richard Levell

Officers

Lisa Hyde – Director of Transformation

Kerry Purnell – Assistant Director Housing and Communities

Geoff Kent – Assistant Director Customer Services

David Pope – Senior Committee Administrator

Fiona Hubbard - Senior Committee Administrator

1 Apologies for absence

None

2 Members' Declarations of Interest

No declarations were received.

3 Notification of requests to address the meeting

None

4 Terms of Reference

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

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

It was

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

5 Restoration of Customer Services Post-Covid

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

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

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

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

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

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

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

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

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

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

6 Leisure Services - Covid Impact

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

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

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

7 Discretionary Voluntary Sector Grants Policy

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

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

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

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

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

Members asked questions in relation to

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

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

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

8 Identified Areas of Interest

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

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

Areas recommended for future consideration were:

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

9 Urgent Items

None

10 Close of Meeting

The meeting closed at 10:47am.

Chair

Date

North Northamptonshire Council

EXECUTIVE FORWARD PLAN

6 JULY 2021 TO 30 OCTOBER 2021

Published by: Democratic Services

Leader of North Northamptonshire Council: Councillor Jason Smithers

INTRODUCTION

This is the North Northamptonshire Council's Forward Plan. It is published pursuant to The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. Its purpose is to provide the required 28 days notice of the Council's intention to take 'key decisions' and to hold meetings or parts of meetings in private. It gives advance notice of all the "key decisions" and "exempt decisions" which the Executive or another body or officer so authorised are likely to take over a four month period. The Plan is updated on a rolling monthly basis.

| The Members of the Executive are: | |
|--|--|
| Councillor Jason Smithers | Leader of North Northamptonshire Council |
| Councillor Helen Howell | Deputy Leader of North Northamptonshire Council Sport, Leisure, Culture and Tourism |
| Councillor Helen Harrison | Adults, Health and Wellbeing |
| Councillor Scott Edwards | Children, Families, Education and Skills |
| Councillor Harriet Pentland | Climate and Green Environment |
| Councillor Lloyd Bunday | Finance and Transformation |
| Councillor Steven North | Growth and Regeneration |
| Councillor Graham Lawman | Highways, Travel and Assets |
| Councillor Andy Mercer | Housing and Community |
| Councillor David Howes | Rural Communities and Localism |

The concept of a "key decision" is intended to capture the most important or significant decisions. "Key decisions" will normally be made at meetings open to the press and public. The press and public will only be excluded from such meetings as and when the Council's Monitoring Officer considers that this is necessary in order to avoid the public disclosure of confidential or exempt information.

The authority has decided that a Key Decision is one which is likely:-

- (a) to result in the authority incurring expenditure of which is, or the making of savings which are, significant; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more electoral wards in the area of the authority."

The Council has decided that significant expenditure or savings are those amounting to above £500,000.

In determining the meaning of "*significant*" for these purposes North Northamptonshire Council will also have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the Local Government Act 2000.

At times it may be necessary for the North Northamptonshire Council to give consideration to items where the public may be excluded from the meeting. Members of the public are excluded from meetings whenever it is likely that, in the view of the nature of the business to be transacted or the nature of the proceedings that confidential information would be disclosed. This includes exclusion from access to any pertinent documents. Details of the exemption categories can be found in the 'Access to Information Procedure Rules' section in the Council's [Constitution](#). This plan provides advance notice of any items which may be held in private.

Paragraph 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 provides for members of the public to make representations to the Council on why an exempt item should be considered in public, rather than in private. Persons wishing to make such representations and/or obtain further details in respect of any issues referred to in the Plan should contact the undermentioned officer.

The Monitoring Officer may also include in the Forward Plan references to such other decisions, which are to be taken by the Council or any of its Committees or Sub-Committee or officers as they consider appropriate. These will be those decisions that are considered to be significant or sufficiently important and/or sensitive so that it is reasonable for a member of the public to expect it to be recorded and published.

All general questions or queries about the contents of this Forward Plan or about the arrangements for taking key decisions should be raised with Ben Smith, Democratic Services. Please email: democraticservices@northnorthants.gov.uk

| July | | | | | | | |
|--|-----------------------|------------------------------|---|--------------------------------|--------------------------------------|--|-----------------------------------|
| Subject of the Decision: | Decision Maker | Is it a key decision? | Will it contain exempt information? /Reasons for exemption, if any | Consultation undertaken | Anticipated Date of Decision: | Report Author | Support documents (if any) |
| Corporate Plan | Executive | Yes | No | | 15 Jul 2021 | Chief Executive | |
| East Kettering Highway Works – Junctions D & E | Executive | Yes | No | | 15 Jul 2021 | Executive Director – Place and Economy | |
| Highways Procurement | Executive | Yes | Yes Fully exempt – paragraph 3 of | | 15 Jul 2021 | Executive Director – Place and Economy | |

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

August

| Subject of the Decision: | Decision Maker | Is it a key decision? | Will it contain exempt information? /Reasons for exemption, if any | Consultation undertaken | Anticipated Date of Decision: | Report Author | Support documents (if any) |
|--|----------------|-----------------------|--|-------------------------|-------------------------------|--|----------------------------|
| North Northamptonshire Council Enforcement Policy To approve the implementation of the Enforcement Policy following previous approval at Shadow Executive and subsequent updates. | Executive | Yes | No | | 5 Aug 2021 | Executive Director – Place and Economy | |
| Hearndon Court Extra Care | Executive | Yes | Yes Fully exempt – paragraph 3 of Schedule 12A | | 5 Aug 2021 | Executive Director - Adults, Communities & Wellbeing | |
| Chester House Estate | Executive | Yes | Yes Part exempt – paragraph 3 of Schedule 12A | | 5 Aug 2021 | Executive Director - Adults, Communities & Wellbeing | |
| Kettering High Street Heritage Action Zone | Executive | Yes | No | | 5 Aug 2021 | Executive Director – Place and Economy | |
| Rough Sleeping Initiative | Executive | Yes | No | | 5 Aug 2021 | Executive Director - Adults, Communities & Wellbeing | |
| Leisure Services - Covid Impacts | Executive | Yes | No | | 5 Aug 2021 | Executive Director - Adults, Communities & Wellbeing | |

| | | | | | | | |
|---|-----------|-----|--|--|-------------|--|--|
| Extension to Shire Lodge Cemetery, Corby | Executive | Yes | No | | 5 Aug 2021 | Executive Director – Place and Economy | |
| Two Form of Entry Primary School- Stanton Cross Sustainable Urban Development | Executive | Yes | Yes Fully exempt – paragraph 3 of Schedule 12A | | 26 Aug 2021 | Executive Director - Children's Services | |
| School Improvement Works - Montsaye Academy | Executive | Yes | No | | 26 Aug 2021 | Executive Director - Children's Services | |
| Provision of Annex Site to Isebrook SEND College | Executive | Yes | No | | 26 Aug 2021 | Executive Director - Children's Services | |
| Lease at Arkwright Road and Baird Road | Executive | Yes | Yes Part exempt – paragraph 3 of Schedule 12A | | 26 Aug 2021 | Executive Director – Place and Economy | |
| Development at Stanton Cross – Farm Tenancy | Executive | Yes | No | | 26 Aug 2021 | Executive Director – Place and Economy | |

September

| Subject of the Decision: | Decision Maker | Is it a key decision? | Will it contain exempt information? /Reasons for exemption, if any | Consultation undertaken | Anticipated Date of Decision: | Report Author | Support documents (if any) |
|---------------------------------|-----------------------|------------------------------|---|--------------------------------|--------------------------------------|----------------------|-----------------------------------|
|---------------------------------|-----------------------|------------------------------|---|--------------------------------|--------------------------------------|----------------------|-----------------------------------|

No items currently for September

October 2021

| Subject of the Decision: | Decision Maker | Is it a key decision? | Will it contain exempt information? /Reasons for exemption, if any | Consultation undertaken | Anticipated Date of Decision: | Report Author | Support documents (if any) |
|--------------------------|----------------|-----------------------|--|-------------------------|-------------------------------|---------------|----------------------------|
|--------------------------|----------------|-----------------------|--|-------------------------|-------------------------------|---------------|----------------------------|

No items currently for October