



NORTHAMPTON BOROUGH COUNCIL

Please find enclosed the agenda and supporting papers for **Overview & Scrutiny Committee**

Date: **Monday, 12 November 2012**

Time: **6:00 pm**

Place: **The Jeffrey Room, St. Giles Square, Northampton, NN1 1DE.**

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, telephone 01604 837408 (direct dial), email ttiff@northampton.gov.uk who will be able to assist with your enquiry. For further information regarding **Overview & Scrutiny Committee** please visit the website www.northampton.gov.uk/scrutiny

Members of the Committee

Chair	Councillor Les Marriott
Deputy-Chair	Councillor Matthew Lynch
Committee Members	Councillor Tony Ansell Councillor Michael Ford Councillor Brendan Glynane Councillor Elizabeth Gowen Councillor Jamie Lane Councillor Phil Larratt Councillor Lee Mason Councillor Beverley-Anne Mennell Councillor Nilesh Ramesh Parekh Councillor Suresh Patel Councillor Brian W Sargeant Councillor Danielle Stone

Northampton Borough Overview & Scrutiny Committee

Calendar of meetings

Date	Room
13 December 2012 6:00 pm 15 April 2013 10 June 2013	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

Agenda

Item No and Time	Title	Pages	Action required
1	Apologies		Members to note any apologies and substitution
2	Minutes	1 - 16	Members to approve the minutes of the meeting held on 17 September and the minutes of the Call In hearing on 24 September 2012.
3	Deputations/Public Addresses		The Chair to note public address requests. The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak.
4	Declarations of Interest (Including Whipping)		Members to state any interests.
5 6:05 pm 60 mins	Pre Decision Scrutiny on the: Housing Allocations Scheme, Tenancy Strategy 2012-13, Sheltered Housing	17 - 32	The Overview and Scrutiny Committee to undertake pre-decision scrutiny on the: <ul style="list-style-type: none"> • Tenant Involvement Strategy • Housing Allocations Scheme • Tenancy Strategy 2012-13
6	Monitoring implementation of the accepted recommendations contained in the Overview and Scrutiny reports		The Committee to monitor the implementation of the accepted recommendations contained in the following Overview and Scrutiny report:
6 (a)	Sheltered Housing and	33 - 37	The Committee to monitor the

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7:05 pm 15 mins	Housing Options for Older People.		<p>implementation of the accepted recommendations contained in the Sheltered Housing and Housing Options for Older People report.</p> <p>A copy of Cabinet's response to this Overview and Scrutiny report is attached for information.</p>
7 7:20 pm 10 mins	Performance Monitoring Report	38 - 52	Members to review the Performance Monitoring Report
8 7:30 pm 15 mins	Performance Management Scrutiny - Absence Management data	53 - 55	<p>The Committee to undertake performance management scrutiny of the absence management data.</p> <p>Copy of report to Audit Committee on 13th September 2012 attached.</p>
9	Scrutiny Panels		<p>The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels.</p> <p>In accordance with the Scrutiny Panel Protocol this item is for the Committee's information with no discussion.</p>
9 (a)	Scrutiny Panel 1 - Serious Acquisitive Crime and Community Safety	56	
9 (b)	Scrutiny Panel 2- Retail Experience	57	
9 (c)	Scrutiny Panel 3- Infrastructure requirements and Section 106 Agreements	58	
10 7:45 pm 5 mins	Overview and Scrutiny Reporting and Monitoring Working Group	59 - 60	The Committee to approve the terms of reference for the Reporting and Monitoring Working Group for 2012/2013.

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11 7:50 pm 5 mins	LGSS Scrutiny Inquiry		The Chair of the LGSS Scrutiny Inquiry to provide an update.
12	Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee	61 - 64	Councillor Danielle Stone to provide an update on the work of NCC's Health and Social Care Scrutiny Committee.
13 7:55 pm	Potential future pre decision scrutiny		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
14	Urgent Items		This issue is for business that by reasons of the special circumstances to be specified, the Chair is of the opinion is of sufficient urgency to consider. Members or Officers that wish to raise urgent items are to inform the Chair in advance.

NORTHAMPTON BOROUGH COUNCIL

MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 17 September 2012

COUNCILLORS PRESENT: Councillor Les Marriott (Chair), Councillors Tony Ansell, Michael Ford, Elizabeth Gowen, Jamie Lane, Phil Larratt, Lee Mason, Nilesh Parekh, Suresh Patel, Brian Sargeant and Danielle Stone

Witnesses Councillor Mary Markham- Cabinet Member for Housing -Items 5 and 6 (a)
Councillor Brandon Eldred- Cabinet Member for Community Engagement- Item 6 (a)
Councillor Tim Hadland- Cabinet Member for Regeneration, Enterprise and Planning Item 6 (d)

Officers Julie Seddon Director of Customers and Communities
Simon Dougall Head of Asset Management
Fran Rodgers Head of Strategic Housing
Tracy Tiff Scrutiny Officer
Joanne Birkin Democratic Services Officer

Members of the Public Primrose Landstowne

1. APOLOGIES

An apology for absence was received from Councillor Beverley Mennell.

2. MINUTES

The minutes of the meeting held in 25 July 2012 were approved and signed by the Chairman.

3. DEPUTATIONS/PUBLIC ADDRESSES

Primrose Landstowne addressed the Committee on Item 5- Housing Consultations Feedback. She told the Committee that she had attended a consultation session at the Northampton People's Disability Forum. She was concerned that the needs of the long term disabled were not being best served by the proposals. She felt that it was unfair that those people in employment would receive a priority status when there were disabled people that would not be in a position to become employed.

She considered that the wide ranging consultation was very positive but felt that just having percentage responses was not useful. She accepted that changes needed to be made but emphasised that it was vital that the balance was right and urged Cabinet, when it came to make its' decision, to be mindful of all of the figures as there would be an impact to everyone and not just NBC Housing tenants.

The Chair thanked Primrose Landstowne for her address.

4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

5. HOUSING CONSULTATIONS FEEDBACK

The Committee received an update on feedback on the various Housing Consultations from Councillor Mary Markham, Cabinet member with responsibility for Housing.

The main points of the discussion were as follows:-

Responses received now stand at:-

Sheltered Housing 936 from 2200
Allocations Policy 297
Tenancy Strategy 261

- The Allocations Policy and Tenancy Strategy consultation is due to run until the end of October 2012, and there will be a further campaign to try and obtain as many responses as possible. Tenancy Strategy and Housing Allocation Schemes will be submitted to the December 2012 meeting of Cabinet. Sheltered Housing will be going to the November meeting of Cabinet.
- Consultations have been directed at residents because a local response is wanted, although there has been liaison with many stakeholders which will include national organisations aware of best practice. There will be a national input but it will also be based around what is required by local people.
- There would still be an emphasis on the most vulnerable and a “points” system will still be operated. People working in the area may get additional points but there would still need to be a housing need before accommodation was offered.
- Members queried whether a key worker policy should be included in the allocations policy. There will be an implication that this would be the case as the worker priority would be that up to a certain income band.
- In the current circumstances, with waiting lists increasing at such a high rate other routes needed to be explored such as working with the national Landlords Association which would hopefully be able to offer accommodation to working people.
- Members also felt that there needed to be sustainability built into the policies, so that is was not just a matter of making the initial allocation but of also making sure that the residents were suited to the accommodation.

AGREED: That the Cabinet Member for Housing attend the next meeting of the Committee and provide a further update in order that the Committee can complete its pre decision scrutiny on the three draft Housing Policies:-

Sheltered Housing
Housing Allocations
Tenancy Strategy

6. MONITORING IMPLEMENTATION OF THE ACCEPTED RECOMMENDATIONS CONTAINED IN THE FOLLOWING OVERVIEW AND SCRUTINY REPORTS.

(A) NEIGHBOURHOOD MODEL

Councillor Eldred, the Cabinet Member with responsibility for Community Engagement, and Julie Seddon, Director of Customers and Communities, attended the Committee meeting.

The Chair explained that the Neighbourhood Model Scrutiny Review had only been completed last year and that as the Authority was no longer employing Neighbourhood Co ordinators this would have a detrimental impact on the services provided. The Chair explained that he had had recent experience of trying to solve some problems and felt that that the Neighbourhood co ordinators played a vital part in that process. Neighbourhood wardens would still be employed; however Councillors expressed concern that they would not have had the correct experience and training.

Councillor Eldred commented that it was felt that Councillors could take on more of the Neighbourhood Co-ordinator role. Members of the Committee expressed concern at this, they accepted their roles as community leaders but felt that the Neighbourhood Co ordinators had provided an invaluable resource in helping them to resolve problems in their areas and that trying to combine both roles would prove difficult.

It was commented that as all Councillors, including Cabinet Members, are ward Councillors they too could expect an increase in workload. It was also felt that those Members whose wards were very large or which had very deep rooted problems would have additional pressures and that Councillors in full time work could be discriminated against because they cannot be as hands on as those not in full time work.

There was some discussion over whether Parish Councils, would fill the same role as the Neighbourhood Coordinators. Members felt that whilst Parish Councils fulfil a very useful role they cannot be seen as a substitute for the current Neighbourhood Model, particularly as not all areas of the Borough are covered by Parish Councils .

Members also felt that there is a difference in strategic and operational roles. Councillors are strategic, provide leadership, they are not operational.

There were also concerns expressed that there were insufficient park rangers and Members were advised that there would an additional full time and an additional part time ranger appointed.

Members felt that the Neighbourhood Co ordinators had been an important resource for them and were very disappointed that they had been removed without consultation with the ward Members.

AGREED that a further update be provided by the Cabinet Member in six month's time .

(B) ROUGH SLEEPERS

Councillor Markham, Cabinet member with responsibility for Housing, and Fran Rodgers, Head of Strategic Housing, addressed the Committee concerning progress on developing services for Rough Sleepers.

The key improvement had been the development of the Oasis House, which has provided support and accommodation for 48 customers. This has proved very successful and is always full.

The Council had also been successful in obtaining funding from the Department of Communities and Local Government to launch the No Second Night Out initiative to eradicate rough sleeping. Through this initiative then anyone who ends up on the street should get rapid help so that they don't need to spend a second night out, and can quickly access a place of safety.

As at 4th September there were 4 people sleeping rough and work was being undertaken with various partners to prevent these people from continuing to sleep on the streets.

Members asked whether the people who were sleeping rough were actually people from Northampton. Some are of Eastern European origin who have either come to the area without a job or lost their job and do not qualify to receive benefits. There are a couple of properties that can be used as a stop gap. However if they have no connection with the area, they will be encouraged to return to places to which they have a connection.

It was pointed out that the Overview and Scrutiny Rough Sleepers Review had revealed that the sleepers did not necessarily sleep in the town centre but were more likely to be found in places such as the Railway bridges etc. more on the outskirts of town.

There were also some people who were sleeping rough as a lifestyle choice and there had been cases of people who had been found accommodation but who preferred to sleep rough. Recently Councillors had been sent the emergency contact number for obtaining assistance for rough sleepers.

All of the actions from the Overview and Scrutiny Review have been completed and no further monitoring action is required.

AGREED: That the report be noted.

(C) INTERIM MONITORING OF THE COUNCILLOR EMPOWERMENT FUND

The Committee was given an update on the progress of the Councillor Empowerment Fund.

The Committee commented that the process of making payments seemed to be going well but that there could be better co-ordination and feedback so that members were aware when the payments had been made.

The Committee was advised that due to the departure of the Neighbourhood Co-ordinators, requests would now be processed by the Community Engagement Manager, under the Head of Partnership Support, and that the forms and the page on the website were being updated to reflect those changes.

Members were also assured that, in accordance with the recommendations of the Scrutiny Review, that a list of all the monies which had been awarded under the scheme would be published.

Members felt that it was important that some form of equalities monitoring was done in order to try and establish that the money was being awarded on a fair basis of need. If Councillors are unaware of which other Members had been approached for funding then some organisations could be receiving a disproportionate amount of money.

AGREED:- That a further update report be received after the Scheme had been in operation for 12 months.

(D) LEASE BETWEEN NORTHAMPTON BOROUGH COUNCIL, NORTHAMPTON TOWN FOOTBALL CLUB AND NORTHAMPTON ATHLETICS CLUB

Councillor Hadland, Cabinet Member for Regeneration, Enterprise and Planning and Simon Dougall, Asset Manager gave the Committee an update on the implementation of the recommendations of the Review on the Lease between Northampton Borough Council, Northampton Town Football Club and Northampton Athletics Club as agreed by Cabinet in May 2011.

The Committee was informed that the relationships between the Athletics Club and the Football Club were much improved.

It is generally accepted that the development of the area would require the Athletics Club to move and negotiations on that were on going.

AGREED:- That a further update report be received in six months' time.

7. PERFORMANCE MONITORING REPORT

The Committee considered the Performance Monitoring highlight report for June 2012.

The Chair commented that just because some of the items were shown as red it did not mean that the item was performing badly, as was demonstrated in the item on the

determination of planning applications which has a target of 74% but had been performing at more than 90%.

Councillor Jamie Lane referred to indicator TC005- the percentage increase in Town Centre footfall compared to previous year. He queried the location of the sensors for measuring the footfall and also wanted to know if there was a co relation between car parking figures and footfall in the Town Centre. He will raise this with the relevant Cabinet member and advise Committee of the outcome.

Members also queried whether it would be possible to include a graphical presentation and whether it was possible to know what percentage of the entire plan had reached required levels

8. SCRUTINY PANELS

(A) SCRUTINY PANEL 1 - SERIOUS ACQUISITIVE CRIME AND COMMUNITY SAFETY

The Committee noted the report on the progress of the Serious Acquisitive Crime and Community Safety Review.

(B) SCRUTINY PANEL 2- RETAIL EXPERIENCE.

The Committee noted the report on the progress of the Retail Experience Review.

(C) SCRUTINY PANEL 3- INFRASTRUCTURE REQUIREMENTS AND SECTION 106 AGREEMENTS

The Committee noted the report on the progress of the Infrastructure Requirements and Section 106 Agreements.

9. LOCAL GOVERNMENT SHARED SERVICES (LGSS) SCRUTINY INQUIRY

The Chair commented that there had been two meetings with initial information. However further meetings due for September had been cancelled as more detailed information was not yet available.

AGREED:- The Terms of Reference for the LGSS Scrutiny Inquiry be approved as detailed in paragraph 3.2 of the report.

10. REPORT BACK FROM NBC'S REPRESENTATIVE TO NCC'S HEALTH AND SOCIAL CARE SCRUTINY COMMITTEE

Councillor Danielle Stone attended the meeting of the NCC's County Health and Social Care Committee held in September 2012.

The main points of the meeting were:-

There had been a presentation from Corby Commissioning Group, which was a small commissioning group operating very much on a local basis. They had been developing a scheme of providing local beds for convalescence which had led to better customer satisfaction and higher efficiency savings.

There was also an update from the Chair of NCC Commissioning services who emphasised that the shared commissioning of services was both intended to provide efficiency savings and to improve services.

Councillor Stone urged members of the Committee to attend future meetings as they were public meetings dealing with important and interesting matters.

AGREED: that the update be noted.

11. OVERVIEW AND SCRUTINY TRAINING CHAMPION

Councillor Elizabeth Gowen, the Overview and Scrutiny Training Champion, gave the Committee an update on the progress of the Overview and Scrutiny training programme.

The training programme is in year 2 of a 4 year programme.

Development Sessions due for this year included:-

- Chairing Skills
- Introduction to Overview and Scrutiny
- Evidence and Questioning Skills

However, it was felt that as Councillors had attended the sessions on the introduction to Overview and Scrutiny and chairing skills in the summer of 2011, there is not the need to re run these sessions. It is acknowledged that the Committee has gained experience in evidence and questioning skills and it is suggested that there is not the need to hold a session on this topic either.

A Councillor development on presentation skills has been scheduled for 9th January 2013. There will be two sessions provided by an external facilitator at two different times. Members would need to decide which session they would be attending.

AGREED:

- 1 That the update be noted.
- 2 That the Committee informs the [Councillor Connect Team](#) which of the two sessions of Presentation Skills Councillors will attend on 9th January 2013.
- 3 That Overview and Scrutiny development sessions on the introduction to Overview and Scrutiny, Chairing Skills and evidence and questioning skills are not scheduled for year 2 of the Overview and Scrutiny training programme.

12. FORWARD PLAN

The Committee agreed to receive further updates on the Housing Consultations but did not identify any further items for pre decision scrutiny.

13. URGENT ITEMS

There were none.

The meeting concluded at 8:00 pm

NORTHAMPTON BOROUGH COUNCIL
OVERVIEW & SCRUTINY COMMITTEE

Monday, 24 September 2012

PRESENT: Councillor Les Marriott (Chair); Councillor Matthew Lynch (Deputy Chair); Councillors Councillor Tony Ansell, Councillor Joy Capstick, Councillor Michael Ford, Councillor Brendan Glynane, Councillor Elizabeth Gowen, Councillor Mike Hallam, Councillor Phil Larratt, Councillor Lee Mason, Councillor Brian Oldham, Councillor Suresh Patel, Councillor Brian W Sargeant and Councillor Danielle Stone.

ALSO PRESENT: Call-in Authors, Councillors Terry Wire DL and David Palethorpe.

Witnesses, Councillor Brandon Eldred, Cabinet Member for Community Engagement and Julie Seddon, Director of Culture and Environment.

Officers, Francis Fernandes, Borough Secretary, Tracy Tiff, Overview and Scrutiny Officer and Frazer McGown, Democratic Services Manager.

PUBLIC: Ruth Thomas, Robert Moore, Gunilla Loe, Lee Burrows, Diana Friendship-Taylor, Susan Edwards and Dr Elspeth MacDonald.

1. APOLOGIES

The following apologies and substitutions were noted;

Councillor Jamie Lane (Councillor Mike Hallam substituting), Councillor Beverley Mennell (Councillor Joy Capstick substituting) and Councillor Nilesh Parekh (Councillor Brian Oldham substituting).

The Chair reminded everyone present of the procedure for the meeting that was set out on the agenda paper and also made available to members of the public. He also commented that the Monitoring Officer had confirmed that the Call-in process, as set out in the Council's Constitution, had been correctly followed in this case.

2. DEPUTATIONS/PUBLIC ADDRESSES

Ruth Thomas, Chair of Northamptonshire Ancient Egyptian Society and museum expert, noted that one argument given for the disposal of the Sekhemka statue was that it was not part of Northamptonshire's heritage. She commented that statue had been acquired by the first Marquess of Northampton and donated to the Town by the second Marquess. Until 2011 the statue had been on display continuously for 90 years. She believed that the statue was an important piece of social history. An image of the statue was currently used on the Museum website to advertise archaeology. Ruth commented that Egyptology remained popular with the general public and it was important that the Museum maintained varied collections other than boot and shoes: the public wanted varied collections to see. In answer to questions Ruth Thomas stated that Egyptology was of interest to schools and formed part of the National Curriculum and the Museum's Egyptology collection was well regarded; that the statue had been removed from display two years ago for reasons other than a lack of interest in it and up to that point it had been the single longest displayed item in the Museum; and that when she had worked for the Museum she had undertaken some research into the ownership of the statue which

she had been unable to establish conclusively although the remainder of the Egyptology collection she had been able to.

Robert Moore, a Northampton resident with a lifetime interest in the Museum, commented that he was disturbed by the decision to sell the Sekhemka statue and requested that the Committee ask Cabinet to reverse its decision. He felt that that the Council had not been made aware of all the facts. He asked if Council owned the statue and noted the public interest in the sale since it had been announced. He believed that the decision to sell was contrary to paragraph 18 of the Collections Policy. Robert queried whether consideration had been given to the effect negative publicity would have resulting from the decision on existing and future potential donors. He also queried was this just a way to raise money, would other items be sold off; residents deserved to know more about what was being proposed. He stated that the Museum should not be destroyed or stripped; varied collections were important and should not be sold off. Robert urged the Council to work more closely with the Friends of Northampton Museums and Art Gallery. In answer to a question Robert Moore stated that he had first learnt of the sale of the statue through The Times on 18 August 2012.

Gunilla Loe, Chair of The Friends of Northampton Museums and Art Gallery, urged the Committee to reverse the Cabinet decision to sell the Sekhemka statue. They believed that the sale was contrary to the Collections and Disposals Policy and that the Museums Association had, earlier in the day, asked the Council to stick to its own policy. They had also asked that the Council should consult widely about any potential disposal. She believed that a disposal could jeopardise the Museum's accredited status and its ability to secure grant funding. Consultation on the sale had been limited. Gunilla observed that the statement at Cabinet that if the statue were not sold would affect the Museum's future budget was blackmail. The Museum aspired to be relevant locally, regionally, nationally and globally; it could not be globally important without the Sekhemka statue. In answer to questions Gunilla Loe stated that no consultation had been undertaken with the Friends who were major donors to all the collections; that the Friends had been in touch with the Museum's Association since the Cabinet meeting and had passed on a copy of their advice to the Council that it should stick to its own disposal policy and that selling an artefact should be seen as a last resort; and that the artefact could be loaned or sold below market value to another Museum as the Council was not meant to profit from the sale except to benefit a specific Museum's project.

Lee Burrows, on behalf of Northampton Town and Country Arts Gallery, expressed concern about how the sale of the statue fitted in with the Council's disposals policy and the governance of the process noting that any sale should be as a last resort following consultation with the Arts Council and Museums Association. This decision would affect other donors who might wish to donate objects to Northampton. He commented that with the University and Arts Collective relocating to the Town Centre there was an opportunity for the Council to develop a cultural centre and exhibitions. He noted that Council's own assessment of its collections were that they were of medium importance; what would prevent further sales from the arts collection. He believed that if the Council persisted in the sale of the statue, any proceeds would have to be put back into the Museum. Lee commented that the sale of the statue would have a negative impact on the Museum. In answer to questions Lee Burrows commented that they had not been consulted by the Council at all and had only learnt of the proposed sale from the Friends of Northampton Museum and Art Gallery; that the Council seemed to be concentrating on the shoe collection and the arts collections were being pushed into the background; the Council had a fantastic art collection that was not being seen by the public; and Northampton's history in any case was boot making for the army rather than shoes per se; and confirmed that he believed that the Museum's accredited status was at risk if the code of ethics was not followed and sale proceeds were not put back into the Museum.

Diana Friendship-Taylor, Chair of RESCUE: The British Archaeological Trust, noted that they had already submitted objections and noted the experiences of two other Museums who had been in a similar situation, firstly, Bury Gallery who in 2006 had sold an NS Lowry painting for £1.4m to help plug a Council deficit resigned from the local museums committee and as the motive for the sale was against the Gallery's museum's status it was stripped of its accredited status. Secondly Southampton considered in 2010 selling part of its collection of paintings to fund another museum. The paintings in question had been bequested to the city. Following a petition the sale was not proceeded with. She stated that selling the statue should not be an attempt at asset stripping.

Susan Edwards, a member of the Friends of Northampton Museum and Art Gallery and life-long supporter of the museum, commented that she was a regular visitor to the museum who valued the varied collections; it was not just about shoes and collections from around the world were a good thing. She believed that the statue should be kept. Susan had been in touch with the Leader of the Council and whilst she understood the Council's budgetary problems she believed that assets should not be sold off. She noted that a Councillor in a radio interview had said that Northampton was shoe town and that the statue was not part of that; she believed this was a dangerous statement. She commented that the Cabinet should take into account the views of the public. In answer to a question Susan Edwards stated that she had found out about the proposed sale through the Chronicle and Echo and commented that the Museum should be consulted.

Dr Elspeth MacDonald, stated that she had lived in Northampton for nine years and had been impressed by the Museum. The Egyptology collection was small but good. Selling the Sekhemka statue appeared like vandalism. She commented that fine art was part of the cultural well-being of the Town and was a support for any aspirations of the town to become a city. She asked what assurances there were in respect of what any sale proceeds would be spent on. She believed that keeping the statue gave the Council a huge opportunity if it wanted it; assets could only be sold once.

3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

4. CALL IN OF CABINET DECISION OF 12 SEPTEMBER 2012 ITEM 6- DISPOSAL OF MUSEUM ARTEFACT

Councillor Wire DL as one of the Call-in authors noted his membership of the Council of the Museum of Leathercraft and commented that the same day as Cabinet had made its decision he had submitted the Call-in. He was disappointed that the Leader of the Council had publically stated that if the sale did not proceed there would be cuts to the Museum's budget and that Labour had put investment in the Museum in jeopardy and had stated that the proposed sale had been considered for two years. However, he had only found out about it through the report to Cabinet. In respect of the Cabinet report he stated that there was a lack of evidence to show what any sale proceeds would be spent on, whether the sale was in line with the disposals policy, ownership of the statue and whether there were any conditions on it and what consultation had taken place.

Councillor Palethorpe, as the second Call-in author, commented that the public speakers had been knowledgeable. He stated that two years previously the statue had been removed from display when its' insurance value had become apparent. The provenance

of the statue had been investigated and that this process had been undertaken in respect of other valuable items as well. He noted that later in the evening the Audit Committee were being asked to approve accounts that included heritage assets that were being kept because of what they were. Councillor Palethorpe commented that Lord Northampton had been an important person and the Egyptology collection was pre Christian and pre Islam. If the reason for the statue not being displayed was because of insurance then the Council should work with partners to work put how it could be displayed; how had the display of paintings by Italian painters been resolved? The reason for the Call-in was for the Council to discuss with people widely the best solution, seek agreement as to what to do and how any monies should be spent and that way a consensus could be reached. Following a recent visit to Exeter Museum he suggested it would worth visiting to see what they had achieved.

In answer to questions Councillors Wire DL and Palethorpe stated that there was a danger of telling people what was going to happen and calling it consultation; that the organisations that support the Museum should have been involved; that the Council advertised seven consultations that were currently taking place but this one had seemed to slip through the net; Cabinet should have been asked to defer a decision pending information on the legality of a sale, ownership of the statue and any consequences for the Museum's accreditation; as the statue was gift to the town consultation should include the public at large; and that the relevant paragraphs from the Acquisitions and Disposals Policy and not been included in the report to Cabinet.

Councillor Eldred, Cabinet Member for Community Engagement, stated that the proceeds of a sale would be spent on the Central Museum, Abington Park Museum and Delapre Abbey; that the rumours that Abington Park and Abington Park Museum would be sold were false; the rumours that the proceeds of any sale would be spent on the music festival were also false; and the rumours that there were plans to sell off other assets were also false. He noted that at present only approximately 5% of the collections were displayed. Councillor Eldred commented that consultation regarding the use of the proceeds from a sale (as stated above) would now start although without knowing what figure a sale of the statue might achieve it was difficult to be exact as to what might be done. If the Council were to redisplay the statue a new secure display cabinet was likely to cost in the region of £8,000 plus the cost of security staff likely to be two persons at between £13 and £16.50 per hour 24 hours a day. He noted that during the two years that the statue had not been on display there had been no interest in it until now. Councillor Eldred commented that the Friends of Northampton Museums and Art Gallery had been told of the proposal to sell the statue.

Julie Seddon, the Director of Customers and Communities, in referring to the public addresses reported that she had confirmed with the Head of Service on three occasions that the Friends of Northampton Museums and Art Gallery had been told about the proposed sale of the statue through Museums staff; that although reference had been made to a press article in The Times on 18 August she was not sure that an article had appeared in that newspaper on that date; and that the Council did have ownership of the Statue and that there had been communication with the Marquess of Northampton.

Councillor Eldred in referring to the five grounds of the Call-in stated that the sale of the statue was not being hurried through as discussions about it had been going on for two years that included Councillor Palethorpe's tenure as Leader of the Council; that the Museums Association had indicated that they were happy that the Council was following its own policy; that it was difficult to say conclusively what any sale proceeds would be spent on without knowing what that figure might be other than what he had stated previously; legal advice confirmed that the Council was following its own policy; that the Arts Council and Museums Association were ok with what the Council had done so far;

the Council had had confirmation from Lord Northampton that the statue had been gifted to the Town and that the Leader of the Council was in touch with him; and that consultation had taken place including with the Friends of Northampton Museums and Art Gallery, the Museums Association and the Arts Council before the publication of the Cabinet report.

The Chair asked why the Committee had not been given a copy of the legal advice or copies of the consultations that had taken place and had had to ask for the Acquisitions and Disposals Policy all of which were central to the Call-in and would have been helpful to have before the meeting. He observed that transparency in decision making was important and that the Committee should have all the information available that it needed.

Julie Seddon commented that the legal advice contained commercially sensitive information but could be shared with the Committee in private. She gave an assurance that the Friends of Northampton Museums and Art Gallery, the Museums Association and the Arts Council had all been consulted but was not able to produce a document to confirm this. Julie accepted that this matter could have been handled differently but that Cabinet's preferred approach had been to get agreement to the sale in principle before going to wider consultation.

Francis Fernandes, Borough Secretary, stated that the legal advice covered a number of aspects relating to the potential disposal of the statue and advised that it should not be discussed in public as some of it could be misleading. He noted that the situation was further confused by the requirements of recently published Regulations in terms of giving notice of matters to be discussed in private. Francis commented that the legal advice had been considered by both his colleagues and a further independent expert legal advisor.

Julie Seddon noted that the report to Cabinet indicated that expert legal advice had been sought and that the guidance as to how any sale proceeds might be spent was just that.

Committee members agreed that the legal advice sought by the Council should be made available to the committee in private.

The Chair moved that the public and press be excluded from the meeting on the grounds that there would be disclosure to them of exempt information as described in paragraph 5 of Schedule 12A of the Local Government Act 1972 as amended. The motion was carried.

The meeting briefly adjourned to allow the provision of the legal advice referred to above.

Francis Fernandes, Borough Secretary, displayed the legal advice that had been received and in particular referred to the summary that concluded that:

- The Council had best claim to ownership and that the Egyptian Government and the Marquess of Northampton could not ask for the statue to be returned;
- That notwithstanding the above it would be advisable to have the Marquess of Northampton's support for any sale of the statue and that any sale should not be financially motivated except in exceptional circumstances in accordance with the Museums Association's Code of Ethics;
- That it would be advisable to gain the support of the Arts Council and the Museums Association for any project at Delapre Abbey and that procedure should be followed carefully;
- That there was a risk of loss of support from the Museums Association and therefore a risk of a loss of funding; and
- That appropriate public consultation should take place.

In answer to a question Julie Seddon noted that the word “bequest” had a certain connotation. In this case the statue had been a loan that had subsequently become a gift. She commented that she could confirm that Ruth Thomas had completed an investigation into the ownership of the statue but had not found additional evidence to that already known about. The Council was aware of the position of the Arts Council and the Museums Association who were insisting that the Council followed good practice. They were allowing the Council to trial their new code for disposing of artefacts and were happy with the approach so far. In answer to a question Julie confirmed that a disposal could not just be financially motivated; it had to be consistent with Acquisitions and Disposals Policy, i.e., the item should not be part of a core collection and any sale proceeds should be spent on the Museum’s Collections. The Arts Council and the Museums Association had been asked to consider a broader approach for the use of sale proceeds to include cultural/heritage projects including Delapre Abbey. She also commented that the status of the Egyptology Collection had changed in the Relative Strategic Importance of Collections Review.

It was noted that no evidence of the consultations undertaken to date had been presented to the Committee.

It was also noted that that the situation was complex, especially in respect of the interrelationship between different policies. Julie Seddon commented that this had made it difficult to be more precise on what could be consulted on and reiterated that to date the Arts Council and the Museums Association were happy with the approach adopted so far by the Council and that Cabinet’s preferred approach had been to agree a decision in principle before going to wider consultation.

The Chair moved that the public be readmitted to the meeting. The motion was carried.

In answer to questions Councillor Eldred and Julie Seddon responded as follows;

- Any sale proceeds could be spent on Abington Park Museum and consideration was being given to the expansion of the Central Museum at the rear and to moving some of the collection to Delapre Abbey thereby improving the benefit to the public of the remaining collection;
- At present there were thousands of items not displayed including the military and boot and shoe collections;
- A change in the focus of the collections had resulted from the Relative Strategic Importance of Collections Review: the Egyptology Collection was not a core collection;
- The Arts Council and Museums Association had not raised any concerns regarding the Museum’s accredited status: the acquisitions and disposals policy had recently been refreshed as this was a requirement to be able to maintain accredited status and included seeking public opinion;
- The Sekhemka statue was not part of the Town’s heritage;
- It was unfortunate that the Cabinet report referred to the 2010 Acquisitions and Disposals Policy rather than the recent refresh of it;
- That public opinion did not support keeping the statue;
- Councillor Eldred had agreed the refresh of the Acquisitions and Disposals Policy in earlier in September;
- In reality the difference between the 2010 Acquisitions and Disposals Policy and the refresh was the date at the bottom of the document;
- That the process that had been adopted protected the Museum’s accredited status and a paper trail with the Arts Council and the Museums Association

- to that effect existed;
- Bearing in mind that the possible value of the statue had been known two years previously, prior consultation had been carried out;
 - The consultation to be undertaken now would include options to keep the statue in the public domain as well as selling it and would set out any perceived risk to the Museum's accredited status;
 - There would be a complete audit trail of the consultation undertaken;
 - A survey using Survey Monkey since the Cabinet meeting showed support for the sale of the statue, albeit from a low number of responses;
 - The further consultation would include questionnaires, using the One Stop Shop, public meetings and twitter and that consultation using the Chronicle and Echo could be investigated.

Councillors Wire DL and Palethorpe commented that the Call-in had proved useful and also that the Committee needed to have the appropriate documentation in order to consider the issue: it had been difficult for the Committee. There was a clear discrepancy between what the Cabinet Member was saying in respect of consultation with the Friends of Northampton Museums and Art Gallery and their perception of what had happened. They believed that the arguments given against keeping the statue in terms of costs of security etc seemed like a red herring: the Council could seek advice from others as to what was appropriate. They noted that if the Council wanted to expand museum accommodation it could borrow cheaply for capital projects. The fact that there had not been a public clamour for the statue to be redisplayed when it had been removed from display should not be seen as an automatic approval for the sale of it. They also believed that there was a reputational issue for the Council: the statue could be loaned elsewhere and that there still seemed to be a legal issue in respect of the ownership of it.

The Committee considered each of the Call-in reasons, determined as below and would report to Cabinet at its meeting on 3 October 2012:

1. The sale of the Sekhemka statue has been hurried through without careful consideration to other possible alternatives and financial implications.

Upon a vote the reason was rejected.

2. The Cabinet report says the proceeds of sale of the statue would be 'entirely reinvested in the town's cultural and heritage priorities, including the restoration of Delapre Abbey'. Much more clarification needs to be given, as this statement is very vague.

Upon a vote the reason was upheld.

3. There needs to be more consideration whether this sale is in breach of NBC's own museums policy (Acquisitions and Disposal Policy, 2010). When Cabinet made this decision on Wednesday 12th September the relevant sections of the Acquisition and Disposal Policy was not presented to members to help inform their decision. Therefore Cabinet may have made this decision with lack of sufficient evidence.

Upon a vote the reason was rejected.

4. In addition, does Northampton Borough Council have legal documentation as to whether it actually owns this statue? The statue has been historically gifted and the report does not say whether any conditions of ownership were put in place. This

should be investigated.

Upon a vote the reason was rejected.

5. The Cabinet report says consultation is underway. The sale of the statue should only be considered once consultation has been completed. More consultation needs to be carried out with various stakeholders such as Friends of Northampton Museums and Art Gallery, tourist/heritage groups and local users of the Museums.

Upon a vote the reason was upheld.

The meeting concluded at 21.20 hours



Overview and Scrutiny Committee 12th November 2012

Briefing Note – Housing Consultations Outcomes

1 Background

- 1.1 In July this year the Housing Directorate consulted on three major issues; the Sheltered Housing Review, and proposed changes to the Tenancy Strategy and the Housing Allocations Policy. This briefing paper describes the responses received and the impact these have had on the final recommendations for these services going forward.

2 Sheltered Housing Consultation

- 2.1 There have been 1,052 completed questionnaires from the 4,877 questionnaires sent to customers representing a 21.6% response rate which is above average for this type of consultation.

Outcomes of the consultation

- 2.2
- 94.3% of customers agree that future support provision should be personalised to meet each customer's needs.
 - 94.6% of customers agree that the future support provision should be flexible to increase or decrease to meet each customer's future needs.
 - 85.8% of customers agree that the customers with no support needs should be able to contact staff as and when they need to by telephone or at a regular drop in surgery instead of having Coordinator visits.
 - 92.6% of customers agree that instead of visiting customers who don't need support, staff time will be better spent providing enhanced support to customers who most need it.
 - 81.6% of customers agree that on some occasions when appropriate rather than visit, staff may contact customers by telephone.
 - 94.7% of customers agree that there is increasing number of older, disabled and vulnerable people who need support, and understand that it is currently only available to Sheltered

Housing tenants, Customers agree with providing support services to anyone who needs it, no matter what type of property the customer lives in.

- 81.1% of customers agree that community rooms should be used to support customers to arrange activities and that more services should be available in the community rooms.
- 79.7% of customers agree that the support service provided to customers should be called Independent Living.

What has changed as a result of consultation?

2.3

- Services will be reconfigured to meet the support needs of Sheltered Housing customers
- The Service will be flexible and focused on services which support customers to live independently
- The Service will be delivered within the budget available

3 Tenancy Strategy Consultation

- 3.1 The Tenancy Strategy consultation received 594 responses which represent a 5.94% response rate. The response received is statistically valid and provides sufficient confidence in the numbers received.

Outcomes of the consultation

- 3.2 The table below summarises the main questions asked as part of the consultation survey. As is illustrated, the majority of the Consultees are in favour of the proposed policy changes within the Tenancy Strategy.

Question Asked	Agreed		Disagreed	
	(%)	Number	(%)	Number
(Q2) – Should a Tenancy be renewed if no change in circumstances	80.4	426	11.3	60
(Q3) – Tenancy Length for Older People (Lifetime)	94.0	506	3.2	17
(Q3) – Tenancy Length for Disabled Households (Lifetime)	93.4	467	3.6	18
(Q3) – Tenancy Length for Family Households (5 Year FTT)	70.2	359	25.4	130
(Q3) – Tenancy Length for Single & Couple households without children (5 Year FTT)	65.9	331	29.1	146
(Q4) – Tenancy Length of less than 5 years (Exceptional Circumstances)	79.4	429	13.3	72
(Q5) – Circumstances for Non-Renewal of FTT	68.1	359	21.6	114
(Q6) – Financial Thresholds	78.5	414	15.1	80
(Q7) – Encouraging Social Housing Providers to provide Social Rents not Affordable Rents on larger homes	72.8	378	10.2	53
(Q8) – Discretionary Succession Rights	72.1	370	18.9	97

What has changed as a result of consultation?

3.3 As a result of the consultation the Tenancy Strategy and the Tenancy Policy will be introduced as proposed. The main elements of this will be as follows:

- All Households that are elderly or have a disability will receive a secure tenancy for life after an initial 12 month Introductory period;
- All other households will be offered a 5 year Fixed Term Tenancy after an initial 12 month introductory tenancy
- Circumstances for non-renewal of a fixed term tenancy are as proposed in the consultation
- Exceptional circumstances for offering a fixed term tenancy of less than 5 years remain as proposed
- The new Tenancy Policy will impact on all new customers being offered a tenancy after 1st March 2013 and will only impact on existing tenants who choose to transfer to a property that is charged at Affordable Rent levels

4 Allocations Policy Consultation

4.1 The Allocations Policy consultation received 311 responses which represents a 3.11% response rate. The response received is statistically valid and provides sufficient confidence in the numbers received.

Outcomes of the consultation

4.2 The main results of the consultation are as follows:

- 51% of customers agree that priority should be given to employed applicants over those not employed with the same housing needs.
- 64.1% of customers agree that the Council should develop Local Lettings Plans only for significant new areas of residential development.
- 76.5% of customers agree that the Council should limit the access to the Housing Register to customers who have lived in Northampton for a minimum of 6 months out of the last 12, or 3 out of the last 5 years.
- 87.7% of customers agree that the Council should suspend tenants from bidding for new properties if they fail to keep their existing property in good condition until it is improved.
- 65.7% of customers agree that the Council should suspend housing register applicants for 12 months for refusing 3 offers of accommodation.
- 82.5% of customers agree that the Council should suspend

housing register customers for 12 months for failing to attend three viewing appointments

- 44.2% of customers agree and 43.7% disagree that the Council should remove Band C and D customers from the Housing Register.
- 55% of customers agree that people in social housing on higher incomes should pay more towards their rent.
- 63.8% of customers agree that Council tenants moving in to the Private Rented Sector, due to overcrowding, via the Local Lettings Scheme should remain on the Housing Register.
- 85.3% of customers agree that the definition of a household will be the applicant, partner and their children, and the Council will make exceptions to this definition for those with valid reasons such as dependant relatives who cannot live independently
- 69.8% of customers agree that the Council should offer households transferred due to an emergency a property on a like for like basis
- 68.9% of customers agree that the Council should direct applicants with income over £16,000 for a single person and £32,000 for a couple to home-ownership options rather than allocate a property via the Housing Register
- 86.5% of customers agree that vulnerable people such as those with severe medical problems/disabilities/victims of domestic abuse should be given priority in the allocation of housing

What has changed as a result of consultation?

- 4.3 The potential changes to the new draft Housing Allocations scheme from the version that we originally consulted upon are as follows:
- Increasing the local connection period before a customer can join the housing register to 3 out of the last 5 years
 - Reducing the debt owed to Northampton Borough Council before a customer can join the Housing Register to below 6 weeks rent
 - The Armed Forces section now complies with central Government's recent announcements in this area of our work
- 4.4 The Housing Allocations scheme now complies with the new Code of Guidance on Housing Allocations issued by central Government on the 29th June 2012.

5. Conclusion

- 5.1 There is broad agreement to the majority of proposals contained within these consultation exercises. The only issue that has divided opinion is the issue of removing Bands C and D from the Housing Register. A significant number of consultees did not support this proposal, but it is

the recommendation of this paper that Bands C and D are removed, as to retain them would give customers false expectations of their chances of being rehoused which are extremely unlikely to be met.

Fran Rodgers
Head of Strategic Housing
1st November 2012

Appendices

2



CABINET REPORT

Report Title	Sheltered Housing Review – Support Provision
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AGENDA STATUS: Public

Cabinet Meeting Date:	14 th November 2012
Key Decision:	YES
Within Policy:	YES
Policy Document:	YES
Directorate:	HOUSING
Accountable Cabinet Member:	Councillor Mary Markham
Ward(s)	All

1. Purpose

- 1.1 To advise Cabinet of the outcomes of the consultation exercise relating to Sheltered Housing and to consider proposals for changes to the support service.

2. Recommendations

- 2.1 To note the positive outcomes in respect of the consultation with customers of the Sheltered Housing Service to reflect the majority agreement for the need for the Council to provide a more flexible and responsive support service in the future.

- 2.2 To approve the proposed changes to the Sheltered Housing Service model in order to respond positively to the feedback from our customers.

3. Issues and Choices

3.1 Report Background

- 3.1.1 On the 7th March 2012 Cabinet took the decision to commence consultation with all tenants who currently receive a support service and live in NBC sheltered housing. The consultation also included customers on the Housing Register who have applied for sheltered housing, and customers above the age of 61 (current Pension Credit age) who live in a general needs tenancy. The consultation considered the type and quality of support service the customers currently receive and the options for a future support service.
- 3.1.2 The consultation, facilitated by an independent organisation, commenced on the 2nd July 2012, and was completed on the 30th September 2012.
- 3.1.3 The consultation framework is outlined in **Appendix A**. 1,052 completed questionnaires were received representing a 21.6% response rate. There is overwhelming support for the introduction of changes to the current service.
- 3.1.4 A summary of the responses are listed below:-
- ✚ 94.3% of customers agree that future support provision should be personalised to meet each customer's needs.
 - ✚ 94.5% of customers agree that the future support provision should be flexible to increase or decrease according to a customer's needs.
 - ✚ 85.8% of customers agree that the customers with no support needs will be able to contact staff as and when they need to by telephone or at a regular drop in surgery instead of having co-ordinator visits.
 - ✚ 92.5% of customers agree that instead of visiting customers who don't need support, staff time will be better spent providing enhanced support to customers who most need it.
 - ✚ 81.6% of customers agree that on some occasions when appropriate rather than visit, staff may contact customers by telephone.
 - ✚ 94.7% of customers agree that there is an increasing number of older, disabled and vulnerable people who need our support, but it is currently only available to Sheltered Housing tenants and agree with the principle of providing support services to anyone who needs it, no matter what type of property the customer lives in subject to funding being available.
 - ✚ 81.2% of customers agree that community rooms should be used to support customers to arrange activities and that increased services should be available in the community rooms.

- ✚ 79.8% of customers agree that the support service provided to customers should be called Independent Living.

3.1.5 Full results available online at: www.northampton.gov.uk/shelteredreview (a hard copy of these results can be made available on request).

A list of all stakeholders consulted is available online at:

www.northampton.gov.uk/shelteredreview (a hard copy of these results can be made available on request).

3.1.6 The Council commenced the review of the Sheltered Housing Service during 2011, due to a number of challenges facing the Council. These include:-

- ✚ Increasing numbers of older people requiring support.
- ✚ Negative feedback from customers regarding the relative inflexibility of the support provision currently provided by the Sheltered Housing Service.
- ✚ The quality of the existing Sheltered Housing stock not always meeting the needs of the customer.
- ✚ The reduction in funding nationally and locally for all forms of housing support.

3.1.7 Northampton will experience significant growth in its older population over the next few years with an additional 16,000 people over the age of 60 by 2026. For those over the age of 90 the figure is expected to increase from 1,600 in 2012 to over 3,100 by 2026. This trend will affect future service provision due to the increased numbers of customers requiring support and re-housing from the Council. Therefore, management of demand will be essential.

3.1.8 The Council's current support provision is based on three levels of support. This service is viewed to be inflexible by customers and stakeholders and does not comprehensively address the specific support needs of the customer. The current model varies between support being provided every day to support being provided with one visit a month.

3.1.9 Work has commenced on the development of a Sheltered Housing accommodation standard. This will identify the components that will be included in all sheltered housing properties such as level access showers, wheelchair accessible etc. It is anticipated that the new standard will be implemented during 2013.

3.1.10 The funding provided by Northamptonshire County Council to part fund the support for the Sheltered Housing Service has reduced from £1.2 million during the 2010/2011 financial year to £800,000 during 2012/2013 period (former Supporting People funding programme). This reduction is due to changes in funding provided by central Government to Local Government. All public services are facing financial challenges and there are significant

pressures on budgets that deliver non-statutory services in the current difficult economic climate.

3.1.11 As part of our annual review process, all current Sheltered Housing tenants have been reassessed to identify their support needs and preferences in terms of how they wish to receive support.





3.1.12 **Appendix B** compares the results of these reassessments with the current service provision and identifies a significant difference in our customer's requirements for support going forward.

Proposed New Service Model



3.1.13 All Sheltered Housing customers will be assessed to identify what, if any, support is needed to enable them to live independently. A support plan will be developed in consultation with the customer and will be designed to meet the identified support needs. This plan would be reviewed regularly including when a significant change of circumstances occurs and will be flexible to provide more or less support as required.

3.1.14 It will be essential for the new service to build upon the existing partnership work that has been developed with Northamptonshire County Council, Health Agencies and Voluntary and Community Organisations, to co-ordinate access to services and manage demand in order to enhance choice and life chances, and to deliver services at the point of need and in the most cost effective way. The types of services on offer include:-




Health

-  Assist in registering with a Doctor and/or Dentist
-  Assist in arranging for delivery or pre-sorting of medication
-  Assist in helping to access carers or meals on wheels
-  Assist in making referrals to statutory agencies where appropriate


Economic Wellbeing

-  Assist in applying for benefits and grants
-  Assist in helping to set up bills or a household budget

Social and Leisure

-  Assist in finding training, volunteering or employment
-  Assist in accessing local day centres, activities or transport facilities
-  Assist in developing a range of activities for customers and other older people either at a community room such as coffee mornings, art classes etc.

Safety and Security

-  Assist in applying for adaptations such as a stair lift or level access wet room

- ✚ Arrange fire safety checks

Floating Support

- ✚ Flexible, short term co-ordination of support to help the customer to regain independence.
- ✚ Lifeline Alarm/Call Care
- ✚ Drop-in Surgeries

Enhanced Support

- ✚ Assist in helping customers maintain their independence by involving other agencies such as Adult Social Care and Health on a longer term basis.

Wellbeing checks

- ✚ Regular telephone calls to the customer's home from the Call Care service or a visit to check the customer is well and have the support they need.

- ✚ 3.1.15 About 40% of the current residents have support needs which require regular visits with 56% preferring a lifeline only service and 4% requiring no contact at all. On this basis, it is proposed to reconfigure our service to respond more appropriately to the needs of our customers including those older people who do not live in a designated sheltered scheme and to use our findings and the stated customer preferences to predict the future demand for services and identify the resources required to deliver them.

3.2 Issues

- 3.2.1 The growing number of older people in Northampton will place additional pressure on the Sheltered Housing Services provided by Northampton Borough Council.
- 3.2.2 We have identified that older people who live in general needs accommodation have support needs that are currently not being met.
- 3.2.3 There remains uncertainty around the future of prevention funding (former Supporting People) due to financial pressures placed on Northamptonshire County Council (NCC). The current contract for sheltered housing with NCC has been extended until September 2013. There is however, a requirement to identify efficiency savings within this contract and there is no guarantee of further funding from NCC after this date.
- 3.2.4 An important component of the new model would be the delivery of a Call Care/Lifeline or similar 24/7 emergency response service in order to support customers to maintain an independent lifestyle. The Call Care Service is currently under review.

- 3.2.5 The service will need to be reconfigured to meet the new requirements of the service and to manage within the available budget.
- 3.2.6 Community rooms are underused and have the potential to be used more effectively to provide a base for community activities designed to reduce isolation, promote health and well-being and independence.

3.3 Choices (Options)

- 3.3.1 Do nothing: Our customers have made it clear that they do not wish to continue with the service as it is currently delivered and given the reductions in funding this would put additional pressure on other council budgets.
- 3.3.2 Stop providing a support service to Sheltered Housing customers. There is a wealth of evidence that suggests that providing support to vulnerable people significantly enhances wellbeing and independence. It also prevents more costly services being required.
- 3.3.3 Adopt the recommendations in this report which have the clear support of our customers.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 The new Sheltered Housing Support Service will contribute to the delivery of key objectives within the Council's Housing Strategy and to Government policies, particularly the Ageing Well Strategy.

4.2 Resources and Risk

- 4.2.1 The Service will be required to operate within the limits of the funding that is available. Every effort will be made to maximise the potential funding opportunities available in order to meet the demand for support.
- 4.2.2 The service will manage risk, as part of an inter-agency approach, to promote safeguarding for customers.
- 4.2.3 The new service will be funded from a number of different budgets including the Housing Revenue Account and Housing Benefit in future years. There are potential reductions or withdrawals of funding in future which this Council will not be in control of and this may impact on the size and scope of the service in the future.

4.3 Legal

- 4.3.1 The Council has followed the required consultation framework.
- 4.3.2 The Legal Services team have been consulted and approved the contents of this report.

4.4 Equality

4.4.1 An Equality Impact Assessment has been completed and is available on line. www.northampton.gov.uk/shelteredreview (a hard copy of these results can be made available on request)

4.5 Consultees (Internal and External)

4.5.1 A list of stakeholders consulted is can be found online at www.northampton.gov.uk/shelteredreview (a hard copy of these results can be made available on request).

4.6 How the Proposals deliver Priority Outcomes

4.6.1 The proposals contained within this report reflect the priorities in the Housing Business Plan, the Corporate Plan and the outcomes identified from the Overview and Scrutiny Committee work in this area.

4.7 Other Implications

4.7.1 There are no other known implications at this time.

5. Background Papers

- 7th March 2012 Cabinet Paper on the Sheltered Housing Review
- Appendix A - Consultation framework
- Appendix B - Reassessment results compared with current service provision

Fran Rodgers
Head of Strategic Housing Services
0300 330 7000

The Sheltered Housing Service Consultation Framework

- ✚ All sheltered housing tenants received an information pack relating to the consultation and a written questionnaire. This questionnaire was distributed to 2,000 tenants.
- ✚ All customers who have applied for sheltered housing on the Choice Based Lettings housing register or who have a physical disability received an information pack relating to the consultation and a written questionnaire. This questionnaire was distributed to 1,384 customers on the housing register.
- ✚ All tenants living in general needs accommodation owned by Northampton Borough Council above the age of 61 (current Pension Credit age) received an information pack relating to the consultation and a written questionnaire. This questionnaire was distributed to 1,500 tenants of Northampton Borough Council.
- ✚ 37 drop-in surgeries have been conducted at the Guildhall and at various sheltered housing scheme community rooms across Northampton over the 12 week consultation period.
- ✚ One to one meetings were conducted with stakeholders.
- ✚ All stakeholders received a copy of the consultation questionnaire to complete.
- ✚ The Housing Solutions service attended the Diversity Forum, Disabled Persons Forum, the Lesbian, Gay and Bisexual Forum, the Pensioners Forum and the Homelessness forum to consult on the sheltered housing support service consultation.
- ✚ The questionnaire and information pack including Frequently Asked Questions were placed on the web site to allow all customers access to the consultation.
- ✚ Press releases were issued to the local press relating to the consultation framework.
- ✚ Radio interviews were conducted by the Cabinet Member for Housing advising the wider community of the sheltered housing review consultation.
- ✚ Drop in surgeries were conducted in the Northampton town centre outside market on 2 Saturday mornings in July and in September
- ✚ Drop in surgeries were conducted at various libraries, the Weston Favell shopping centre and 4 tenant forums across the Borough.
- ✚ Employees of the Sheltered Housing service were consulted on the sheltered housing review and initial findings.
- ✚ Unison and the GMB trade unions were formally consulted on the sheltered housing review.

- ✚ The Housing Solutions service established a Sounding Board consisting of Elected Members, tenants of the service, and officers that work in the sheltered housing service to discuss the various stages of the consultation process and to provide critical challenge to all of the work that was planned.
- ✚ A Sheltered Housing tenant's newsletter was forwarded to all sheltered housing tenants 6 weeks in to the consultation process reminding the tenants to return the questionnaire.
- ✚ The tenant's open day was attended by the Sheltered Housing Service to consult on the proposed changes in support.
- ✚ Articles appeared in the My Home tenant's magazine advising customers of the Sheltered Housing consultation relating to the Support Services.
- ✚ Focus Groups were undertaken with 500 tenants and customers on the Housing Register to ensure the services re-design meets the needs of the customers.

Results of the Housing Support Assessments

Results of the review

A review has been carried out on current sheltered housing tenants to assess their current support needs and to compare these needs with the support they currently receive. The findings are detailed in the following tables.

Current Sheltered Support Levels:

Support Level	Number of Customers	Percentage %
Level 1 (visit once per month)	1097	61.0%
Level 2 (visit 3 times per week)	648	36.0%
Level 3 (visit every day)	41	2.3%
Level 4 (Eleonore House - visit every morning, intercom call every evening & staff on site everyday)	12	0.7%
Total	1798	100.0%

This review was carried out on 1,798 of the 2,200 sheltered properties that Northampton Borough Council manages. The main reasons for some 400 properties not being assessed where:

- ✚ 200 non qualifying tenants that no longer received the sheltered service due to opting out.
- ✚ Tenants refusing to undergo the assessment process.
- ✚ Tenants being in hospital or respice care.

Assessed support needs of current Sheltered Housing Customers:

Support Level	Number of Customers	Percentage %
Opting Out (no visits or Lifeline)	71	3.9%
Lifeline Only (no visits)	1004	55.8%
Floating Support	433	24.1%

On-going Support	290	16.1%
Total	1798	100.0%

Currently all 1,798 Sheltered Housing tenants who were assessed receive visits from the Coordinators at least once a month. The assessments carried out by our officers has identified that 1,075 (59.8%) of those assessed do not require any support visits. Therefore only 723 (40.2%) of those assessed showed a need for support visits.

Appendices
None



NORTHAMPTON
BOROUGH COUNCIL



CABINET REPORT

Report Title	Cabinet response to Sheltered Housing and options for Older people Task and finish group
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	28/7/10
Key Decision:	NO
Listed on Forward Plan:	YES
Within Policy:	YES
Policy Document:	NO
Directorate:	Housing
Accountable Cabinet Member:	Cllr Sally Beardsworth
Ward(s)	All

1. Purpose

- 1.1 The purpose of this report is to respond to the recommendations in the Overview and Scrutiny task and Finish report, "Sheltered Housing and options for older people" presented to cabinet on 9th June.

2. Recommendations

- 2.1 That all the recommendations included in the Overview and Scrutiny report be considered for inclusion in the report on the future of sheltered housing and options for older people due to come to Cabinet in September
- 2.2 That the task and finish group are formally congratulated for the high quality of this report and the time and effort given to produce it.

3. Issues and Choices

3.1 Report Background

3.1.1 The task and finish group was established following a number of questions to full council from residents about the sheltered housing service. A number of meetings were held to gather evidence from a wide range of stakeholders. In addition, a number of site visits were undertaken to talk to residents and see how other councils operate locally.

3.1.2 19 recommendations are included in the report. These are wide ranging and cover a number of different aspects of services to older people. Of particular importance are the recommendations around increasing the flexibility and choice within the service and the need to work effectively in partnership with key agencies.

3.1.3 These recommendations are:

1. When considering the Task and Finish Group's recommendations that Cabinet recognises that the ageing population presents a huge challenge for the council in a period of public spending cuts. It also presents a significant opportunity to improve the Services offered to older people in a way that effectively promotes independent living. The fact that there are more individuals aged over 60 than under 25 is a huge issue that should be addressed and the impact on Northampton understood and responded to. The Council needs to develop a wide range of options to suit the needs of older and vulnerable people and that represent real choice in terms of the services offered.
2. After hearing all the evidence from various sources, the Task and Finish Group realised that a return to the old system of residential wardens would not improve services to older people and should not be returned to.
3. To ensure that services represent excellent value for money, are competitive and deliver positive outcomes to promote independent living, a flexible structure of visits to sheltered housing tenants should be introduced according to individual needs. Such changes to be in line with the Supporting People grant conditions to safeguard this important funding stream.
4. The Head of Housing Needs and Support be authorised to commence dialogue with private sector housing providers to encourage the co-ordination and widespread installation of the Lifeline system.
5. The Task and Finish Group accepts that the floating support system generally works but highlights the need for flexibility of provision and to minimise the frequency of staff changes to ensure stability and continuity of service provision.

6. Discussions should take place regarding how Northamptonshire County Council and Northampton Borough Council can work more closely together to eliminate overlaps with some of the work streams at the Call Centre and Telecare Office.
7. The use of digital technology should be maximised to support the delivery of services, such as Telehealth.
8. Dialogue takes place between the Portfolio Holder (Housing), relevant key officers, ward Councillors, tenants and other concerned Agencies to investigate how the community rooms can be used to their full potential.
9. The Head of Housing Needs and Support be authorised to set up a meeting with Northamptonshire County Council, all relevant Agencies and organisations to promote a joined up approach to the delivery of services for older people, with a particular focus on the role of Voluntary Groups and the importance of community activities to counteract social isolation.
10. A general review of the Garage Tenancy Agreement should take place to include the possible adaption of garages for the storage of mobility scooters.
11. That the Head of Housing Needs and Support completes the review of sheltered housing properties and produces a plan that outlines which properties will no longer be designated as sheltered, identifying opportunities for new build which meets lifetime homes standards. The Task and Finish Group's observations about heating systems at some sheltered housing units to be taken into consideration during this review.
12. A full consultation programme, in accordance with the Council's Consultation Toolkit, with existing and potential sheltered housing tenants, is developed regarding any proposed changes.
13. Improved communication methods with existing and potential sheltered housing tenants is maintained. In particular to work with dissatisfied residents to understand their issues and respond to their concerns
14. The location of the Call Care service to be reviewed due to the poor quality of accommodation currently used and the service is relocated.
15. A Policy for the storing of mobility scooters at sheltered housing accommodation is introduced. The evidence contained in this report should form part of that Policy.
16. Ward Councillors to be issued with details of the location of sheltered housing and details of the Sheltered Housing Coordinators for each ward
17. The issue of security doors and access is reviewed in blocks of flats designated as sheltered housing

18. That the Head of Landlord Services is requested to address specific issues at Melbourne House as identified in the main body of this report. The first floor door entry systems at Melbourne, Abbey and Devonshire be redesigned or appropriately adjusted to alleviate the current problems encountered by tenants.
19. A full Equality Impact Assessment is produced for future changes to Sheltered Housing.

3.2 Issues

- 3.2.1 Support services to older people are mainly funded through Supporting People (SP) grant. There were already pressures on the existing service to demonstrate value for money and positive outcomes for customers through the introduction of new ways of working. Since the task and finish report was written, the future of SP funding is uncertain due to the budget announcements by the new government.
- 3.2.2 The Head of Housing Needs and Support will need to enter into discussion with the county council on the implications for the sheltered housing service and report to cabinet in September on the outcome of those discussions and proposals on the way forward.

3.3 Choices (Options)

- 3.3.1 It may not be possible to implement all 19 recommendations but at this stage we cannot advise cabinet on which recommendations will be taken forward. However, all 19 recommendations will be carefully considered and if not adopted, a full explanation of the reasons will be given.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 None at this stage.

4.2 Resources and Risk

- 4.2.1 There are no financial implications or risks at this stage. However, recommendations from the task and finish group will need to be reviewed in light of very significant financial constraints.
- 4.2.2 This service area provides services to some of the most vulnerable people within our communities. The importance of support to older people to help them live independently for longer is well documented. Failure to adequately support older people will lead to an increase in hospital admissions and long term care.

4.3 Legal

- 4.3.1 None specifically.

4.4 Equality

- 4.4.1 Some older people are amongst the most financially disadvantaged and socially isolated groups in society. Support services to older people need to promote independent living, optimise the opportunities for a high quality existence and recognise the valuable contribution that older people can make within communities.
- 4.4.2 An Equalities impact assessment will be undertaken once proposals for the future of the service are drafted.

4.5 Consultees (Internal and External)

- 4.5.1 A wide range of stakeholders including members of Overview and scrutiny, The portfolio holder for Housing, Cllr Sally Beardsworth, County councillor Gina Ogden, Chair of Adult care scrutiny committee, Disabled and Older people's forum, officers from the county council Adult care service, SITRA and the Head of Housing Needs and support.

4.6 How the Proposals deliver Priority Outcomes

- 4.6.1 Housing, Health and Wellbeing

4.7 Other Implications

- 4.7.1 None

5. Background Papers

- 5.1 Report of the Overview and Scrutiny committee 2-March 2010

Fran Rodgers, Head of Housing Needs and Support, Ext 7595

Key

-  Exceptional or over performance
-  On or exceeding target
-  Within agreed tolerances
-  Outside agreed target tolerance
-  Good to be low: Better
-  Good to be low: Worse
-  Good to be High: Better
-  Good to be High: Worse
-  No change
-  No target available

 No data available



Corporate Performance - All Measures Report

The report details the full list of performance measures monitoring the Council's Corporate Plan by corporate priority and is published quarterly.

The measures contained within this report are monitored on a monthly, quarterly, half yearly or four monthly basis.

Performance is reported against the latest report period and then by overall performance year to date (YTD). Overall YTD performance is monitored against the current profiled target and helps us to keep track of the progress towards meeting the annual target.




Performance comparison against the same time last year is highlighted where comparative data is available.

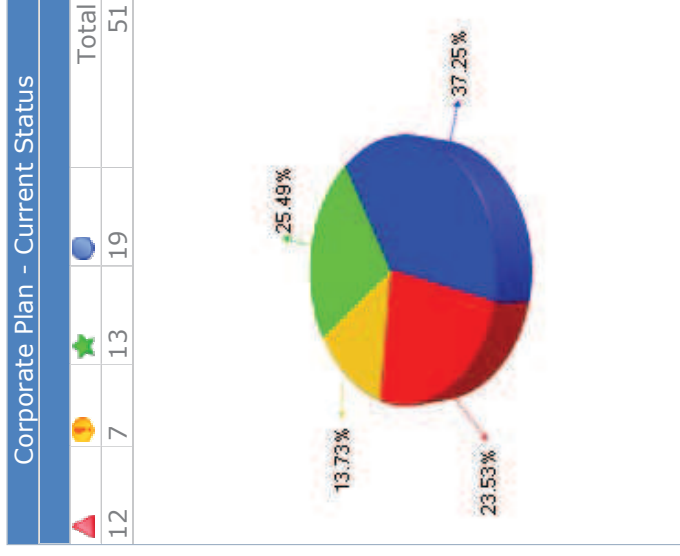


NBC Corporate Plan

The table below has been included for informational purposes, and shows the current year to date performance of each element of the Corporate Plan. The Alerts are generated from the PIs which each Service Area aligned to the 8 priorities during the service planning process.

The score shown against the Corporate Plan corresponds to the performance tracker definition. (<65% = Red, 65% to 85% Green, >85% Blue)

Corporate Plan		Score YTD
Putting Northampton back on track		76 % 
Theme		YTD
Your Town - A town to be proud of		
You - How your Council will support and empower you and your community		





Your Town

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	AST05a External rental income demanded against budgeted income (M)	96.86 %	🟡	97.15 %	🟡	97.21 %	🟡	96.68 %	🟡	96.68 %	🟡	100.00 %	100.00 %	🟢	93.92 %
We are currently below the rental targets due to vacant properties. These properties are currently being marketed To Let and are generating interest from prospective tenants.															
Smaller is Better	AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	2.46 %	🟢	2.68 %	🟢	2.92 %	🟢	3.75 %	🟢	3.75 %	🟢	5.00 %	5.00 %	🟢	5.69 %
Any invoices older than 28 July 2012 are classed as being more than 2 months in arrears.															
There has been a further increase in the percentage of arrears due to Delapre Golf Club and Enterprise Managed Services not paying their July invoice. The Enterprise invoices have since been cleared which should help to improve the figure next month.															
Bigger is Better	AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	91.25 %	🟡	86.00 %	86.00 %	🟢	89.16 %
The percentage of properties meeting the agreed target return for September 2012 is 91.3%.															
The 86% target is exceeded for the 6th month since April 2012 through active management of the investment portfolio and the completion of sales of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning.															
Please note that difficult economic conditions in 2012 affect the occupation of NBC's investment property. This situation is likely to result in a higher turnover of tenants in some locations and a fall in the numbers of property meeting the agreed target return. Under performing assets are reviewed and may be considered for reinvestment or disposal, additional disposals are identified and property reviews are on-going through 2012/13.															
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	11.97	🔴	12.16	🔴	12.14	🔴	11.93	🔴	11.93	🔴	10.00	10.00	🟢	12.41
The BV12 rolling figure for September 2012 is 11.93 FTE days vs 10 target. This is a reduction of 0.2 FTE days compared with August.															
The highest reasons are Mental Health (anxiety/stress), Gastrointestinal and Surgery (Orthopaedics), Musculoskeletal disorders dropped fourth highest cause of absence in comparison to last month where it was third. This reduction can be attributed to the Health and Wellbeing initiatives undertaken. These included; Manual Handling assessments, and 1-2-1 training. Wellbeing recovery action plans and adjustments enabling employees to return to work sooner.															
Mental Health accounts for the highest number of days lost for long and short term sickness absence.															

Your Town

Polarity	Measure ID & Name	Jun 12	Period Jul 12	Period Aug 12	Period Sep 12	Period Overall perf. to date	YTD Current	Profiled Target	Outturn Target	Perf. vs. last year	YTD value same time last year
Smaller is Better	ESC01 No. of missed Bins/Boxes as a % of those collected (M)	0.04 %	0.03 %	0.02 %	0.03 %	0.03 %	0.02 %	0.02 %	0.02 %		0.10 %
No commentary provided by Enterprise											
Bigger is Better	ESC02 % missed bins corrected within 24hrs of notification (M)	70.76 %	73.58 %	95.70 %	100.00 %	77.46 %	100.00 %	100.00 %	100.00 %		?
The new system and resources deployed will ensure that all missed bins are collected within the SLA and 100% are collected the same day											
Bigger is Better	ESC04 % household waste recycled and composted (NI192) (M)	51.23 %	52.99 %	50.50 %	48.75 %	49.63 %	47.00 %	47.00 %	47.00 %		43.63 %
No commentary provided by Enterprise											
Smaller is Better	ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	5.33 %	2.83 %	2.83 %	2.83 %	2.83 %	4.00 %	4.00 %	4.00 %		4.00 %
41 Performance is above target for this reporting period											

Your Town

Polarity	Measure ID & Name	Jun 12	Period Jul 12	Period Aug 12	Period Sep 12	Period Overall perf. to date	YTD Current	Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	8.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %		7.50 %
Performance is on target for this reporting period											
Smaller is Better	ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	2.33 %	1.33 %	1.33 %	1.33 %	1.33 %	1.33 %	0.33 %	0.33 %		2.50 %
4 areas were observed with graffiti at unacceptable levels.											
Smaller is Better	ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.50 %	0.33 %	0.33 %	0.33 %	0.33 %	0.33 %	0.33 %	0.33 %		0.33 %
Performance is on target for this reporting period.											
42 Bigger is Better	ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %		?
All reported Fly-tips were removed within 2 working days											

Your Town

Polarity	Measure ID & Name	Jun 12	Period Jul 12	Period Aug 12	Period Sep 12	Period Overall perf. to date	YTD Current	Profiled Target	Outturn Target	Perf. vs. last year	YTD value same time last year
Smaller Is Better	ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) (Q)	0.00 %	0.00 %	0.00 %	1.67 %	0.82 %	4.00 %	4.00 %	4.00 %		1.52 %
A good result, with only one issue observed during inspection											
Smaller Is Better	ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) (Q)	3.23 %	3.23 %	3.23 %	5.00 %	4.10 %	6.00 %	6.00 %	6.00 %		3.03 %
The areas inspected were to the required standard											
Smaller Is Better	ESC12 Level of quality against an agreed std - Open Spaces & Parks - Graffiti & Fly Posting (%) (Q)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	3.33 %	3.33 %	3.33 %		4.55 %
No areas were observed with either Graffiti or Fly-posting											
Bigger Is Better	ESC15 No. of Green Flag awards (A)	0	0	0	0	0	0	0	2		?
This a new annual measure introduced in April 2012.											
We are aiming to achieve 2 awards by March 2013.											

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	HI 01 Average time taken to re-let local authority homes (days) (M)	15.03		15.64		14.97		17.59		15.96		20.00	20.00		22.81
Performance for the month of September slipped due to the return of several long term structural voids during the month, plus on closer scrutiny, properties were identified with multiple refusals. The months performance however does not impact greatly on the overall average relet time, currently standing at 15.96 days, well ahead of the projected target of 20 days for the year.															
Bigger is Better	HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc.arrears brought forward (M)	94.28 %		104.62 %		103.27 %		96.72 %		97.98 %		99.30 %	100.10 %		98.59 %
During the month of September £4,011,375 was due in rent payments and £3,879,811 has been collected. A collection rate of 96.72%. This compares well with previous years for example in 10/11 the September collection rate was 95.28% and 11/12 95.03%.															
Smaller is Better	HI 13 Rent arrears as a percentage of the annual debit (M)	3.44 %		3.51 %		3.30 %		3.45 %		3.45 %		3.14 %	2.65 %		3.39 %
Total current tenant rent arrears were £1,657,504 at the end of September. The projected total debit for the year is £48,085,041 therefore the arrears as a % of the debit are 3.45%. The collection rate (HI12) during September was good. This in turn results in lower arrears levels than expected for September thereby closing the gap from August between the actual and target figures. This result supports the recent decision to introduce increased specialism by officers within this area of work.															
Bigger is Better	NI154 Net additional homes provided (A)	423.00		423.00		423.00		423.00		423.00		867.00	641.00		323.00
The economic recession has resulted in the pace of development across the Borough slowing significantly. The number of houses built has improved on last year's total, but is still one of the worst within Northampton since its designation as a New Town. New starts on Greenfield sites requiring significant infrastructure have been non-existent. Sites that had started development previously have been finished off, with only a couple of significant new ones replacing them. There is the capacity available on sites with planning permission to deliver a lot more housing than has been delivered, however the housing industry has decided to not take up the capacity that exists. Assumptions last year about the ability of the market to pick up from what appeared to be an all time low were misplaced. The housing market has not significantly improved on last year. Nationally Government through the Homes and Communities Agency has allocated a lot of money towards ensuring that some houses are built. This money was not so prevalent in the last financial year, and is reduced for this year and the next two years. There has been some increase in the private new build sales market. However, mortgage finance particularly for first time buyers remains scarce on unattractive terms. In the short term there is nothing that the Council can do to increase the cumulative figure, due to the long lead in times for development. The housing land supply and valid permissions are considered sufficient to meet the target net dwellings. It is unclear how the austerity measures and availability of finance will develop over the next year or so. The estimates for delivery next year are based on assumptions about the market being slightly more positive. Although this is consistent with national predictions, this optimism may well be misplaced as the potential threat of a double dip recession does not appear to have diminished. Estimated targets for delivery of homes for the next few years have been dramatically reduced. LAA targets are substantially below those required to meet Regional Spatial Strategy delivery targets.															

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	NI157: Percentage of all planning applications determined within 13 weeks (M)	95.12 %		94.85 %		94.81 %		100.00 %		96.47 %		74.00 %	74.00 %		95.30 %
During September we determined a total of 99 planning applications, all of which were all within 13 weeks.															
Bigger is Better	NI157a LM Percentage of 'large scale' major planning apps determined within 13 weeks (M)	50.00 %		100.00 %				100.00 %		87.50 %		60.00 %	60.00 %		0.00 %
In September 2012, we determined a total of 3 large scale planning applications, all of which were within 13 weeks of receipt.															
September 2012 - Performance is very well above target. Nonetheless, it should be noted that this category is prone to significant fluctuation given the low volumes of applications.															
During July - September we determined a total of 5 large scale planning applications, all were within 13 weeks of receipt.															
45 Bigger is Better	NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M)	75.00 %		66.67 %		75.00 %		100.00 %		78.26 %		60.00 %	60.00 %		66.67 %
In September we determined a total of 3 small scale major planning applications, all of which were within 13 weeks of receipt.															
September 2012 - Performance is well above target. Nonetheless, it should be noted that this category it is prone to significant fluctuation given the low volumes of applications.															
During the Quarterly of July - September 2012 we determined a total of 13 small scale major planning applications, 10 of which were within 13 weeks of receipt.															
Bigger is Better	NI157b Percentage of 'minor' planning apps determined within 8 weeks (M)	89.47 %		91.67 %		87.50 %		88.24 %		89.31 %		86.00 %	86.00 %		87.93 %
In September we determined a total of 17 minor planning applications, 15 of which were within 8 weeks of receipt.															
September 2012 - Performance was above target.															
During the July - September quarter we determined a total of 65 Minor planning applications, 58 of which were within 8 weeks of receipt.															
July / September 2012 - Performance is above target for the quarter.															

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. last year	YTD value same time last year
Bigger is Better	NI157c Percentage of 'other' planning apps determined within 8 weeks (M)	89.47 %		92.31 %		87.76 %		93.42 %		90.72 %		90.00 %	90.00 %		89.10 %
<p>In September we determined a total of 76 Other planning applications, 71 of which were within 8 weeks of receipt.</p> <p>September 2012 - Performance was above target.</p> <p>During the quarter of July - September 2012 we determined a total of 190 Other planning applications, 174 of which were within 8 weeks of receipt.</p> <p>July / September 2012 - Performance was above target for the quarter.</p>															
Bigger is Better	NI159 Supply of ready to develop housing sites (A)	46.45		46.45		46.45		46.45		46.45		100.00	100.00		47.06
<p>It would appear that there has been a small decline in the supply of housing land assessed against CLG advice for demonstrating a 5 year supply of deliverable sites. Deliverability is assessed against three criteria; is it available? is it suitable? and is it achievable? In considering the latter local authorities must demonstrate that there is a reasonable prospect that housing will be delivered on the site within 5 years. Although there are plenty of suitable sites available, the current stagnation in the housing is limiting the number of new homes being built when set against the ambitious housing targets for housing delivery in the Regional Spatial Strategy. This is based on housing delivery, which at 423 net additional dwellings built, against a target of 1775 and recent levels of delivery (up to 1824 dwellings in 07/08) falls far below the regional target. At current build rates the amount of suitable housing land identified is well in excess of demand. At the highest rate of build, there is approximately capacity for ten year's supply.</p> <p>Although Government has taken some action to stimulate the housing market, current build rates fall well below the regional target, despite there the housing land supply being available. The Localism Act will remove the regional plan targets. A new target for West Northamptonshire will have to be set through the development plan process. This will be done through the West Northamptonshire Joint Core Strategy scheduled for adoption in Autumn 2013. The targets for delivery will be reduced significantly, although still challenging to meet given the current low level of activity in the housing market and the need to provide some substantial pieces of infrastructure to open up sites for development.</p>															
Smaller is Better	NI170 Previously developed land that has been vacant or derelict for more than 5 years (A)	0.49 %		0.49 %		0.49 %		0.49 %		0.49 %		0.78 %	1.00 %		0.52 %
<p>Performance is better than the target set - this has largely been down to the development of some older industrial land. It is assumed that due to the recession that the pace of development on previously developed land will slow down for at least the next couple of years. Taking this into account, some sites that have been vacant for less than five years may remain undeveloped in this period and therefore fall into the category of having been vacant or derelict for more than 5 years. In particular this will affect former school sites vacated by NCC which have planning consent for housing and the former Princess Marina hospital. This might be off set by some of those that have been vacant for more than 5 years being developed in part. However, it is expected overall that there will be an increase in the amount of land / buildings vacant for more than 5 years. The Council will be seeking to work with West Northamptonshire Development Corporation and the Homes and Communities Agency to channel more public investment into derelict and vacant land to assist in regenerating areas of decline, particularly near to the town centre in the Enterprise Zone and also ensuring that delivery to meet housing needs occurs.</p>															
Smaller is Better	PP06 % change in serious acquisitive crime from the baseline (M)	3.78 %		2.84 %		4.10 %		5.85 %		5.85 %		-2.50 %	-5.00 %		-2.45 %
<p>Serious acquisitive crime (SAC) has increased by 5.8% in the first half of 2012/13, this is inline with a countywide trend. The increase is still due to increased vehicle crime (+7.4%), albeit the previous two months has also seen domestic burglary increase. The central and south west sectors of Northampton have shown the greatest increase in SAC.</p> <p>The partnership are focussing on an area which has been identified as having long term/ short term issues with SAC. The plan for this area continues following the completion of some actions, and the development of further actions (2nd round of target hardening and smartwater rollout to hotspot streets). Beyond this location, significant work is being carried out borough-wide, led by the police, to raise awareness of risk with victims and gather intelligence on offenders.</p>															

Your Town

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	PP07 % change in anti social behaviour victimisation (A)	8.50 %		8.50 %		8.50 %		8.50 %		8.50 %		5.00 %	10.00 %	?	?
This is an annual measure, all results shown relate to March 2012.															
Police recorded ASB incidents have dropped by 16.6% in 2011/12. This is an improvement on the previous year, which saw a 8.5% reduction.															
The partnership have retained ASB as a priority for 2012/13 due to the volume of incidents, concerns from the public and the impact of repeat incidents on victims/ witnesses. A number of funding bids have been put forward to deliver further reductions in ASB, including costs for civil ASBO court cases and funding for diversionary activities for young people in hotspot locations. The partnership will also continue focussed work on alcohol related anti-social behaviour, particularly around street drinking and vagrancy issues and town centre night time economy issues in conjunction with tackling violence.															
Smaller is Better	PP09 Overall crime figure for the period (M)	1,726.00		1,539.00		1,778.00		1,633.00		10,093.00		10,614.00	20,518.00	?	10,614.00
Overall crime has decreased by 2.5% against the baseline in the first half of 2012/13. Overall crime has reduced in all four sectors of Northampton, particularly in Northampton East. The partnership are progressing activity based upon the 2012/13 action plan addressing key issues around crime and disorder in Northampton and commencing further activity following successful funding bids to the CSF.															
Smaller is Better	PP14 % change in Violence Offences (M)	-3.00 %		-4.05 %		-3.91 %		-4.57 %		-4.57 %		-1.75 %	-3.50 %	?	-48.22 %
Half way through 2012/13, a 4.6% reduction has been made against the 2011/12 baseline figure. This exceeds the annual target of 3.5%. A number of targeted police operations under Op Challenge have been underway since April 2012 (e.g. disrupting key offenders, pro-actively dispersing drunks from the town centre in the early evening, and engagement with schools). Further funding bids have been submitted for partnership activity expanding on work tackling domestic violence and night time economy violence, specifically related to Northampton University freshers week diversionary activities in open-spaces where issues of violent crime have occurred.															
Smaller is Better	RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.27 %		3.04 %		4.01 %		4.68 %		4.68 %		9.00 %	8.00 %		6.06 %
Performance in this area is being sustained, and is currently better than targeted year to date.															

Your Town

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year		
Bigger is Better	TCO01 Number of events delivered in partnership: Town Centre (Q)	4	★	4	★	4	★	5	★	9	8	10	🔴	6		
5 events delivered in partnership in the Town Centre including Olympic Torch Relay, National Market Day, Lionheart, Antique Market and the Dog Show.																
Bigger is Better	TCO02 Number of events delivered in partnership: parks and open spaces (Q)	5	★	5	★	5	★	6	📊	11	7	8	🟢	4		
6 partnership events delivered in parks and open spaces as follows: Olympic Live Site, Games Time, Bands in the Park, Skate Park, Umbrella Fair and Pay It Forward Music Festival.																
Bigger is Better	TCO05n Town Centre footfall (Q)	3,906,537	🔴	3,906,537	🔴	3,906,537	🔴	4,098,658	🟡	8,005,195	8,584,541	15,498,280	🔴	8,499,546		
Footfall figures in the July - September period fell by 0.2% in comparison with the same period in 2011. Overall for the 6 month period (April - September) footfall figures have fallen by 5.9% in comparison with 2011.																
Bigger is Better	T: AST13 Appropriate disposals agreed at Corporate Asset Board progressed effectively	112.50	★	112.50	★	112.50	★	112.50	★	112.50	100.00	-	📈	112.50		
A number of already agreed disposals were further progressed in month. CAB met on 20 September and further opportunities for disposal were considered. A cabinet report is scheduled on 3 October for a property disposal (3-7 Belwood Road).																
Overall perf. to date summary																
9	🟡	2	🟢	11	📊	14	Unknowns								Total	36
Perf vs last year summary																
10	📈	1	🟢	19	?	6	Total								Total	36



You

Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	99.33 %	★	99.59 %	★	99.61 %	★	98.93 %	★	99.30 %	★	98.50 %	98.50 %	🔴	97.01 %
The Invoice paid within 30 days continues to exceed target. The Local invoices paid within 10 days continues to improve and is currently just below target.															
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	8	▲	8	▲	8	▲	13	▲	13	▲	10	20	?	?
This is an informational measure. Please see CEX02 for performance and commentary.															
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	20.25	●	20.25	●	20.25	●	17.23	●	17.23	●	28.00	28.00	?	?
While more enquiries have been raised than planned so far this year (13 vs 10), it has taken an average of 17.23 days to respond. This is better than the target of 28 days set by the LGO.															
Bigger is Better	CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	92.16 %	★	97.78 %	●	96.91 %	●	95.77 %	●	95.03 %	●	90.00 %	90.00 %	🟢	81.88 %
The sample size collated on the day was extremely low this month. 7 customers responded to the survey following their email enquiry and showed a considerable improvement with all 7 being satisfied with how their enquiry was dealt with. 64 responses were collected on survey day. Audit checks to be completed to check methodology is being adhered to.															

Polarity	Measure ID & Name	You										YTD value same time last year			
		Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD		Current Profiled Target	Outturn Target	Perf. vs. same time last year
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M)	89.93 %		93.66 %		90.45 %		92.83 %		88.56 %		88.67 %	89.67 %		86.09 %
It has been a positive month achieving target on percentage calls answered. This has reduced the gap to achieving our year to date target to 0.1%. In addition to this, we have introduced and trained the staff in the new Rat process (Environmental Protection) earlier than initially planned. We have also completed the mapping and training of staff in the Welfare Reform Report added															
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	89.34 %		91.53 %		90.02 %		84.20 %		87.06 %		90.00 %	90.00 %		77.01 %
Productivity has reduced this month due to the following factors: High absence levels One team member leaving unexpectedly Annual leave and training Staff realignment was actioned to minimise the impact on the face to face service.															
Smaller Is Better	HL 07 Number of households living in temporary accommodation (NII:56) (M)	41		43		47		43		43		50	50		26
50 Although there has been an increase in approaches to the Homeless team during September, there has been a decrease in the number of people in Temporary Accommodation at the end of Sept. Housing Options officers are working hard with family and friends to keep people out of B&B. 8 of those currently waiting have been offered properties and are waiting for Fit To Let dates. There has been a 37% increase in the use of TA nationally with only a 10% increase in Northampton															
Bigger is Better	HL 09 Homeless households for whom casework advice resolved their situation (M)	104		101		130		107		688		1,000	2,000		1,250
There has been a 24 percent drop in the number of preventions in Sept 2012 compared to Sept 2011 and a YTD decrease of 40 percent. Whilst all customers are advised that assistance can be offered via the Deposit Bond Scheme, and referrals made, we have also seen a decline in the amount of properties available via the Bond, and a decline in the number of landlords willing to accept tenants in receipt of housing benefit. Current design of service does not benefit homeless preventions, a report will be produced in due course for Management Boards consideration.															

You															
Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	HI 10 Total number of people sleeping rough on the streets (A)	15	▲	15	▲	15	▲	15	▲	15	▲	8	0	▲	4
This measure is reported once each year in November. For the Corporate Performance Highlight Report only; April, May, and June 2012 will show November 2011 performance.															
Rough sleeping has increased nationally due to the economic environment. 60% of all rough sleepers are from the A10 communities (communities from the new EU area e.g. Romania, Poland and Latvia) due to the loss of employment.															
Northampton is seen as a national and regional best practice exemplar. During December 2011 Northampton Borough Council in partnership with NAASH (Northampton Association for the Accommodation of Single Homeless) was chosen as one of only 40 projects to receive funding from the Department for Communities and Local Government (DCLG) for the 'No 2nd night out' initiative. The initiative aims to ensure that anyone who ends up sleeping on the streets gets help quickly, so that it doesn't happen again. The project provides support to new rough sleepers with intensive support focusing on debt management, employment and family mediation with some of the funding being used to provide 24-hour supported housing for up to 11 people who would otherwise be sleeping on the streets.															
Smaller is Better	HI 33 Percentage of non-decent council homes (NI 158)(A)	48.90 %	●	48.90 %	●	48.90 %	●	48.90 %	●	48.90 %	●	46.00 %	41.00 %	?	?
Bigger is Better	HI 36 Number of affordable homes delivered (NI 155)(Q)	36	★	36	★	36	★	33	●	69	●	70	150	▲	7
This quarter, target has very nearly been reached. A scheme anticipated for delivery in this quarter will now be completed in the next. There the target of 40 for next quarter will likely be exceeded.															
Smaller is Better	HR32 Stonewall Equality Index rating (A)	210	●	210	●	210	●	210	●	210	●	200	200	?	?
This is the first time the authority has taken part in the Stonewall Workplace Equality Index 2012 and has been ranked 210 out of 363.															
A follow-up meeting has taken place between NBC and Stonewall to establish what actions we need to take to improve the experience of our lesbian, gay and bi-sexual staff. These actions are being incorporated into our Equality Action Plan to improve our ranking in coming years.															

You																	
Polarity	Measure ID & Name	Jun 12	Period	Jul 12	Period	Aug 12	Period	Sep 12	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year		
Bigger is Better	LT01 Total Visits to Leisure Centres (M)	73,743		82,450		82,710		71,424		463,338		448,071	875,190		448,298		
Total number of visits for all three sites are slightly down as members take advantage of the new Duston facility																	
Mounts: Although swimming lessons up, gym visits slightly down																	
Danes Camp & Lings: Number of visits slightly down as members take advantage of the new Duston facility																	
Bigger is Better	LT02 Total No. of people enrolled in swimming program (M)	2,136		2,136		2,136		2,349		2,349		2,095	2,165		1,878		
Enrolments on Swimming Lessons continue to grow at all sites - increased marketing of the Junior DD offer.																	
Smaller is Better	RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	11.0		8.0		11.2		11.1		10.7		12.2	10.9		11.0		
We remain in a position of high volumes of work although performance is still on target. We are looking at automated processes to improve the position and additional staff (contract, permanent & Modern Apprentices) are being considered.																	
Overall Perf. to date		5		2		5	Unknowns									Total	15
Perf vs last year summary		5		4												Total	15

Appendices
0

Item No.7



NORTHAMPTON
BOROUGH COUNCIL

AUDIT COMMITTEE REPORT

Report Title	ABSENCE MANAGEMENT PERFORMANCE
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AGENDA STATUS: PUBLIC

Audit Committee Meeting Date:	24 September 2012
Policy Document:	
Directorate:	Resources
Accountable Cabinet Member:	Cllr Alan Bottwood

1. Purpose

- 1.1 This provides a summary of the absence performance indicator BV12 and current actions being taken to move towards the target.

2. Recommendations

- 2.1 To note the paper.

3. Issues and Choices

3.1 Report Background

- 3.1.1 The high level of sickness absence in the Council means that the target outturn figure of 10 days average is unlikely to be achieved without some significant changes in approach.
- 3.1.2 Overview and Scrutiny reported on absence in March 2011 and Cabinet accepted their recommendations. Overview and Scrutiny undertook a monitoring of the accepted recommendations within its report on 25th July 2012 where it was reported that their recommendations had been implemented.

3.1.3 The following Table shows the Short Term and Long Term Sickness absence and the Year to Date BVPI 12 results, the profiled Year to Date BV12 Targets, and the Outturn Targets for each Service Area.

Area Name	FTE Per area	Short Term Sickness %	Long Term Sickness %	Year to Date BVPI - 12	Year to Date Target	Outturn Target
Borough Secretary	33.58	26.62%	73.38%	5.33	3.58	10.75
Landlord Services	195.21	29.33%	70.67%	5.49	4.08	12.24
Customers & Cultural Services	140.71	58.22%	41.78%	4.29	3.5	10.5
Regeneration, Enterprise and Planning Management	5.81	100.00 %	0.00%	1.2	0.5	1.5
Partnership Support	9.54	64.03%	35.97%	1.23	0.92	2.75
Chief Executive	5	100.00 %	0.00%	0.6	0.33	1
Strategic Housing	120.005	38.00%	62.00%	3.56	3.33	10
Customers & Communities Management	5.5	100.00 %	0.00%	0.2	0.34	1
Finance & Resources	154.62	61.35%	38.65%	2.95	3.17	9.5
Public Protection	49.86	26.95%	73.05%	3.43	3.75	11.25
Business Change	27.85	67.92%	32.08%	1.99	3.17	9.5
Planning	37.25	43.70%	56.30%	1.51	2.75	8.25
Resources Management	8.49	100.00 %	0.00%	1.47	3.17	9.5
Housing Management	3	100.00 %	0.00%	0	2.33	7
Regeneration and Development	23.43	33.83%	66.17%	0.9	3.42	10.25
NBC Corporate Position	828.235	41.82%	58.18%	3.72	3.33	10

Note

1. Chief Executive covers the direct reports to the Chief Executive
2. Customers and Communities includes the secretarial support as well as the direct reports to the Director
3. Resources Management includes the secretarial support as well as the direct reports to the Director
4. Housing Management includes the secretarial support as well as the direct reports to the Director
5. Planning and Regeneration includes the secretarial support as well as the direct reports to the Director
6. Short-Term Absence - Absences that are intermittent and sporadic and are usually unconnected and normally last for a period of less than four weeks.
7. Long-term absence is normally defined as continuous absence of 4 weeks or more.

3.2 Issues

3.2.1 Already in place is an absence policy, a strict adherence to return to work interviews after each absence and targets set for staff who hit specific absence triggers. However even though this good practice is being followed the absence statistic is still not achieving its performance target. Therefore a number of additional aspects are currently being undertaken.

3.2.2 Policy – policies are currently being reviewed to be considered whether any improvements can be undertaken. These are currently out to consultation with the Trade Unions.

3.2.3 Training – The e learning programme includes information for managers on managing absence which is sufficient for knowledge. However, anecdotal experience is pointing to reluctance by managers to have difficult

conversations with employees with regard to continued absence. The training programme has been reviewed and amended to include a focus on skills training for attendance at work, appraisal, recruitment and induction. Courses are being written and will be in place by November 2012. In the meantime HR are offering absence clinics for management groups to focus on method.

3.2.4 Health and Wellbeing – HR are identifying the major causes of short term / recurring absence – so far these include stress / mental health issues; muscular-skeletal issues; gastro-intestinal issues and migraines. The Firstcare nurses (this is our absence service) are being advised not to accept absences without referrals to Managers and to Health and Safety, they are also advising that employees with these conditions visit their GPs. Risk assessments are being undertaken for all employees reporting with stress and all longer term absences and managers are being advised of ways forward including adjustments to work; staggered returns to work and counselling support. This is beginning to show some success in returning people to work which will eventually creep into the rolling average figures.

3.2.5 Actions that have been taken so far from a health and wellbeing perspective are:

Absence related to Mental Health issues

Managers now complete a specific stress return to work form. Firstcare (absence system) indicates if there is a need to refer employees for Occupational Health or other support.

- Managers will complete the managers' checklist and contact HR Helpdesk for further support where necessary
- If the stress is work related, immediate intervention is undertaken from manager with support from Health, Safety & Wellbeing
- Managers are provided with a toolkit on pressure management, available on the intranet to all on managing mental health issues and also informs employees of voluntary organisation and further inf.
- An Action Plan is completed and used to support employees with mental health issues and used as a live document.

4. Background Papers

4.1 Absence Policy

4.2 Overview and Scrutiny Report – Absence Management

Catherine Wilson, Head of Business Change – ext 7377



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

12th NOVEMBER 2012

BRIEFING NOTE:

**SCRUTINY PANEL 1 – SERIOUS ACQUISITIVE CRIME, VIOLENT, CRIME
AND COMMUNITY SAFETY**

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, Scrutiny Panel 1 has held one further evidence gathering meeting.

2 UPDATE

- 2.1 At the meeting held on 10th October 2012, the Panel received responses to its core questions from the Leader of the Council, NBC, Chair of the Community Safety Partnership and the Director of Housing.
- 2.2 The Panel also received a briefing note detailing the findings from its site visit to Spring Boroughs and Bellinge that took place on 13th August. A further site visit to Spencer and Kings Heath took place on 8th October 2012 and a briefing note on the findings will be presented to the Panel's meeting in November.
- 2.3 The next evidence gathering meeting is scheduled for 26th November 2012.

3 RECOMMENDATION

- 3.1 That the progress report from the Chair of Scrutiny Panel 1 be noted.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Danielle Stone, Chair, Scrutiny Panel 1 – Serious Acquisitive Crime, Violent Crime and Community Safety

11th October 2012



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

12th November 2012

BRIEFING NOTE:

SCRUTINY PANEL 2 – RETAIL EXPERIENCE

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, Scrutiny Panel 2 (Retail Experience) has a further evidence meeting scheduled.

2 UPDATE

- 2.1 At the meeting set for 29th October 2012, the Panel received information from key expert advisors.
- 2.2 The Panel also received a report from the Chair of the Panel on his site visit to Norwich where he assessed the offer, profile, image and catchment in order to fully understand the differences and the attraction of the town in comparison to Northampton.
- 2.3 A further evidence gathering meeting of the Panel is scheduled for 5th December 2012.

3 RECOMMENDATION

- 3.1 That the progress report from the Chair of Scrutiny Panel 2 be noted.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Matt Lynch, Chair, Scrutiny Panel 2 – Retail Experience

29th October 2012



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

12th November 2012

BRIEFING NOTE:

SCRUTINY PANEL 3 – INFRASTRUCTURE REQUIREMENTS AND SECTION 106 AGREEMENTS

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, there has not been a scheduled meeting of Scrutiny Panel 3.

2 UPDATE

- 2.1 The Panel held first evidence gathering meeting on 26th September 2012. At that meeting further background data was received and the core questions to be put to the expert advisors were agreed.

- 2.2 The next evidence gathering meeting is scheduled for 8th November 2012 and the Panel will receive responses to its core questions from:

- Joint Planning Unit
- Highways Authority
- Highways Agency

- 2.3 Further background data will also be presented to this meeting.

- 2.4 It is anticipated that the Chair of Scrutiny Panel 3 will present the final report to the Overview and Scrutiny Committee at its meeting in April 2013.

3 RECOMMENDATION

- 3.1 That the progress report from the Chair of Scrutiny Panel 3 be noted.



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BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

12th November 2012

BRIEFING NOTE: REPORTING AND MONITORING WORKING GROUP

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee set up the Reporting and Monitoring Working Group to review the revenue budget proposals and recommend a short list to Overview and Scrutiny for detailed consideration.
- 1.2 Membership of the Working Group comprises Councillor Les Marriott (Chair); Councillors Brendan Glynnane, Beverley-Anne Mennell, Nilesh Parekh and Danielle Stone.
- 1.3 At the first meeting of the Working Group Councillors agreed the Terms of Reference; a copy is attached at Appendix A, for the Committee's approval.

2 BACKGROUND

- 2.1 A similar Group met in previous years with comparable Terms of Reference. Overview and Scrutiny found it helpful for a small Group of Councillors to take a brief overview of all the budget proposals and bring a small selection to the Committee for detailed scrutiny.
- 2.2 Based on the selection of items short listed by the Working Group relevant Directors and Heads of Services will then be asked to attend a meeting of the Overview and Scrutiny Committee in January 2013 to answer the questions that the Working Group has put forward on the selected proposals.
- 2.3 The budget item historically led to lengthy debate on all items whether large or small, controversial or not, and this approach, used in recent years, has helped Overview and Scrutiny to focus on key areas.
- 2.4 As appropriate, the Chair of the Reporting and Monitoring Working Group will provide written updates of the progress of the Group to the Overview and Scrutiny Committee.

3 RECOMMENDATION

- 3.1 That the Overview and Scrutiny Committee approves the Terms of Reference of the Reporting and Monitoring Working Group, as attached at Appendix A.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Les Marriott, Chair, Reporting and Monitoring Working Group

**OVERVIEW AND SCRUTINY
REPORTING AND MONITORING PROGRAMME**

Terms of Reference for 2012/13

1. Purpose/Objectives of the Review

The purpose of the enquiry is to review the revenue budget proposals and recommend a short list to Overview and Scrutiny for detailed consideration.

The group will consider suggestions from the public and other councillors for items to be included in the short list for scrutiny.

2. Outcomes Required

Short list of revenue budget items for closer consideration by Overview and Scrutiny.

3. Timetable

October 2012 Agree Terms of Reference

Early January 2013 – Budget Review

31 January 2013 – Report to Overview and Scrutiny

4. Responsible Officers

Lead Officers - Isabell Procter, Rebecca Smith

5. Resources and Budget

Isabell Procter, Director of Resources, and Rebecca Smith, Assistant Head of Finance, to provide support and advice.

6. Final report presented by:

Completed by 31 January 2012.

7. Monitoring procedure

There will be a continuous, ongoing monitoring process by means of updates to Overview and Scrutiny.

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

12th November 2012

Briefing Note: Northamptonshire County Council's Health and Social Care Scrutiny Committee

1 Background

- 1.1 Councillor Danielle Stone is Northampton Borough Council's representative to Northamptonshire County Council's (NCC) Health and Social Care Scrutiny Committee.
- 1.2 A meeting of NCC's Health and Social Care Scrutiny Committee was held on 5th September 2012.
- 1.3 As reported to previous meetings, the Health and Social Care Scrutiny Committee is responsible for scrutinising and reviewing issues and services relating to:
 - health care;
 - adult social care; and
 - adult and community learning.

2 Update

- 2.1 Details of the main issues discussed at the meeting held on 5th September 2012 are detailed below:

NHS Corby Clinical Commissioning Group

The Committee considered progress with the development of the Clinical Commissioning Group and received an update on:

Corby Clinical Commissioning Group

From April 2013, local doctors and other medical professionals and patients will have a much stronger say in how the NHS spends its money. Local General Practitioners (GPs) have formed Clinical Commissioning Groups (CCGs) - the local organisations responsible

Northampton Borough Council

Overview and Scrutiny

for spending the majority of the local health budget on services from hospitals and community nurses to operations and prescriptions.

Healthcare priorities for Corby

- To provide more services and care closer to home so patients don't need to go to hospital
- To make sure we plan services that are the best quality they can be by using the latest medical thinking and patient views
- To join up work with local partners in Corby so we respond quickly to get new services up and running by having less bureaucracy and red tape
- To talk to our patients about overall good health and healthy lifestyles so that people in Corby live longer and healthier lives.

Bringing and keeping care closer to home

The new Urgent Care Centre at Willowbrook is due to open in late 2012 and is central to the vision for how services will be provided closer to home. The new centre will offer:

- A GP Walk In Centre (currently based at Lakeside Plus)
- A Minor Injury Unit and x-ray (currently based at the Nuffield Diagnostic Centre) with an observation area so GPs and other clinicians can monitor patients while carrying out a range of diagnostic tests
- A community-based ultrasound service and extended opening hours.

Providing high quality services

The Commissioning Group's vision is that patients should receive the right care, in the right place, at the right time. Some of the things it plans to introduce to support this are:

- Training more GPs to manage more patients with heart conditions in the community rather than hospital
- Providing more support to home visit teams like family nurses and health visitors
- Telephoning patients to check how they are doing after surgery or specific treatments
- Offering patients the option to visit specialist local doctors to deal with particular conditions, such as our community based Lower Urinary Tract Symptoms Service

Northampton Borough Council

Overview and Scrutiny

Support for mental health and wellbeing

A review of local mental health and wellbeing services has begun so that more patients can be helped. It is hoped that the following improvements will be introduced:

- More support for patients who have personal health budgets so they can make the best choices about their healthcare
- Setting up a mental health forum which has membership from both statutory, voluntary sector and patient organisations so we have a joined up approach to dealing with mental health issues in Corby
- Redesigning specialist learning disability services is being looked at as is increasing supported accommodation options for people with learning disabilities

Improving lifestyles in Corby

Corby is a unique town in many ways with its green open spaces and famous community spirit. However it also has its issues and health is one of them.

Unfortunately, the health of people in Corby is generally worse than the England average, and Corby GPs and other local healthcare professionals are leading the way to change this.

NHS Corby CCG is working with interested groups in Corby on issues such as:

- Detecting cancer early and encouraging patients to take part in screening
- Lifestyle improvements

Local Authority Health Scrutiny- Future Proposals

The Committee considered proposals published by the Department of Health.

Cabinet Member for Health & Adult Social Services

Members asked the Cabinet Member questions about the commissioning strategy, best value and impact of service reforms.

Health & Social Care Scrutiny Committee Work Programme 2012/13

The Committee considered progress with the delivery of the work programme. Councillor Stone asked for two areas to be considered:-

Northampton Borough Council

Overview and Scrutiny

- The quality of care provided under the personalisation of care schemes
- A review of mental health services.

3 Conclusions

- 3.1 That the update is noted.
- 3.2 That regular updates of the work of Northamptonshire County Council's Health and Social Care Scrutiny Committee be provided by Councillor Danielle Stone to this Committee.
- 3.3 The next meeting of Northamptonshire County Council's Health and Social Care Scrutiny Committee is scheduled for 28th November 2012 – commencing at 10:00am.

Brief Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Danielle Stone

5th October 2012