

Northampton Borough Overview & Scrutiny Committee



NORTHAMPTON
BOROUGH COUNCIL

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

Date: **Wednesday, 25 July 2012**

Time: **6:00 pm**

Place: **Jeffery Room, Guildhall**

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, 01604 837408 or 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
17 September 2012 12 November 2012 28 January 2013 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. 6.00PM	Minutes	1 - 8	Members to approve the minutes of the meeting held on 28 May 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	Northampton Alcohol Reduction Action Plan	9 - 18	
5 (A) 6.05 – 6.25PM	The Chair of the Shadow Health and Wellbeing Board.	19 - 22	The Chair of the Shadow Health and Wellbeing Board to provide a progress report on the effectiveness of the actions contained within the Action Plan and details of: <ul style="list-style-type: none"> • Statistics in relation to alcohol misuse • Alcohol misuse prevention initiatives.
5 (B) 6.25-	Chief Inspector Northants Police		Chief Inspector, Northants Police, to provide a progress report of the

Northampton Borough Overview & Scrutiny Committee

6.45PM			Police's investment in the Action Plan and details of any alcohol misuse prevention initiatives.
6. 6.45-7.05PM	Community Safety Partnership (CSP) Performance	23 - 26	The Chair of the CSP to provide a progress report on the levels of CSP performance.
7	Monitoring implementation of the accepted recommendations contained in the following Overview and Scrutiny report.		
7 (A) 7.05-7.15PM	Absence Management	27 - 31	<p>The Committee to monitor the implementation of the accepted recommendations contained in the Overview and Scrutiny report-Absence Management.</p> <p>The Cabinet's response to this Overview and Scrutiny report is attached as a reminder for the Committee.</p>
7 (B) 7.15-7.25PM	Neighbourhood Model		The Committee to receive a short presentation from the Cabinet Member (Community Engagement) and decide what input Overview and Scrutiny can provide into the Neighbourhood Model.
8. 7.25-8.25PM	Pre decision scrutiny: Tenant Involvement Strategy, Housing Allocations Scheme, Tenancy Strategy 2012-13.	32 - 39	<p>The Overview and Scrutiny Committee to undertake pre-decision scrutiny on :</p> <ul style="list-style-type: none"> • Tenant Involvement Strategy • Housing Allocations Scheme • Tenancy Strategy 2012-13
9. 8.25-8.35PM	Performance Monitoring Report	40 - 55	Members to review the Performance Monitoring Report
10	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>

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10 (a)	Scrutiny Panel 1 - Serious Acquisitive Crime and Community Safety	56	
10 (b)	Scrutiny Panel 2- Retail Experience.	57 - 58	
10 (c) 8.35PM	Scrutiny Panel 3- Infrastructure Requirements and Section 106 Agreements	59 - 63	The Committee to approve the scope of this Review.
11 8.40PM	Local Government Shared Services (LGSS) Scrutiny Inquiry	64 - 65	The Chair to provide a progress report on the Scrutiny Inquiry into Local Government Shared Services (LGSS).
12 8.45PM	Overview and Scrutiny Reporting and Monitoring Working Group	66 - 67	The Committee to confirm the membership of the Overview and Scrutiny Reporting and Monitoring Working Group.
13 8.50PM	Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee	68 - 69	Councillor Danielle Stone to provide an update on the work of NCC's Health and Social Care Scrutiny Committee.
14 8.55PM	Forward Plan	70 - 75	Members to examine the Forward Plan and decide whether there are any issues they wish to pre-decision scrutinise.
15	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, 28 May 2012

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

Witnesses Councillor David Mackintosh- Leader of the Council -Item 5
Councillor Brandon Eldred- Cabinet Member for Community Engagement –Items 6 (a) (b) and (c)
Councillor Mary Markham- Cabinet Member for Housing -Item 8

Officers	David Kennedy	Chief Executive
	Julie Seddon	Director of Customers and Cultural Services
	Joe Biskupski	Community Engagement Manager
	Tracy Tiff	Overview and Scrutiny Officer
	Joanne Birkin	Democratic Services Officer

Press Willy Gilder

1. APOLOGIES

An apology for absence from the meeting was received from Councillor Jamie Lane.

Councillor Mike Hallam was no longer a member of the Committee; the Chair expressed his thanks to Councillor Hallam for his work on the Committee.

2. MINUTES

The minutes of the meeting held on 26 March 2012 were approved and signed by the Chair.

3. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

Councillors Phil Larratt and Suresh Patel declared personal and non prejudicial interests as members of Northamptonshire County Council LGSS scrutiny committee in agenda item number 5.

5. SHARED SERVICES AND THE LGSS

The Leader and the Chief Executive gave the Committee a short introduction on the arrangements of the Local Government Shared Services (LGSS). The Committee considered a report concerning making arrangements for scrutinising the process of considering the Council's engagement as a partner in LGSS.

AGREED –1. That a Scrutiny Inquiry be established to take oversight of the LGSS process as it develops comprising: Councillor Les Marriott, (Chair) and Councillors Brendan Glynane, Jamie Lane, Phil Larratt and Danielle Stone.

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

(A) NEIGHBOURHOOD MODEL

Councillor Brandon Eldred, Cabinet Member for Community Engagement provided an update on the implementation of the recommendations from the Neighbourhood Model Scrutiny review.

The main points of the discussion were as follows: -

- All of the key recommendations have been implemented.
- The only change was the operation of area meetings. There are still neighbourhood management team meetings but area meetings only take place with certain councillors as some members had felt that they were not effective.
- Parished areas have parish council liaison, which members may feel is more effective.
- Some members felt that the area meetings were an effective way of keeping in touch with what was happening in neighbouring wards. It was also felt that unless there were regular meetings it was more difficult to establish whether there was a continuing dynamic in solving issues.
- Committee asked if there was a mechanism to ensure that there was an effective procedure in place. The Committee asked whether it would be possible to have a report on the different arrangements and this was agreed.

AGREED: -That the Committee undertakes further monitoring of the accepted recommendations in six months.

(B) COMMISSIONING FRAMEWORK FOR THE VOLUNTARY AND COMMUNITY SECTOR

Councillor Brandon Eldred, Cabinet Member for Community Engagement provided an update on the implementation of the recommendations from the review of the commissioning framework for the voluntary and community sector.

Focus had been directed towards the grants process and this is working well, with another grant meeting scheduled soon. More progress needs to be made on the Commissioning framework.

AGREED: - That the Committee undertakes further monitoring of the accepted recommendations contained in the report in six months.

(C) COMMUNITY CENTRES

Councillor Brandon Eldred, Cabinet Member for Community Engagement, attended the Committee to provide an update on the implementation of the recommendations from the review of community centres.

The main points of discussion were as follows: -

- 15 community centres have now been transferred to local control.
- 2 more centres at Parklands and Weston Flavell are in the process of transferring.
- There have been some problems regarding heating at Weston Flavell, but this is being resolved and work is due to commence in August as agreed with the local management committee.
- All of those community centres that have been handed over have been operating effectively.
- Members asked if it would be possible to be provided with a list of services that the centres that have transferred out are providing. This would help to identify overall provision and if there are any key gaps that need to be covered.
- There was also concern that centres need to be financially viable in order to remain operational. There are regular meetings with Council officers to identify and resolve any concerns. It was also considered that effective commissioning links would give the centres more assistance with financial management.

AGREED: - That a further report on progress be made to Committee in six months time.

7. PERFORMANCE MANAGEMENT SCRUTINY

The Chair agreed to delete this item as the Cabinet members were unable to attend. He confirmed that the Committee would receive the Performance Monitoring Report at its meeting on 25 July 2012 for consideration as to which measures it would like to scrutinise at its September meeting.

8. COUNCIL OWNED GARAGES REVIEW

Councillor Mary Markham, Cabinet member for Housing, gave the Committee an update on the progress of the review of the Council owned garages.

The main points of the discussion were as follows: -

- The Council has a stock of 3175 garages, of which 1850 are currently void.
- The size of the sites can vary from just 2 garages to over 50.
- The review of the garage sites was undertaken with each site being assessed in terms of three options for future use. These were:-
 - Land Disposal on the open market
 - Development site for re housing
 - Investment for repair.

Disposal on the open market was the preferred option.

- 5 sites were identified for disposal. One of these, at Northwood Road has recently been sold and another at Dryleys Court is for sale.

Development was the second choice

- 9 sites were identified as being potentially suitable for development as affordable housing sites and these are being considered for new build. The Council will negotiate any nomination rights on any sites sold to Housing Associations.
- The process of developing housing on these sites is a long one. One site identified in Springfields has had the numbers of properties that are to be built reduced after consultation with local residents. The potential new homes will have their own car parking provision and additional spaces on the site. This site proposal will now be proceeding through the planning process.

Investment

- If garage blocks show a medium to high demand and are in a fair state of repair then investment will be considered. The majority of sites in NBC ownership are in this category, a further review was undertaken to assess whether monies invested would be viable.
- Demand for garages fluctuates. Often people are only interested in garages in a very specific location.
- A recent project was undertaken on the Eastfields estate bringing all vacant garages back into a lettable condition. The work cost £15,000 and as a result 35 applicants were allocated a garage.
- Following the success of the Eastfield pilot then a budget allocation has been made in each of the three years and a programme of work developed that will deliver maximum impact for the monies available. Alongside each renovation will be a lettings campaign to encourage take up of the renovated garages.
- After the three-year investment campaign then the remaining sites will be reviewed.

General Points

- It is more difficult to come up with solutions if there are only a few garages in disrepair within a block.
- It was acknowledged that abandoned garages could prove a gathering point for young people, prompting fears over anti social behaviour.
- Renovated garages should not only generate income but also alleviate parking problems if properly used.
- Members asked whether garages could be used for storage of mobility scooters, but it is unlikely that people would be interested in this, as they need them to be very close to their home

. **AGREED.** That progress be monitored in a further six months.

9. SCRUTINY PANEL 3 (CUSTOMER SERVICES)

In the absence of the Chair of Scrutiny Panel 3, Councillor Mike Hallam, The Committee considered a report that set out the recommendations for Cabinet on Customer Services.

The main points of the discussion were as follows: -

- Concern was expressed that there wasn't a recommendation covering the problems experience by customers whose first language was not English. Translation services are available but it would be more helpful if there were more front line staff in the One Stop who were able to speak additional languages.
- It was agreed that an additional recommendation should be added to the report asking Cabinet to investigate the feasibility that the recruitment of front line staff should take the language needs of the local population into account. That recommendation to be: -
"That Equality and Multi-cultural Awareness continues to have a high priority for Induction and on going training of Customer Services Advisors, recognising the skills and knowledge required of Advisors dealing with a very diverse range of customers. "
- Members queried why the Leisure Trust had been singled out to undertake mystery shopping and not other leisure facilities such as the Delapre golf course. It was emphasised that there should only be monitoring of those services, which the Council was still responsible for delivering the outcomes and could directly influence.
- There was some discussion about how the introduction of the Welfare Reform Act 2012 would impact Customer Services. It was emphasised that it was because it was felt that the numbers of people needing assistance could increase considerably. It was suggested that the Cabinet Member be asked to attend an Overview and Scrutiny Committee after the Act had been introduced to give an update on its impact.

AGREED:

1. With the additional recommendation as detailed above, that the report be accepted by Overview and Scrutiny Committee and presented to Cabinet on 25 July 2012 for consideration.
2. That the Chair would provide a response to the recommendations contained within the report that are directed to Overview and Scrutiny at a future meeting.

10. SCRUTINY PANEL 1- SERIOUS ACQUISITIVE CRIME/COMMUNITY SAFETY.

The Committee considered the draft scope of the Review of Serious Acquisitive Crime/Community Safety.

Councillor Danielle Stone, Chairman of Scrutiny Panel 1, Serious Acquisitive Crime/Community Safety presented the scope of the review.

The main points of the discussion were as follows: -

- The Panel felt that its work should be expanded to include violent crime. Violent crime and the fear of violent crime is a serious issue to local residents and it was felt that it should be included. The title of the Panel should therefore be “Serious Acquisitive Crime and Violent Crime/Community Safety”.
- The Panel felt that the purpose of this Review should read: -
 - To investigate, as a benchmark, Northampton's crime statistics in relation to serious acquisitive and violent crime
 - To identify 'hotspots' in relation to serious acquisitive and violent crime
 - To identify the impact that serious acquisitive crime and violent crime has on the residents of Northampton
 - To identify the serious acquisitive crime and violent crime issues that Northampton Borough Council, in partnership with other Agencies, can have an impact upon.
- The Panel felt that there was a need for a representative of the night-time economy to be co opted to the Review. It was suggested that the Chair of PubWatch should be asked if he was willing to be co-opted to this Review for its life.
- The benchmarking exercise will prove useful in obtaining an understanding of underlying problems and it is hoped that the work will be of use to the local Police Commissioner when they are elected in November.
- It was noted that the Police Authority is also doing some work on violent crime and it was hoped to be able to feed that into the review.

AGREED: - That the scope of the Review be agreed.

11. SCRUTINY PANEL 2 (RETAIL EXPERIENCE)

The Committee considered the draft scope of the Review of the Retail Experience.

Councillor Matt Lynch Chairman of the Scrutiny Panel presented the scope of the review.

The Panel felt that the scope should be widened:-

- To investigate how NBC can support the town centre business community.

- To investigate how NBC can support local businesses throughout the development period of any major building projects in and close by to the town centre (i.e. Grosvenor; bus interchange; university accommodation etc).
- To identify and examine good practice from other boroughs
- To identify ways to develop greater involvement / engagement with local, regional and national businesses in public land improvement initiatives

The review would look into best practice elsewhere and would be making site visits to places of comparable size and demographic. They would also be looking at places that had undergone development projects to see how they had dealt with that.

AGREED: - That the scope of the Retail Experience review be approved.

12. SCRUTINY PANEL 3 (INFRASTRUCTURE AND S 106 AGREEMENTS)

The Committee was asked to elect a Chair for the Review and ask for initial membership.

All non executive members would also be asked if they wished to participate in the Review.

The Scrutiny Officer reported that Councillors Ifty Choudary and Terry Wire had expressed an interest in taking part in the review.

AGREED :-That membership of Scrutiny Panel 3 (Infrastructure and S10a Agreements) comprises:- Councillor Phil Larratt (Chair) Councillors Ifty Choudary, Elizabeth Gowen, Matt Lynch, Suresh Patel and Terry Wire.

13. FORWARD PLAN

The Chair of the Committee highlighted three items, which were due to be considered at Cabinet on 12th September 2012. These were: -

- Tenant Involvement Strategy
- Housing Allocations Scheme
- Tenancy Strategy 2012- 2013.

He considered that it would be useful to do some pre decision scrutiny at the Committee on 25 July 2012. One particular area of concern was the consultation process and how that would be managed.

It was also noted that the Cabinet scheduled in September was due to receive a report on the Developer Contributions Supplementary Planning Document. It was felt that this might have an impact on the work of the Section 106/infrastructure review. It was agreed that the Chair of the review Councillor Phil Larratt should discuss this with the Cabinet Member.

AGREED: That the Chair submit a request for the Committee to undertake pre decision Scrutiny on

- Tenant Involvement Strategy
- Housing Allocations Scheme
- Tenancy Strategy 2012- 2013.

14. URGENT ITEMS

There were none.

The meeting concluded at 7:45 pm

Northampton Alcohol Harm Reduction Strategy Action Plan

Improve Education and Awareness						
Objective	Action	Owner	Resources	Risks	Timescale	Progress/ Comments
Increased Involvement of Schools in Raising Awareness of Alcohol	Inclusion in PHSE in Primary Schools for Y5/6 as well as a co-ordinated programme in secondary schools	Tessa Parkinson	Mainstream funding	Unwillingness of schools to engage. Lack of resources to deliver.	1 September 2010	Action Complete
	Engage with Governing Bodies/ Head Teachers to reinforce importance of broadening alcohol awareness in the curriculum.	Rose Kinley	Mainstream funding	Lack of resources in schools to deliver enhanced curriculum objectives/ lack of consistency of provision across spectrum of schools.	31 March 2011	Action outstanding and needs to be progressed through Headteacher's Forum arrangements in Autumn term 2011. Future action - To be pursued with the Schools/ Headteachers Forums by NBC and NCC officers.
	Engage with children and families about alcohol related issues through CAF and intervention programmes.	Richard Ward	Mainstream resources	Lack of engagement by partners to undertake CAF assessments. Lack of training across Children's Workforce to identify and respond to alcohol related issues.	31 December 2011	Action Complete Alcohol related harm issues included within CAF assessment and Team Around Family arrangements.

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Agenda Item 5

Increase alcohol treatment referrals and advice provided by GPs	Engage with GPs to ensure that alcohol related ill health/ accidents are identified and appropriate referrals made, eg trips, falls domestic violence etc.	PCT/ Nene Commissioning	Mainstream resources	Transfer of commissioning responsibilities from PCT to GPs may impact on delivery of objectives in the short term. Capacity of GPs to record and share information to demonstrate progress.	31 March 2012	Ongoing activity as part of discussions with GP consortia groups. Future action – Alcohol related injury is a feature in a number of partner priorities and will be incorporated into the development of Public Health and GP Commissioning arrangements.
More effective use of licensing powers to promote education, awareness and sensible consumption	Promote and support schemes like Best Bar None and Pubwatch	Mark Worthington	Mainstream resources with sponsorship support from JD Wetherspoons and Carlsberg	Sustainability of the scheme in future years.	November 2010	Action completed. Further promotion underway as part of ongoing intention to run annual awards scheme.
	Positive promotion of successful enforcement activities	Mark Worthington. Phil Bayliss/ Comms	Mainstream resources	Reductions in resources to carry out enforcement activity may impact on ability to carry out positive promotion.	Ongoing	Action complete

Managing the Supply and Pricing of Alcohol						
Objective	Action	Owner	Resources	Risks	Timescale	Progress/ Comments
Build on recent improvements in the town centre	Work with retailers to encourage initiatives to limit the supply of alcohol to customers, eg no double measures, 2 for 1 offers	Mark Worthington/ Pubwatch	Mainstream resources	Licensing legislation is unclear and subject to interpretation for irresponsible drinks promotions/ reliant on appropriate mitigations being put in place by licensed premises to mitigate.	Ongoing	Action complete Limits on supply encouraged locally through Pubwatch but no legislative backing available for enforcement activity.
	Work with town centre partners on initiatives to promote responsible use of the town centre including mixed and varied age range.	Derrick Simpson/ Town Centre partnership/ Business Improvement District (BID)	Existing and available resources	Reduced resources may impact of the provision of events and activities in the town centre to encourage wider use and participation.	Ongoing	Action complete Integrated into BID business planning activities and event plans.
	Influence national policy developments on licensing powers and minimum pricing, including extension of enforcement powers to local authorities.	LSP/ CSP/ All relevant partners	Mainstream resources	Localised pilot initiatives in other parts of the country may be subject to legal challenge. Legislation if passed would require appropriate capacity to enforce.	Ongoing	Action complete Fed into consultation process for Policing and Social Responsibility Bill and awaiting final decision and potential implementation 1 April 2012

	Work with licensed premises to implement new national legislation	NBC Licensing	Mainstream resources	Subject to introduction of new licensing legislation and powers	Ongoing and subject to new licensing legislation.	Pending outcome of consultation of Policing and Social Responsibility Bill. Future action – NBC and Police licensing teams to action any changes resulting from the Policing and Social Responsibility Bill.
Support discretionary industry schemes which promote positive culture towards sensible drinking	Encourage wider take up of Pubwatch and Best Bar None across the town including suburban premises outside the town centre.	Mark Worthington/ Pubwatch	Mainstream resources	Economic pressures may result in retailers resisting initiatives to reduce consumption.	Ongoing	Action complete Take up campaign has resulted in increased membership from previous year and scheme has been expanded to Kettering and Corby with further scope to expand to Ease and South Northants

Delivering Health and Treatment Services						
Objective	Action	Owner	Resources	Risks	Timescale	Progress/ Comments
Broaden the scope of health and non-specialist agencies in raising awareness of alcohol related health and harm issues	Work with employers to integrate alcohol awareness into relevant policies and procedures including induction, HR and health, safety and wellbeing.	LSP/ CSP/ All relevant partners	Mainstream resources	Partners will not prioritise within mainstream resources. Training and development of staff may be required to deliver effectively. Lack of ownership within each partner's organisation.	31 March 2011	Action outstanding Further work required with partners to assess extend to which actions have been integrated into HR and training policies. Future Action – Recommend to the Shadow Health and Wellbeing Board for action across all relevant partners in the county.

	Encourage all organisations to develop a workplace health charter that includes alcohol awareness and treatment referral contact details.	LSP/ CSP/ All relevant partners	Mainstream resources	Partners will not prioritise within mainstream resources. Training and development of staff may be required to deliver effectively. Lack of ownership within each partner's organisation.	31 March 2012	Action outstanding Further work required with partners to assess extent to which actions have been integrated into HR and training policies. Future Action – Recommend to the Shadow Health and Wellbeing Board for action across all relevant partners in the county.
	Provide training and development to frontline staff to enable them to identify potential alcohol related issues and respond/ refer appropriately.	LSP/ CSP/ All relevant partners	Mainstream resources	Partners will not prioritise within mainstream resources. Training and development of staff may be required to deliver effectively. Lack of ownership within each partner's organisation.	31 March 2012	Action complete for NBC officers Further work required with partners to assess extent of implementation.

	Support national and local events which highlight alcohol use and harm eg National Alcohol Awareness Week and pre Christmas campaigns	Janette Ashton Dave Lawson	£5,000 TKAP funding for additional drug/ alcohol education programme for Y8 pupils. £20k TKAP funding to support operation Brush to increase high visibility policing in the leisure zone leading up to the Christmas period	Lack of funding to deliver the programme in future years.	31 January 2011 31 December 2010	Action complete Action complete – 44% decrease in recorded public order offences on previous year
Raise awareness of alcohol consumption and harm across the town	Ensure alcohol related harm is promoted within other targeted campaigns where it may be a relevant factor, eg Domestic Violence	LSP/ CSP/ All relevant partners	Mainstream resources	Lack of resources to carry out future promotional activity.	Ongoing	Alcohol highlighted as a key causal factor in domestic abuse campaign during the world cup. CSP alcohol awareness promotional activity for Christmas features Domestic violence as a key theme.

Reduce alcohol related crime and disorder						
Objective	Action	Owner	Resources	Risks	Timescale	Progress/ Comments
Build on and develop partnership approaches to addressing alcohol related crime and disorder	Ensure the support of partners for multi-agency projects and operations eg, Nightsafe, NADA, TKAP, Stay Safe	Community Safety partnership	£10k SSNP/ TKAP to enhance the existing Street Pastors scheme to cover Friday and Saturday nights	Lack of funding to support further development may impact on ongoing capacity to deliver within mainstream resources.	Ongoing	Action complete
			Incorporate alcohol related violence into Christmas campaigns for leisure zone and Domestic Abuse awareness.		31 December 2010	Action complete
			Second Stay Safe pilot focused on safeguarding young people.		31 October 2010	Action complete
	Work with the Probation Trust to expand the Integrated Offender management Programme to include more offenders who have committed violence offences.	Integrated Offender Management – Rachel Jackson (Acting Inspector)	Mainstream resources – broaden the PPO criteria to include serious violence offences.	Resource reductions and changes to custodial and non-custodial sentencing may impact on the capacity of the service to manage current or increase numbers of offenders.	30 September 2010	Action complete IOM offender cohort extended to include offenders convicted of violence offences.

	Deliver the TKAP action plan to reduce violence offences committed by young people.	Community Safety Partnership	£94k TKAP funding with match funding from NCSP/ NCC for specified activities within the action plan.	Inability to sustain additional activities within the plan post March 2011	31 March 2010	Action completed
	Work with A&E to develop recording mechanisms for alcohol related accidents and injuries to contribute to partnership profiling information	Dave Lawson/ Nick Alex (IT NGHT)	£2,500 TKAP funding to upgrade the A&E computer system to record data for violence and alcohol related injuries.	Lack of analytical capacity to support the project may impact on its effectiveness and viability as a result of the closure of the ComPaSS analytical resource for CSPs.	1 November 2010	Action completed
Reduce incidents of alcohol related crime and disorder within the night time economy	Work with licensees and retailers to implement and promote Challenge 21	Mark Worthington	Existing resources	Lack of commitment from retailers and licensees to fully implement the scheme.	1 July 2011	Action completed
	Extend enforcement and good practice schemes to off licensed premises	Mark Worthington	Existing resources	Lack of resource to develop and promote a scheme focused at off licensed trade.	31 December 2011	The legal requirement to have a challenge policy in place has been implemented. A good practice scheme would be impractical, labour intensive and costly to administer and therefore will not be progressed.

DRAFT

Alcohol Update

Public health is working closely in partnership with NCC, CCG's, Police, and other key stakeholders to deliver the Northamptonshire Alcohol Harm Reduction Strategy. The key focus of this work is to reduce hospital attendances and admissions but also address the wider alcohol agenda and the Integration of services.

The rate of alcohol related admissions in Northamptonshire was increasing at a faster rate than the England and the East Midland average. Between 2008/09 and 2009/10, Northamptonshire alcohol related admission rate increased by 17%, compared to only 9% for the East Midlands and 10% for England. Pleasingly, the current annual results indicate great improvement has been made in the county as the percentage increase in rate between 2009/10 and 2010/11 is only 4%. This is a much smaller percentage change from the previous year on year increase in Northamptonshire (2008/09 and 2009/10 – 17%) and is smaller than the latest regional (6%) and national (9%) percentage change. This placed Northamptonshire's admission rate as 46th out of 151 PCTs, an increase of 10 places compared to quarter 1 from 2010/11.

Currently, Northamptonshire provisional data for Q1-Q3 2011/12 indicates that the rate of increase has continued to reduce further to 3% at Q3 2011/12 and is smaller than the latest regional (6%) and national (9%) percentage change, that also means that for Q3 2011/12 based on this provisional data Northamptonshire PCT are now ranking 35th out of 151 compared to Q1 at 46th.

Working in partnership, in December 2011 Public Health secured £700k recurrent funding through approval of a Business Case to support the integrated approach to Alcohol Treatment Services. This work supports the overarching Alcohol Implementation plan which is currently being implemented.

Key elements:

- **Re-alignment of alcohol treatment services:** To be based within each Locality within a PC healthcare. This enables an enhanced service that is tailored to the needs of the Locality and provides provision of a more individual approach to treatment for the patient.
- **Packages of care:** Appropriate evidenced based individual packages of care to support the patient across their whole patient journey to achieve the best possible outcomes for the patient.
- **A&E New Service:** Alcohol & Mental health workers in A&E: To identify those patients with mental health & alcohol to deflect hospital admissions by referral to appropriate service for the patient – majority of these patient can be successfully treated within the Locality based service rather than within the acute
- **Access to shared electronic records:** Integration of Acute Hospitals with Locality Alcohol Service Providers through the use of CarePath (patient management system) to facilitate greater communication and formal e-referral to support multi professional access to address identification of individuals who repeatedly attend Acute hospital for alcohol specific reasons.

Dawn Wintle Public Health - Health Improvement Co-ordinator – Alcohol & Harm Reduction

Terry Pearson NCC Commissioning Manager Drugs and Alcohol

- **Funding for Prescribing for Prevention of Detox/Relapse Prevention Drugs:** Development of Alcohol Prescribing Protocols to formalise Primary Care Prescribing arrangements to be in line with evidence based practice and NICE guidance. Prescribing costs allocated to support patients for the prevention of detox and for Relapse Prevention supporting alcohol abstinence for the patient on their road to recovery.
- **Development of Alcohol Care pathways:** To 'join up' the patient journey & enable formal referral into services and link up Primary Care, Secondary Care and Locality based services.
- **Development of Locality Pathways:** To ensure appropriate and timely referral to Locality based Alcohol Specialist Service.
- **Development of accredited Alcohol Information & brief advise (IBA) Train the-trainer course:** In partnership with the university to develop a level 6 evidence based course to support workplace health initiatives & frontline workers working to reduce alcohol harm

The emphasis of the new service is on reducing alcohol related hospital admissions by focussing on those dependent or risky drinkers where their drinking behaviour is likely to result in serious health consequences. Lower level Identification and Brief Advice (IBA) will be delivered in a variety of ways by a wide range of key-workers volunteers and mentors who access the accredited training course run by the University of Northampton.

Through a combination of national strategy change, local expertise and knowledge our services recognise that they must focus on recovery rather than treatment. In which we concentrate on helping the client to live with a much lower safer alcohol intake or without alcohol altogether. The National evidence base shows that this approach leads to a far higher sustainable success rates. These services are well established in Northampton and Corby and are now being rolled out to other areas of the County.

During the latter part of 2012-13 NCC will be re-commissioning all its alcohol and drugs structured treatment services in line with National good practice and strategy.

Dawn Wintle Public Health - Health Improvement Co-ordinator – Alcohol & Harm Reduction
Terry Pearson NCC Commissioning Manager Drugs and Alcohol

Northamptonshire Alcohol Treatment Profile 2011-12

Introduction

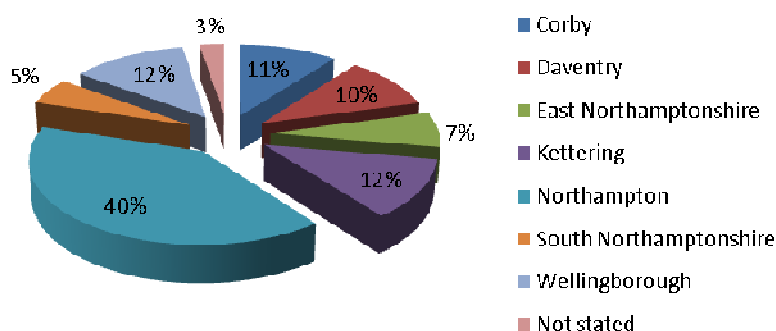
This report provides a snapshot of alcohol treatment for 2011-12 in addition to a brief demographic analysis of this cohort. The data is taken from structured treatment data submissions for 2011-12 and targeted services activity recorded on Carepath during the same period.

Numbers in Treatment

A total of 2,427 people received treatment for alcohol misuse during 2011-12. 532 of these were engaged in structured treatment. The remaining 1,895 accessed targeted open access services.

Client Residence

A breakdown of those in treatment by locality is shown below. The proportions remain the same for both structured treatment and targeted services, and show that the majority of clients entering treatment live in Northampton, followed by Kettering, Wellingborough and Corby. This mirrors the access profile for drug treatment services.



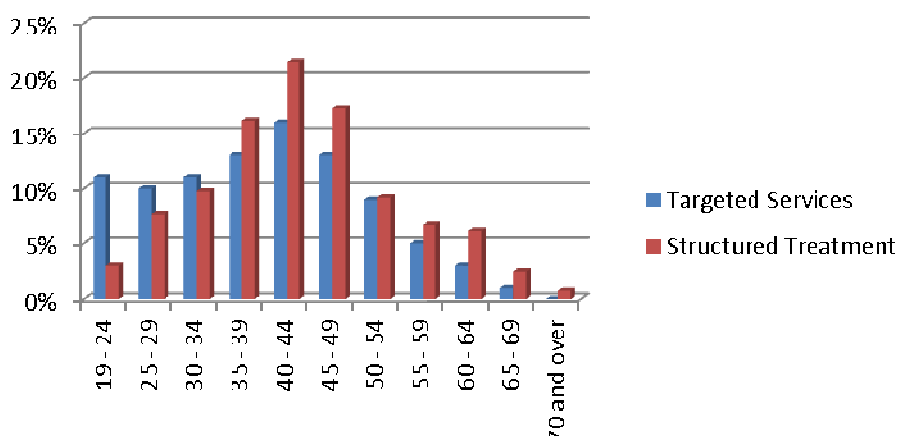
Client Age Group

The following chart shows a comparison of the age profile of clients accessing the different levels of treatment over the last year. This shows that 19-34 year olds are more likely to access targeted services, with the majority of the structured treatment cohort aged 35-49.

One reason for this could be that the younger cohort are likely to be binge drinkers whose drinking patterns and behaviour can be changed by a series of brief interventions within targeted services. The older cohort are more likely to be dependant/problematic drinkers who require more specialist treatment, for example, access to prescribing.

The targeted services age profile is also weighted with the high number of referrals generated by the Alcohol Arrest Referral Scheme run in Partnership with Northamptonshire Police which is predominantly a younger cohort.

Age Profile 2011-12

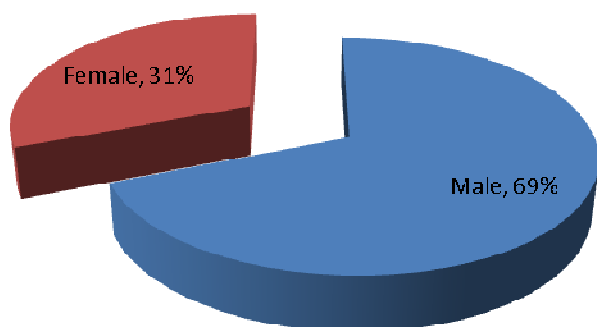


Laura Sharpe NCC DAAT/CJIT Data Manager Business Intelligence and Performance Improvement

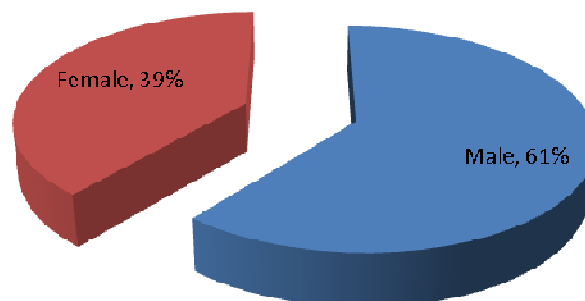
Gender Split

The following graphs show the gender split for both targeted services and structured treatment. This shows that women are more likely to access structured treatment than targeted services. However, this data may be skewed by the high number of men referred from the Arrest Referral Scheme.

Targeted Services



Structured Treatment



Client Ethnicity

The following table shows the proportion of clients within each tier of treatment in each ethnic group. It should be noted that ethnicity data is missing for nearly 12% of the targeted services cohort.

Ethnic Group	Targeted Services	Structured Treatment
	%	%
Asian / Asian British	0.7%	0.8%
Black / Black British	1.4%	0.9%
Mixed	1.8%	1.1%
Other Ethnic	0.3%	0.2%
White	84.1%	95.7%
Not Stated	11.8%	1.5%

Client Accommodation Need

The following table shows the proportion of clients within each tier of treatment, and their corresponding accommodation need. This shows that 18% of the targeted services cohort and 17% of the structured treatment cohort have housing problems. Again, it should be noted that accommodation data is missing for 20% of the targeted services cohort.

Accommodation Need	Targeted Services	Structured Treatment
	%	%
Housing problem	13%	14%
NFA - urgent housing problem	5%	3%
No housing problem	61%	78%
Not Stated	20%	6%

Laura Sharpe NCC DAAT/CJIT Data Manager Business Intelligence and Performance Improvement

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

25 July 2012

Briefing Note – Crime & Disorder, Overview & Scrutiny

Summary

On the 3 February 2011 it was agreed that as part of the Overview & Scrutiny Committee role, that in meeting their responsibilities under the Crime and Disorder (Overview and Scrutiny) Regulations 2009, a bi annual report from the Community Safety Partnership (CSP) would be provided. The report would focus on the levels of CSP performance and whether crime has increased in the light of reduced resources, and if so what measures have been taken to meet any shortfall in performance. The report was to advise the Committee of work undertaken, thereby informing Overview and Scrutiny of further review or scrutiny that may be required.

Community Safety Partnership – Performance Overview

Following a number of years of impressive performance by the partnership and some significant reductions in crime, the partnership continue to work well, achieving some, but not all of the 2011/12 targets. With financial pressures and dwindling resources for partner organisations and the general public, reducing crime and improving public safety is an increasingly challenging task.

Performance overall was mixed in 2011/12, achieving good reductions in some crime types but reduced performance in others. The partnership achieved substantial reductions in domestic burglary, criminal damage and anti-social behaviour and drug offences. However, other acquisitive crime, vehicle crime in particular, has seen an increase and violent offences have not seen a reduction. This is reflected in our partnership priorities for the coming year.

Actual Performance - 2010/11

In respect of Serious Acquisitive Crime (SAC) the partnership did not perform as well as expected and despite seeing reductions in burglary, the partnership did not meet its target. High levels of vehicle crime were the main reason for the decrease in performance. The Community Safety Partnership has identified the priority locations for focussed partnership work for 2012/13, and this is now taking place.

www.northampton.gov.uk/scrutiny

Call 01604 837046 or 01604 837408

E-mail: scrutiny@northampton.gov.uk23

Northampton Borough Council Overview and Scrutiny

Crime Type	2010/11 Baseline	2011/ 12 Target Reduction	Year end performance
Serious Acquisitive Crime	3304 recorded crimes	10%	3489 crimes 5.6% increase.
Domestic Burglary	1253 recorded crimes	10%	1253 crimes 9.7% reduction
Criminal Damage	3752 recorded crimes	10%	3378 10% reduction
Anti-social behaviour	10.1% residents perceive ASB as problem	Reduce	1.5% reduction
Domestic Abuse	567 successful prosecutions (County)	Increase	12 less successful prosecutions
Most Serious Violence	182 recorded crimes	5%	175 3.8% reduction

Specific pieces of work that took place are:

- A & E Data sharing is now well established for Northampton. Monthly and quarterly profiles being produced. This is now informing the policing of Nightsafe. Further work being undertaken, looking at 'on street' incidents recorded outside of the leisure zone. Domestic Abuse outreach worker is providing to support A&E on Friday and Saturday evenings.
- Priority location work in relation to serious acquisitive crime and target hardening for victims of burglary in hot spot locations took place. Focus areas were Standens Barn, Bellinge, Kinsley/Phippsville, Abington and The Mounts.
- Street Football was run in 12 locations across the Northampton, Monday to Friday
- Choose to Change programme for young perpetrators of Domestic Abuse, run by Women's Aid.
- 12 Anti-Social Behaviour Orders and 1 variation to CRASBO were obtained – 4 of these are in relation to street begging/drinking in the town centre.
- ASB Victim Support worker was appointed in June 2011 on a contract up until 31.03.2013. Up to March 2012 she had engaged with 120 victims/witnesses of ASB.
- Updated Byelaw for Good Rule and Government is now in place in Northampton. The byelaw provides an additional tool to police and wardens to tackle the more minor types of nuisance and anti social behaviour that residents are concerned about such as urinating in the street, dangerous/nuisance skateboarding and touting.

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Northampton Borough Council Overview and Scrutiny

- Street Pastors numbers have now increased to 30 and they continue to work on Friday and Saturday evenings in Northampton Leisure Zone, linking in with Police and CCTV.
- Targeted youth work took place in ASB hot spot locations on Friday and Saturday evenings.
- 'Killing with Kindness' campaign launched, raising awareness around street begging issues
- Change of Scene project for 13-19 year olds has now been extended to cover the whole of the Eastern District of Northampton. Many of the activities are now over subscribed.
- Stakeholder Nightsafe evenings were held for 18 new Councillors to provide an insight into the Policing of the Leisure Zone and some of the issues faced by partners.
- Second year of Best Bar None scheme took place with 27 licensed premises taking part.

Performance 2012/13 (April – June)

The early part of 2012/13 has seen mixed results for the Partnership where we have seen continuing reductions in anti-social behaviour, violent crime, burglary and robbery. Vehicle crime continues the upward trend, which started in 2011. However, it is important to note that vehicle crime levels still remain significantly lower than 2009/10.

Crime Type	2011/12 Baseline	2012/13 Target	Performance at 30.06.2012
Serous Acquisitive Crime	3489 crimes	5% reduction	3.8% increase
Anti-Social Behaviour	14,926 Incidents	10% reduction	5.2% reduction
Vehicle Crime	1982 crimes	5% reduction	7.2% increase
Violent Crime	4293 crimes	3.5% reduction	3% reduction

Specific pieces of work taking place are:

- Priority location work in relation to serious acquisitive crime and target hardening for victims of burglary. Main area for focus is Spencer ward.
- Priority location work for violent crime.
- Target hardening for victims of Domestic Abuse being provided

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Northampton Borough Council Overview and Scrutiny

- Killing with Kindness campaign continues, raising awareness around street begging issues, and encouraging people to donate to local charities who provide support for this group.
- Awareness raising around domestic abuse continues with a poster campaign that coincided with the Football European Championships and will continue through the Olympics.
- Work on anti-social behaviour cases continue with one order being secured this year.
- Change of Scene project for 13-19 year olds continues in the Eastern District of Northampton.
- Junior Warden schemes are to be established in three further areas – Spencer, Lings & Eastfield.
- Third year of Best Bar None, over 30 licensed premises are taking part this year.
- ‘Jam in the Hood’ youth intervention programmes taking place in the Autumn on Northampton East and Delapre/Far Cotton area.
- Development of a domestic abuse support programme, working with the family, specifically the victim and perpetrator.

Conclusion

The Community Safety Partnership is seeing mixed results against the targets it has set. The main area that is not currently on target is Serious Acquisitive Crime (specifically vehicle crime) and partnership work continues to address this.

The introduction of the Police & Crime Commissioner in November 2012 will provide the Partnership with new opportunities and ways of working. We will continue to respond to new proposals, changes in legislation and ways of working in the coming year, ensuring that we are focussing on the important priorities for Northampton.

Brief Author: Debbie Ferguson, Community Safety Partnership Manager on behalf of Chair of the Overview and Scrutiny Committee, July 2012

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Appendices



NORTHAMPTON
BOROUGH COUNCIL

Item No.

6

CABINET REPORT

Report Title	ABSENCE MANAGEMENT- RESPONSE TO OVERVIEW AND SCRUTINY REPORT
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	16 March 2011
Key Decision:	NO
Listed on Forward Plan:	NO
Within Policy:	YES
Policy Document:	No
Directorate:	Finance And Support
Accountable Cabinet Member:	Cllr Markham
Ward(s)	ALL

1. Purpose

- 1.1 On 19 January 2011, Cabinet received a report from Overview and Scrutiny Committee arising from a review of absence management by Overview and Scrutiny in 2010. The focus of the review was to evaluate the impact that staff absence has upon service delivery, to review the effectiveness of the Council's Health and Well Being Policies in reducing sickness absence and to ensure absence management systems are robust and applied consistently in all departments. The report contained four recommendations. Cabinet agreed to consider these and report back in due course.

2. Recommendations

That Cabinet:

- 2.1.1 Agrees to note the Overview and Scrutiny Panel positive views on the Nurse Led system.
- 2.1.2 Agrees and instructs the Head of Human Resources to include a section with regard to the consistency of health and well being policies being applied across the authority into the Annual Equality report.

- 2.1.3 Agrees and instructs the Head of Human Resources to provide appropriate training and support for all managers and team leaders on absence management.
- 2.1.4 Agrees and instructs the Head of Human Resources to provide refresher training for all managers and team leaders on a bi annual basis on absence management policies.
- 2.1.5 Agrees and instructs the Head of Human Resources to include absence management in the revised induction program for staff and sign post new managers and team leaders to the full absence management program or the e learning program.

3. Issues and Choices

3.1 Report Background

3.1.1 The Overview and Scrutiny report made four recommendations:

- a) Cabinet is informed that the Scrutiny Panel welcomes the newly implemented Nurse Led system of absence reporting, particularly as it assists both the employer and employee.
- b) All Health and Wellbeing Policies are consistently considered across all Service areas within the Council and an annual review of the implementation and consistency will be reported on through the Annual Equality Report.
- c) All Managers and Team Leaders receive adequate and appropriate training and support on the Council's Absence Management Policies and Procedures and that refresher training is provided on a bi-annual basis.
- d) Training on the Council's Absence Management Policies and Procedures be included in the Induction Program for new Managers and Team Leaders.

Choices (Options)

3.2 The following options would address 2 of the 4 recommendations of the Overview and Scrutiny report;

- a) The Annual Equality Report will include a section with regard to the consistency of health and well being policies being applied across the authority. Work is being undertaken within HR to ensure that implementation of policies are consistency applied across the authority. The HR team will be able to confirm through the HR system by service and equality strands where well being policies are being applied. The AE plan will include action planning to make improvements in key areas if this is identified as an outcome of the plan.
- b) The Annual training plan will include absence management training and refresher training. A new e-learning tool that is being developed by the learning team will include a section on absence management, which will be utilized with the above plan for refresher training.

- c) The induction program for staff is currently being reviewed and will include a section on absence management, and managers and team leaders new to the organization will be identified as needing to attend either a full absence management program or the e-learning module dependent on their skills coming into the organisation.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 The current absence management policy will be utilised. There are no recommendations to review this policy at this time.

4.2 Resources and Risk

- 4.2.1 N/A

4.3 Legal

- 4.3.1 There are no legal implications arising directly from this report.

4.4 Equality

- 4.4.1 A recommendation from the Overview and Scrutiny is to include consistency of application of well being policies in an annual equality report.

4.5 Consultees (Internal and External)

- 4.5.1 Consultation was carried out as part of the Overview and Scrutiny work, which is highlighted in their final report.

4.6 How the Proposals deliver Priority Outcomes

- 4.6.1 The Overview and Scrutiny recommendations and the subsequent recommendations put forward in this report will contribute to:

An efficient, well-managed organisation that puts our customers at the heart of what we do

4.7 Other Implications

None

5. Background Papers

- 5.1 Report of the Overview and Scrutiny Management Committee – Absence Management

Catherine Wilson Head of Human Resources x 7377



Overview and Scrutiny Committee

25 July 2012

Absence Management – Response to Overview and Scrutiny Report

Summary of Progress against recommendations:

2.1.2 - Agrees and instructs the Head of Human Resources to include a section with regard to the consistency of health and well being policies being applied across the authority into the Annual Equality report.

Progress

The consistency of health and well being policies being applied across the authority was included in the Workforce Monitoring Report 2010-11, published on the Internet in July 2011. This identified that when you look at the number of employees who have been dismissed for ill health, there are no patterns emerging in terms of detriment or potential discrimination issues.

In addition it was reported that all policies/procedures are consulted upon at an early stage and are monitored to establish how they are affecting staff with different protected characteristics and to eliminate discrimination. The same examination will be undertaken for the 2011-12 Workforce Monitoring Report, due to be published July 2012.

2.1.3 - Agrees and instructs the Head of Human Resources to provide appropriate training and support for all managers and team leaders on absence management.

Progress

Appropriate training and support has been developed for all line managers on absence management through the E-learning solution. This type of learning will enable increased access and will allow line managers to refresh knowledge regularly as well as at induction. In addition all policy and process documentation is available through HR Online on the NBC intranet.

2.1.4 - Agrees and instructs the Head of Human Resources to provide refresher training for all managers and team leaders on a bi annual basis on absence management policies.

Progress

Appropriate training and support has been developed for all line managers on absence management through the E-learning solution. This type of learning

will enable increased access and will allow line managers to refresh knowledge regularly as well as at induction. In addition all policy and process documentation is available through HR Online on the NBC intranet. Reporting on frequency of completion will be available when the E-learning module is released.

2.1.5 - Agrees and instructs the Head of Human Resources to include absence management in the revised induction program for staff and sign post new managers and team leaders to the full absence management program or the E-learning program.

Progress

A list of mandatory E-learning modules to complete on induction will be made available to all line managers. The absence management modules will be part of the mandatory requirements to equip new managers with the required knowledge. The skills audit available on the Skills Portal will identify any knowledge gaps within the HR Knowledge and Employment Law area.



NORTHAMPTON
BOROUGH COUNCIL

Overview and Scrutiny Committee

25th July 2012

Briefing Note: Tenant Engagement Update

A new tenant engagement strategy is currently being developed and will be presented to cabinet for approval in September.

Why do we need a new Strategy?

Nationally tenant participation strategies and agreements are part of the Governments' agenda to improve service for local people and place tenants at the heart of decision-making and service delivery on issues that relate to the management of Housing; stock

What is Tenant Engagement

Tenant Engagement is about Northampton Borough Council Housing Directorate and its tenants working together in partnership to achieve an improved housing service.

Key to effective engagement is listening to our tenants and using their views to help us develop and improve the housing service provided.

Effective tenant Engagement is about understanding the needs, expectations, aspirations achievements and experiences of Northampton Borough Council tenants and continually improving the housing service as a result.

Tenant Engagement Benefits

- Ensuring high levels of tenant satisfaction with their homes and neighbourhoods
- Learning from our tenants' experiences as service users to inform the continuous improvement of housing services
- Increased number of tenants involved in participation activities
- Development of our services so that they become more appropriate to tenants' individual and collective needs

- Ensuring that services are delivered in a more efficient and cost-effective manner.
- Tenants are able to provide scrutiny and challenge to the way in which the Housing Service is delivered within Northampton.
- Ensuring that tenants are involved in making decisions that affect them and the community in which they live
- Enabling Housing Directorate staff and tenants to be more aware of each other's perspectives and organisational/financial limitations
- Breaking down misunderstanding between the Housing Directorate and tenants and building mutual respect and understanding
- Enhancing tenants' skills, knowledge, confidence and quality of life

What will be the Aims and Objectives of the new Agreement?

<p>Objective One Make tenant and leaseholder participation an integral part of our business by involving and consulting tenants to shape services to meet their needs</p>
<p>Objective Two Ensure that we are fully inclusive and provide opportunities to widen participation by offering a range of ways that tenants and leaseholders can get involved, at a level and pace that is accessible to all</p>
<p>Objective Three To provide and support training and development opportunities to enable all tenants to make a difference</p>
<p>Objective Four To maximise accountability and value for money to ensure that tenants have confidence in our services</p>

How will tenants be involved?

It is recognised that people want to give their views or be involved in different ways. As a result a number of ways in which tenants can get involved and participate are offered by the Housing Service

Below are listed a number of options available to tenants as to how they may get involved the list is not intended to be an exhaustive one , as new mechanisms will be developed to offer maximum choice and opportunities for people to participate.

Participation Working together. The Council and tenants decide together on what is best and work in partnership to carry out the work.	
Contract selection, monitoring and steering groups	<p>Useful for: Recommending the selection of contractors for specific capital work programmes to council homes and subsequent monitoring of performance and adherence to contract.</p> <p>Key features: Enables tenant involvement to be central to the process of contractor selection and performance. Assists to ensure that work contracts are managed effectively and deliver effective outcomes to those concerned.</p> <p>Commitment level: 2 – 3 hours, once a month</p>
Tenant Scrutiny Panels	<p>Useful for: Tenants and the council work together to improve specific area of the housing service.</p> <p>Key features: Tenants consider the strategies, policies procedures and performance relating to specific service areas and report findings to officers making recommendations re service improvement.</p> <p>Commitment level: 2 – 3 hours, once a month, plus additional reading team to enable familiarisation with service area</p>
Tenant Auditors	<p>Useful for: Longer term inspection of Housing. An opportunity to identify areas of good practice and areas where improvements can be made.</p> <p>Key features: More in-depth inspections on one specific of housing, finishing with a report that covers both written and oral/visual presentation options, to senior housing managers with recommendations for improvements. Each inspection takes approximately 4 months.</p> <p>Commitment level: 2 – 4 hours weekly for 3 - 4 months for each audit</p>

Involvement
Deciding together. The Council encourages additional options and ideas from tenants and provides opportunities for joint decision-making.

<p>Estate Walkabouts</p>	<p>Useful for: Meeting with your Housing Officer and representatives from other agencies who work in your area to point out problems and issues that could be improved.</p> <p>Key features: Getting to know the Housing Officers. Getting local environmental issues resolved/dealt with.</p> <p>Commitment level: 2 – 3 hours, once a year in each area</p>
<p>Mystery Shopping</p>	<p>Useful for: Inspecting housing to make sure that they meet published standards.</p> <p>Key features: Shoppers are anonymous. An opportunity to help identify improvements to services</p> <p>Commitment level: 2 – 3 hours, twice a year</p>

Consultation
The Council offers options and listens to feedback, and may change proposals.

<p>Area Tenant Panels</p>	<p>Useful for: Enabling tenants and leaseholders to be consulted on an area basis of housing issues that may affect them. To inform the Housing Directorate of their views and opinions on the quality and nature of the service provision and delivered. Residents from across the Borough discussing issues, recommendations and improvements with housing representatives.</p> <p>Key features (or time involvement): Quarterly meetings held in 4 x housing management areas. Attended by Housing Directorate officers. Residents from across the Borough are able to influence what is important for all residents of Northampton Borough Council</p> <p>Commitment level: 2 – 3 hours, quarterly in each area</p>
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<p>Complaints/Compliments</p>	<p>Useful for: Helps Housing to identify areas for improvement and also how we are performing.</p> <p>Key features: Open and available to any resident at any time.</p> <p>Commitment level: Will vary</p>
<p>Conferences/Seminars</p>	<p>Useful for: Gaining information on national initiatives. Learning how other geographical areas provide services. Learning how Housing provides services.</p> <p>Key features: Allows a wider audience from the total tenant population, and any tenant can find out more information about housing in Northampton and the rest of the country.</p> <p>Commitment level: Will vary, up to one day</p>
<p>Focus Groups</p>	<p>Useful for: Gives tenants the opportunity to give their views on one specific topic.</p> <p>Key features: No additional work involved. Meetings should not be any longer than approximately 2 hours.</p> <p>Commitment level: Take part as and when held, 2 - 3 hours duration</p>
<p>Open Meetings on “stand-alone” issues</p>	<p>Useful for: Tenants to forward their views and opinions to council officers on “stand-alone” issues e.g. spending priorities, choice of kitchen units, bathroom suites etc. Local communities discussing issues, recommendations and improvements with housing representatives</p> <p>Key features: Enables tenants to have choice and influence to determine priorities for their home/communities. Depending on the project, it may mean attendance at more than one meeting.</p> <p>Commitment level: Take part as and when held, 2 - 3 hours duration</p>

<p>Specialist Forums</p>	<p>Useful for: Gives tenants from hard to reach groups a collective voice.</p> <p>Key features: Similar to focus groups but focus on engaging with tenants who are hard to reach or seldom heard from. For example tenants aged 16 to 25 years, black and minority ethnic tenants, leaseholders and sheltered housing residents.</p> <p>Commitment level: 2 - 3 hours, quarterly</p>
<p>Surveys/Questionnaires</p>	<p>Useful for: Providing us with feedback in writing on particular subjects. The information is helpful in planning revised or new services.</p> <p>Key features: An opportunity for you to give your views on our services and performance, and to influence future planning.</p> <p>Commitment level: Will vary</p>

<p style="text-align: center;">Information The Council tells tenants what they are going to do.</p>	
<p>Information, Handbooks and Leaflets</p>	<p>Useful for: Keeping tenants up to date. Easy access to information about services.</p> <p>Key features: Tenancy/repairs handbooks are provided to all tenants when they move in. These provide advice on rights, responsibilities and how to report faults. Other leaflets are available from the One Stop Shop or on-line</p> <p>Commitment level: Will vary</p>
<p>Local Information Notices</p>	<p>Useful for: Finding out what is happening in your area. Sometimes these are directly delivered to tenants' homes or more often notices will be posted in the One Stop Shop (Guildhall) and other community outlets (local shops, Community Centres etc).</p> <p>Key features: Information provided could include invitations to events where you can discuss plans for your area</p>

	Commitment level: Will vary
Newsletters	<p>Useful for: Keeping you up to date on what is happening both in Housing and your area and providing information on our performance.</p> <p>Key features: Produced quarterly and sent to all tenants. Tenants can be involved as part of the Editorial Panel, or they can send articles etc to the tenant representatives</p> <p>Commitment level: 2 - 3 hours, quarterly</p>
Tenant Sounding Board	<p>Useful for: Letting us know which ways tenants want to be involved and when they are available to work with us to improve the service</p> <p>Key features: Tenants are able to choose how they Become involved and with which part of the service</p> <p>Commitment level: Will vary dependent on which activities you get involved in</p>

To enable tenants to fully engage in the above activities and to raise confidence levels an extensive programme of free training sessions has been held for the past 2 years and this will continue to be built on.

Will This Agreement be Different from Previous Ones?

The new agreement builds on previous good work delivered by tenants and officers in the past but will also fully embrace the new government agenda of co regulation. The publication of this regulatory framework for social housing places a clear expectation on NBC that we have a system of robust tenant scrutiny in place which provides a system of customer challenge and genuine tenant input in the development and improvement of Housing Services at Northampton and the new agreement is designed to ensure that the agenda of co regulation is fully developed

In order to deliver the agenda the new agreement will propose to Cabinet that a system of tenant scrutiny is developed and operated at NBC.

Once fully established effective Tenant Scrutiny will result in internal processes at NBC that not only support challenges of performance but also

give our tenants the power to not only challenge service delivery but also drive change, done effectively this will in turn result in improved processes and better quality housing services being delivered to NBC customers.

In order to ensure effective tenant scrutiny at Northampton the agreement proposes we establish arrangements that not only build on the good work produced in previous years by tenant engagement but also deliver a structure that best suits our local situation and needs.

To achieve this we will take account of good practice models available nationally but the freshness of the Scrutiny panel initiative means that at present it is still in an emerging stage and there are no hard and fast rules re its introduction and as a result we will be able to develop a structure that fits the requirements of NBC rather than making our service delivery model meet a national framework. The result of this will be that the final model is most effective for Northampton and best meets and serves the needs of its tenants

The final model of tenant scrutiny at NBC will be fully developed in the autumn and will include all those tenants that express an interest it is intended to develop an inclusive model that offers involvement for all who wish to be involved rather than restricting the numbers who can be involved

The Completed Tenant Engagement strategy will be presented to September Cabinet and will include a full action plan detailing how effective efficient engagement will be delivered during the lifetime of the strategy

Report Author: Tim Ansell
Housing Services Manager



NORTHAMPTON
BOROUGH COUNCIL

2011 - 2012 Outturn Report



Part 1

Introduction

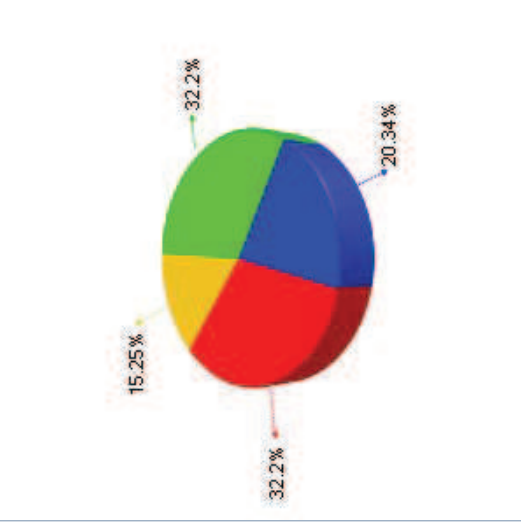
Two of the Corporate Plan priorities have performed well during 2011-12. Overall, 67.8% of performance measures (where data is available) reached their targets. Part 1 of this report provides an overview of each priority performance during 2011-12. A full summary of all of the performance measures by priority can be found in Part 2. Performance is shown for 2011-12, 2010-11 and 2009-10 for comparison. A direction of travel indicates if performance has improved, deteriorated or remained the same since last year.

Are we achieving our priorities?

- Exceptional or over performance
- ★ On or exceeding target
- Within target tolerance
- ▲ Outside agreed target tolerance

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	YTD	Performance indicator alert summary			
YOU	★				Total
YOUR TOWN	▲	★	●	▲	12
YOUR COUNCIL	★	19	9	19	59



YOU



Supporting you when you need it

Ensuring homes are available for local people

Encouraging healthy, active, green living

Key

- Exceptional or over performance
- On or exceeding target
- Within agreed tolerances
- Outside agreed target tolerance

You



PERFORMANCE SUMMARY

The average time taken to re-let council homes has further improved during the year to 21.32 days, better than the target of 22 days and compared to 23.61 days the previous year.

There has been a significant increase in the number of people presenting themselves as homeless. This has led to an increase in temporary accommodation requests and homelessness acceptances. Temporary accommodation increased from 27 households last year to 38 in 2011-12. Despite the increase it was lower and better than our target of 75 households. During 2011-12, 2,006 households received support and advice from the Council to resolve their housing needs. DCLG figures for February 2012 placed NBC the 9th best performing council for homelessness prevention.

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In the annual rough sleepers survey conducted in November 2011, 15 people were found rough sleeping compared to four last year. The Council, in partnership with NAASH (Northampton Association for the Accommodation of Single Homeless), was chosen in December 2011 as one of only 40 projects to receive funding from the DCLG for the 'No second night out' initiative. The project provides support to new rough sleepers focusing on debt management, employment and family mediation with some of the funding also being used to provide 24 hours supported housing for up to 11 people who would otherwise be sleeping on the streets.

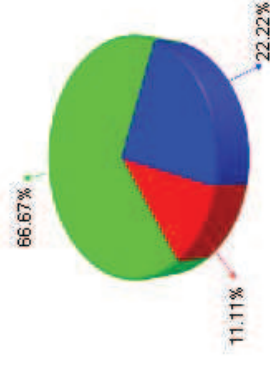
101 affordable homes were delivered in 2011-12 meeting our target of 100, including Oasis House, Rylands and Upton.

Despite an increasing volume of claims the processing of new housing and council tax benefit and changes reduced to 9.3 days compared to 11.3 days last year and performed better than the target of 11.

A year after the establishment of the Northampton Leisure Trust there has been over 875,000 visits to the Leisure Centres, a 3% increase compared to last year. Schemes such as the Street Football Sessions continue to do well with 9,164 participants this year and 2,054 people have enrolled in the swimming program which was supported by the introduction of Junior Direct Debit.

YOU: Performance Alert Summary

	1		0		6		2	Total	9
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Helping create a clean, green and safe Northampton

Delivering inviting and enjoyable open spaces

Driving the development of a confident, ambitious, successful Northampton

Key

- Exceptional or over performance
- On or exceeding target
- Within agreed tolerances
- Outside agreed target tolerance

Your Town

PERFORMANCE SUMMARY

A number of enhancements have been made to the museum during 2011-12 including the ground floor gallery and entrance. Despite the building works, overall visitor numbers were higher than expected at 519 museum visits in person per 1,000 population. The number of visits to/usage of the museums per 1,000 population also exceeded the target of 591 at 635.

From June 2011, Enterprise Managed Services Ltd (EMS) began the delivery of environmental services on behalf of the Council and Daventry District Council in a new strategic partnership. Enterprise are responsible for delivering services including household waste and recycling, street cleaning, parks, cemeteries and grounds maintenance.

Street and recreation land cleanliness assessments for litter, detritus, graffiti and fly posting remained within targets on the whole. All recreation land has been assessed as having good standards of cleanliness when sampled for litter and detritus. Street cleansing standards for litter and detritus achieved targets; 4.33% of sampled areas fell below standard for litter (target 5%) and 6.44% for detritus during the year (target 8%). Graffiti was slightly above the target of 2% at 2.28% of sampled areas falling below required standards over the year. Fly-posting was also above the 0% target at 0.61%. Overall, cleanliness standards remain good.

The amount of waste collected per household and sent to landfill reduced to 481kg compared to 497kg last year, continuing the downward trend since 2008-9. There was an increase to 42.37% from 38.77% in household waste was sent for reuse, recycling and composting. Although an increase on the previous year, performance was below the target of 47% due to the dry spring in 2011 resulting in less green waste and the later roll out of the food waste collection.

Food waste collections were introduced in January 2012 which increased the number of bins collected from 793,841 each month to 992,299. The new rounds have impacted on missed bin and complaint numbers for the year whilst the new rounds settled in. Of all the collections per month in 2011-12, 0.07% were missed, of which 85% were put right in 48 hours. There were 1,260 complaints received for the year overall. The food waste collection has positively impacted upon the amount of residual waste collected per household, which has declined.

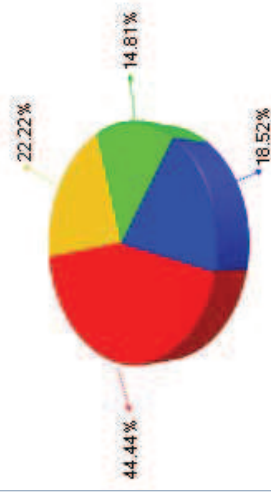
Once reported, 99.35% of fly-tipping incidents in areas covered by EMS were removed within two working days.

Overall, the percentage of planning applications determined within 13 weeks increased to 986 compared to 838 last year. Of the 986 planning applications, 927 (94%) were determined within 13 weeks. There were 276 minor planning applications, of which 235 were determined within 8 weeks (85%). Although the target of 87% was not met, performance improved compared to 2010-11 against an increase in the volume of applications following the transfer of development control powers back from WNDK in April 2011.

All large scale major planning applications continued to be determined by WNDK during 2011-12 with power being returned to NBC in March 2012. However, the determination of small scale major applications processed in 13 weeks decreased for the second year from 75% to 58% during 2011-12. Nineteen applications were received with eleven determined within 13 weeks. This was a significant increase in the quantity and complexity of applications received compared to the previous

Your Town

	12		6		4		5	Total	27
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year, including the need for more S106 agreements which prolonged the timescales.

There were 691 other planning applications received of which 622 were determined in 8 weeks (90%). This was below the target of 93%. There were a greater number of Change of Use applications (increased from 73 to 109 this year) compared to householder applications which tend to be more complex.

The target of a 10% reduction in serious acquisitive crime was not met by the Northampton Community Safety Partnership which recorded a 5.6% increase. An increase in crimes was recorded from August onwards with November 2011 seeing a 52% increase compared to November 2010. The main crime type causing the increase is the theft of items from vehicles which saw an 18% increase compared to last year. Serious acquisitive crime will continue to be a priority for the Partnership over the following year.

Overall crime in Northampton increased by 1.5% in 2011-12. Rises in acquisitive crime have impacted on the increase most, such as vehicle crime, robbery, theft/handling, burglary other, cycle theft and shop lifting.

The Council supported 13 events in and around the town centre in 2011-12. These included a number of annual events such as Diwali, Music Festival, Annual Dog Show and Christmas. A further five events were held in parks and open spaces including the Carnival, Umbrella Fair, Beer Festival and the Dragon Boat Race.

Town centre footfall fell by 6.41% in 2011-12 compared with 2010-11. This can in part be attributed to the success of the Pride of Lions event in the summer of 2010 which attracted thousands of visitors into the town centre, as well as the inclement summer weather and the challenging economy facing businesses and families. The number of vacant properties has also been impacted upon by the economic situation increasing to 77 at year end. The free one hour parking has been well received with 70,000 car users taking advantage of the offer since introduction in 2011.



- Being a responsive council
- Providing quality services
- Satisfying our customers

Key

- Exceptional or over performance
- On or exceeding target
- Within agreed tolerances
- Outside agreed target tolerance

Your Council

PERFORMANCE SUMMARY

The percentage of operational council property that is in good or satisfactory condition has been maintained through the year and is above the target of 80% at 84%.

The percentage of invoices paid within 30 days has exceeded the target of 95% at 98% and has improved significantly on the previous year.

The number of working days lost to sickness absence remains below target at 11.88, an increase of 0.42 FTE days compared to the previous year. This the highest rate for the last two years with mental health issues remaining the highest short and long term reason for absence. Over 2012-13 a case management approach will be implemented to support managers to not only reduce absence, but to also look at changing culture, motivating staff, empowering and engaging change.

Fewer ombudsman enquiries were received (15) than anticipated (target 20). Each investigation took an average of 21 days to respond to against the ombudsman target of 28 days.

Customers are regularly surveyed on their overall satisfaction with the service provided by our Customer Service Officers. In 2011-12, 91% of those surveyed were satisfied.

The percentage of calls to the Contact Centre answered was 88%, a decrease compared to 94% the previous year. Higher call volumes were experienced with the introduction of new food waste collection rounds and the year end billing, which saw an additional 2,700 calls being received.

The percentage of customers waiting less than 15 minutes in the One Stop Shop did not achieve the target of 95% at 85% and has decreased compared to the previous year of 97%. Cross Training has affected performance and shadowing on the front desk has increased enquiry times. However, performance is showing an improving trend despite footfall increasing. A number of actions have been taken including extending appointment times from 15 to 30 minutes, increasing floor walkers to assist customers in using the self service area and installing a telephone in the reception area for customers to resolve queries quickly via the contact centre.

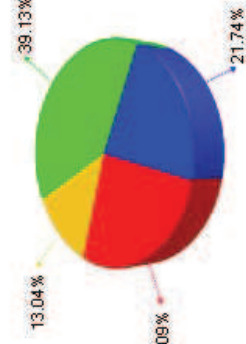
The authority took part in the Stonewall Workplace Equality Index 2012 for the first time this year and has been ranked 210 out of 363. Actions have been identified with Stonewall to improve the experience of our lesbian, gay and bi-sexual staff and our ranking in coming years. The Employee Opinion Survey showed that 73% of staff stated a level of satisfaction with their current job.

Local residents are regularly asked for their opinions. In 2011-12, 36% of residents felt they could influence decisions, 47% felt informed about local services, 53% are satisfied with how the Council runs things and 34% feel the Council provides value for money.

There are a number of projects which are being brought forward now at quite a pace and these are key to strengthening the local economy and attracting more investment and development. Becketts Park saw further improvements over the year with the completion of the marina and the restoration of the promenade. Funding for the development of a new bus interchange has been secured. Student accommodation has been approved at planning committee for St.Johns. Northampton was also successful in achieving Enterprise Zone status for the town's waterside area in August 2011.

Your Council

	6		3		9		5	Total	23
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Collection rates remain positive despite the economic situation. 97.29% of Council tax was collected against a target of 97.5%. This is an improvement of 0.14% compared to the previous year and the best rate for several years. This has been attained despite an economic climate of comparative austerity and through adherence to a robust recovery timetable. In addition, the retendering of our Bailiff and Debt Collection Agencies has resulted in a more effective and efficient collection processes being introduced. Next year's performance will be affected by the welfare reforms being introduced and we will continue to monitor the effect of the reforms and our working practices accordingly. 99.74% of non-domestic rates were collected, above the target of 99.65% following fair but firm recovery processes. It is anticipated that this collection rate will be impacted upon by the new deferral scheme introduced by Central Government for 2012-13.

The amount of council house rent lost due to empty properties throughout the year was 1.44%. While this did not achieve target it is a significant improvement on the 2010-11 return of 1.87%. With a reduced number of properties that are empty at any one time it is expected that the amount of rent lost will continue to decrease through 2012-13. The year end collection rate for current tenant's rents was 99.87%. This is a slight reduction on the collection rate for 2010-11 and below target, but is expected to be among the top half of that achieved by housing providers nationally. Total current tenants arrears at the year end totaled £1,359,835, which equates to 2.97% of the total collectable debit. Although the target was not achieved it is an improvement on the year end figure for 2010-11 which was 3.15%.

The total of debt outstanding and not in recovery or overdue was 4.43%. This was below target and significantly better than the previous year of 7.95%.

Part 2: The measures that tell us how we have performed under each priority

The following pages detail the performance of the measures that feed the Corporate Priorities.

2011-12 performance is compared to 2010-11 and the latest quartile is displayed where available. Quartile information is based on 'All England' data.

Where population or household figures are required, the following values have been used:

Population: 212,100

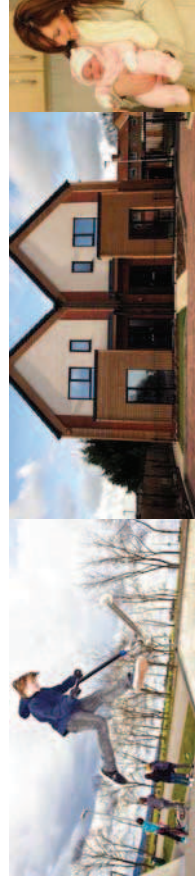
Number of households: 91,975

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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 data or target available
-  No data available
-  No target available



Supporting you when you need it
 Ensuring homes are available for local people
 Encouraging healthy, active, green living

Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Smaller is Better HI 01 Average time taken to re-let local authority homes (days) (M)	21.32	22.00	23.61	23.99		Top Quartile. Q3, Housemark.	
Smaller is Better HI 07 Number of households living in temporary accommodation (NI156) (M)	38	75	27	9			
Bigger is Better HI 09 Homeless households for whom casework advice resolved their situation (M)	2,006	2,000	2,147	901		Top Quartile. Q3, Housemark.	
Smaller is Better HI 10 Total number of people sleeping rough on the streets (A)	15	8	4	11			This is an annual measure collected in November each year.
Smaller is Better HI 33 Percentage of non-decent council homes (NI 158)(A)	?	46.00 %	?	51.74 %			Awaiting externally provided survey results.
Bigger is Better HI 36 Number of affordable homes delivered (NI 155)(Q)	101	100	114	303			
Bigger is Better LT01 Total Visits to Leisure Centres	875,567	850,056	867,503	856,859			Leisure Trust PI from April 2011
Bigger is Better LT02 Total No. of people enrolled in swimming program	2,054	2,000	>>	>>	>>		Leisure Trust PI from April 2011
Bigger is Better LT03 Total Attendance to Street Football Sessions (M)	9,164	9,090	>>	>>	>>		Leisure Trust PI from April 2011
Smaller is Better RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	9.3	11.0	11.3	10.2		Upper Median. 2011 - Q3 - LGINform - All England	

YOUR TOWN



Helping create a clean, green and safe Northampton

Delivering inviting and enjoyable open spaces

Driving the development of a confident, ambitious, successful Northampton

Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Bigger is Better CH04 Visits to museums in person per 1,000 population (M)	519.09	510.15	602.95	?			
Bigger is Better CH08 No of visits to/museums per 1,000 population (M)	635.22	591.94	722.50	?			
Smaller is Better ESC01 No. of missed Bins/Boxes as a % of those collected	0.07 %	0.02 %	0.02 %	0.02 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
Bigger is Better ESC02 No. missed bins put right in 48hrs	84.92 %	100.00 %					Enterprise Managed Services PI from June 2011. Reported from Jan 2012.
Smaller is Better ESC03n No KG household waste collected, not sent for reuse, recycling or not composted (M)	44,060,550	30,411,311	45,523,709	46,375,561		Residual Waste 2010-11: Lower Median. LG Inform, All England	Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
Bigger is Better ESC04 % household waste recycled and composted (NI192)	42.37 %	47.00 %	38.77 %	38.24 %		Upper Median. 2010-11 LG Inform, All England	Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
Smaller is Better ESC05 % of Land and Highways assessed with litter falling below acceptable level - Litter (NI195a)	4.33 %	5.00 %	3.00 %	5.00 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
Smaller is Better ESC06 % of Land and Highways assessed with litter falling below acceptable level - Detritus (NI195b)	6.44 %	8.00 %	7.00 %	12.00 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
Smaller is Better ESC07 % of Land and Highways assessed with litter falling below acceptable level - Graffiti (NI195c)	2.28 %	2.00 %	4.00 %	5.00 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.

Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
ESC08 % of Land and Highways assessed with litter falling below acceptable level-Fly/Posting (NI1195d) Smaller is Better	0.61 %	0.00 %	1.00 %	2.00 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) Bigger is Better	99.35 %	100.00 %	100.00 %	100.00 %			Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) Smaller is Better	1.39 %	5.00 %	5.00 %				Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) Smaller is Better	4.51 %	8.00 %	4.00 %				Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data.
ESC12 Level of quality against an agreed standard-Open Spaces & Parks - Graffiti & Fly Posting (%) Smaller is Better	6.25 %	2.00 %					Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data. New definition 2011-12
ESC14 No. of justified complaints Smaller is Better	1,260	1,000					Enterprise Managed Services PI from June 2011. Previous outturn results are NBC data. First year of reporting for this measure.
NI157a LM Percentage of 'large scale' major planning apps determined within 13 weeks (M) Bigger is Better	0.00 %	0.00 %	0.00 %	0.00 %			All applications in this category were determined by WNDG for the year ending 31 March 2012. Responsibility passes back to NBC as from 1 April 2012
NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M) Bigger is Better	57.89 %	75.00 %	75.00 %	100.00 %		n/a	
NI157b Percentage of 'minor' planning apps determined within 8 weeks (M) Bigger is Better	85.14 %	87.00 %	87.15 %	83.24 %		Upper Median. Q3, 2011, LG Inform, All England	Page 11 of 16

Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Bigger is Better NI157c Percentage of 'other' planning apps determined within 8 weeks (M)	90.16 %	93.00 %	92.89 %	92.04 %		Upper Median. Q3, 2011, LG Inform, All England	
Smaller is Better PP06 % change in serious acquisitive crime from the baseline (M)	5.60 %	-10.00 %	-5.16 %				New definition 2011/12
Smaller is Better PP08 % change in most serious violence from the baseline (M)	-3.85 %	-5.00 %	-2.40 %				New definition 2011/12
Smaller is Better PP09 Overall crime (rolling figure) compared to baseline (M)	20,518	20,222	20,222				First year of reporting
Bigger is Better TCO01 Number of events delivered in partnership: Town Centre (Q)	13	6					First year of reporting
Bigger is Better TCO02 Number of events delivered in partnership: parks and open spaces (Q)	5	6					First year of reporting
Smaller is Better TCO04 Number of vacant properties in the town centre (Q)	77	60	45				New measure 2010-11
Bigger is Better TCO05 Percentage increase in Town Centre footfall compared to previous year (Q)	-6.41 %	2.00 %					First year of reporting
Bigger is Better TCO09 Number of visitors receiving free one hour parking (Q)	69,465	53,000					First year of reporting

YOUR COUNCIL



Being a responsive council
 Providing quality services
 Satisfying our customers

	Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Bigger is Better	AST03a Percentage of buildings where condition is good or satisfactory (HY)	84.46 %	80.00 %	73.30 %				New measure in 2010-11
Bigger is Better	BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	98.06 %	95.00 %	87.09 %	95.47 %			
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	11.88	9.00	11.46	11.58			
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	15	20					First year of reporting
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	20.67	28.00					First year of reporting
Bigger is Better	CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	91.16 %	90.00 %					
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M)	88.02 %	95.00 %	93.57 %	91.40 %			
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	85.12 %	95.00 %	96.96 %				New measure 2010-11

	Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Bigger is Better	FIN27 NBC procurement savings for the year against costs of NBC procurement (M)	£443,008	£370,000	£462,737		↘		New measure 2010-11
Smaller is Better	HI 04 Percentage void rent loss (M)	1.44 % ▲	1.00 %	1.87 %		↗	Median Quartile. Q3, Housemark.	New definition 2010/11
Bigger is Better	HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc.arrears brought forward (M)	99.87 % 🟡	100.10 %	100.29 % !		↘	Median Quartile. Q3, Housemark.	New definition 2010/11
Smaller is Better	HI 13 Rent arrears as a percentage of the annual debit (M)	2.97 % 🟡	2.80 %	3.15 %		↗	Median Quartile. Q3, Housemark.	New definition 2010/11
Bigger is Better	HR31 employee opinion survey - staff satisfaction survey results collated annually in March (A)	73.00 % ▲	80.00 %			↔		First year of reporting
Smaller is Better	HR32 Equality Index. NBC to be in top 200 of Stonewall ranking workplace index by Jan. each year (A)	210	200			↔		First year of reporting
Bigger is Better	RB04 (prev BV010) Percentage of non-domestic rates due for the year, which have been received (M)	99.74 % ★	99.65 %	99.65 %	99.16 % 🟡	↗		
Bigger is Better	RB05 Council Tax Collection Rate (in year cash and benefit)	97.70 % ★	97.60 %	97.15 % ▲	? ?!	↗		

Measure ID & Name	2011-12 Outturn	2011-12 Target	2010-11 Outturn	2009-10 Outturn	Direction of Travel (10-11 to 11-12)	Latest Quartile	Comment
Bigger is Better RB06 Percentage of Council Tax collected (M)	97.29 %	97.50 %	97.15 %	96.34 %		Top Quartile. 2010-11, LG Inform, All England	
Smaller is Better RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.43 %	8.00 %	7.95 %				
Bigger is Better RB08 Council Tax Debt collected, as a percentage of agreed amount to collect (M)	133.06 %	100.00 %	?	?			
Bigger is Better REP06 % of people who feel they can influence decisions in their locality	35.60 %	35.60 %					First year of reporting
Bigger is Better REP07 % overall, how well informed do you feel about local public services	46.90 %	46.90 %					First year of reporting
Bigger is Better REP08 % satisfied with how the council runs things	53.50 %	53.50 %					First year of reporting
Bigger is Better REP09 % residents who feel council provides Value for Money (VFM)	33.70 %	33.70 %					First year of reporting

Project progress

			Comment
 T: PL01 Central Area Action Plan project progress (M)		★	
 T: PL02 Joint Core Strategy project progress (M)		★	
2010-12 REG05.1 Grosvenor/Greyfriars Development		★	
2010-11 REG05.6 St. Johns Cultural Quarter		★	
2010-12 REG02 Becketts Park - Phase 1 and 2		★	



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

25 JULY 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 embarked upon its evidence gathering and has held one meeting.

2 UPDATE

- 2.1 At the meeting held on 18th June, the Panel received various background documents and baseline data including:

- **Context:**
 - Local statistics
 - Demographics – local
 - Benchmarking data from comparable Local Authorities
- **Baseline data:**
 - National crime statistics
 - Local crime statistics

- 2.2 Site visits to areas that were identified as 'hotspots', and also areas where work had been undertaken were agreed. The Panel has scheduled in visits to Bellinge, Spring Boroughs and Spencer areas.

- 2.3 The next evidence gathering meeting is scheduled for 15th August 2012.

3 RECOMMENDATION

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



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

25 JULY 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 embarked upon its evidence gathering and has held two meetings.

2 UPDATE

- 2.1 At the meeting held on 27th June 2012, the Panel received various background documents and baseline data including:

- National and local statistics
- Demographics- local and national
- Definition of the Town Centre
- Vision for the Town Centre
- Town Centre Footfall
- Vacancy Rates
- Numbers and Types of retail within the town
- Car Park Usage

- 2.2 Site visits to comparable towns, in terms of size, catchment and make up were agreed.

- 2.3 A paper detailing the Executive Summaries of various published documents was received:

- The Portas Review
- The Right to Retail: Can Localism save Britain's small retailers
- Understanding High Street Performance

- 2.4 The Panel held a further meeting on 5th July and defined the core questions that it would put to expert advisers. It also received a paper detailing a seminar: The Town Centre Challenge: Building a thriving high street for the future that representatives of the Panel had attended in May 2012.
- 2.5 It is envisaged that the Chair of Scrutiny Panel 2 will present the final report to this Committee at its meeting on 15th April 2013.

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

6th July 2012



NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

25th JULY 2012

BRIEFING NOTE:

SCRUTINY PANEL 3 – INFRASTRUCTURE REQUIREMENTS AND SECTION 106 AGREEMENTS

1 INTRODUCTION

1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 3 to undertake a Review regarding Infrastructure requirements and S106 agreements, the rationale being:-

- To evaluate how the infrastructure will be delivered through Section 106 Agreements
- To identify any gaps and how these will be filled
- Regeneration of S106 if necessary and evaluation of the management of the funding

1.2 Membership of the Scrutiny Panel comprises Councillor Phil Larratt (Chair); Councillors Ifty Choudary, Elizabeth Gowen, Matt Lynch, Jonathan Nunn, David Palethorpe, Suresh Patel and Terry Wire DL.

1.3 As this Review is very in-depth, it was agreed that it would be useful for a Vice Chair to be nominated. Councillor Elizabeth Gowen was elected Vice Chair of the Panel.

1.4 At the first meeting of the Scrutiny Panel, Councillors agreed the scope of the Review; a copy is attached at Appendix A, for the Committee's approval.

2 UPDATE

2.1 In discussing the rationale for the Review, the Scrutiny Panel felt that there was a need to enhance the purpose of the Review to read as follows:

- To identify the infrastructure requirements to Northampton and the surrounding areas
- To evaluate how the infrastructure will be delivered through Section 106 Agreements/Community Infrastructure Levy (CIL)
- To identify any funding gaps and how these will be filled
- To understand the management of S106 funding

- 2.3 In discussing the outcome of the Review, the Scrutiny Panel felt that the required outcome should be:
- An understanding of the requirements and how there are going to be delivered via developer or other funding streams
- 2.4 The schedule of meetings comprises:-
- 19th July 2012 - Initial scoping meeting
 - 26th September
 - 8th November
 - 13th December
 - 17 January 2013
 - 7th March
- 2.5 Various site visits will be programmed in during this period, if required.
- 2.6 Meetings of the Scrutiny Panel will commence at 6.00 pm and be held in the Jeffery Room at the Guildhall.
- 2.7 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATIONS

- 3.1 That the Overview and Scrutiny Committee approves the purpose of this Review to read:-
- To identify the infrastructure requirements to Northampton and the surrounding areas
 - To evaluate how the infrastructure will be delivered through Section 106 Agreements/Community Infrastructure Levy (CIL)
 - To identify any funding gaps and how these will be filled
 - To understand the management of S106 funding
- 3.2 That the Overview and Scrutiny Committee approves the outcomes of this Review to read:-
- An understanding of the requirements and how there are going to be delivered via developer or other funding streams
- 3.3 The Overview and Scrutiny Work Programme 2012/2013 be updated to reflect this.
- 3.4 That the Overview and Scrutiny Committee approves the scope of Scrutiny Panel 1, as attached at Appendix A.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Phil Larratt, Chair, Scrutiny Panel 3

20th July 2012



OVERVIEW AND SCRUTINY

SCRUTINY PANEL 3 – Infrastructure Requirement and S106 Agreements

1. Purpose/Objectives of the Review

- To identify the infrastructure requirements to Northampton and the surrounding areas
- To evaluate how the infrastructure will be delivered through Section 106 Agreements/Community Infrastructure Levy (CIL)
- To identify any funding gaps and how these will be filled
- To understand the management of S106 funding

2. Outcomes Required

- An understanding of the requirements and how there are going to be delivered via developer or other funding streams

3. Information Required

Background data purpose and scope of S106 Agreements and introduction to CIL
Joint Core Strategy Infrastructure Schedule
Central Area Action Plan Infrastructure Schedule
Sources of funding for infrastructure
Table of existing NBC S106 obligation monies and information relating to NCC and WNDL S106 monies
Developer Obligations Supplementary Planning Document
Future provision of skills and training programmes
Affordable housing
Memorandum of Understanding for the Growth Management Scheme for the A45/M1
Sports and Playing Pitch Strategy
Map: defended and undefended areas
Drainage Strategy (summary)
A copy of a Section 106 Agreement

Desktop research – best practice elsewhere

Witness Evidence: Utilities – Gas, Water, Electricity and Sewerage Providers
Assistant Director of Education Services, NCC
Childcare providers
Developer
Homes and Communities Agency
Housing Strategy Manager, NBC
Nene Commissioning
General Manager, Construction Futures
Assistant Director of Highways, NCC
Assistant Director of Environment, NCC
Highways Agency
Assistant Chief Constable, Northants Police
S106 Officer, NBC

Site Visit: Examples of infrastructure that has been constructed

4. Format of Information

- Mini training session on a Section 106 – 5th September 2012 – 6.30pm to 8pm
- Site visits
- Officer briefings and reports
- Witness evidence – verbal and written

5. Methods Used to Gather Information

- Minutes of meetings
- Briefing session
- Desktop research
- Site Visits (if applicable)
- Officer reports
- Presentations
- Examples of best practice external to Northampton
- Witness Evidence as detailed in Section 3 of this Scope

6. Co-Options to the Review

Chair, or their nominated member, of the relevant Scrutiny Committee, NCC, be approached to be co opted to this Review.

Chair, or their nominated member, of the relevant Scrutiny Committee, Daventry District Council, be approached to be co opted to this Review.

Chair, or their nominated member, of the relevant Scrutiny Committee, South Northants Council, be approached to be co opted to this Review.

7 Equality Impact Screening Assessment

- An Equality Impact Screening Assessment to be undertaken on the scope of the Review

8 Evidence gathering Timetable

July 2012 to March 2013

- 19th July 2012 Scoping Meeting
- 26 September 2012 Evidence gathering
- 8th November Evidence gathering
- 13th December Evidence gathering
- 17th January 2013 Evidence gathering
- 7th March Chair's draft report

Various site visits will be programmed during this period if required.

Meetings to commence at 6.00 pm

7. Responsible Officers

Lead Officer Sue Bridge, Head of Planning

Co-ordinator Tracy Tiff, Scrutiny Officer

8. Resources and Budgets

Sue Bridge, Head of Planning, to provide internal advice.

9 Final report presented by:

Completed by 7th March 2013. Presented by the Chair of the Panel to the Overview and Scrutiny Committee and then to Cabinet.

10 Monitoring procedure:

Review the impact of the report after six months after receipt of Cabinet's response (Approximately January/February 2014)



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

25TH JULY 2012

BRIEFING NOTE: LOCAL GOVERNMENT SHARED SERVICES (LGSS) SCRUTINY PANEL

1 Introduction

- 1.1 The LGSS Scrutiny Inquiry, at its initial scoping meeting, received a number of key background papers and considered membership of the Inquiry.

2 Information

- 2.1 The background papers received by the Inquiry were:

- Project Governance Structures
- LGSS Governance Structures
- Programme Governance
- LGSS Membership Categories
- Key Objectives
- Scope
- Project Plan
- High Level Risk Register

- 2.3 In assessing the membership of the LGSS Scrutiny Inquiry, Councillor Phil Larratt confirmed that he had taken advice and due to his involvement through Northamptonshire County Council/ Cambridgeshire County Council and as a Member of NBC's LGSS Panel, it is considered that is too involved in the process to be a part of this Scrutiny Inquiry. Councillor Larratt has therefore stepped down from the membership of the Inquiry.

3 Membership

- 3.1 The Overview and Scrutiny Committee, at its meeting on 28th May 2012 agreed the membership of the Inquiry:

Councillor Les Marriott (Lead Councillor for the Inquiry)
Councillor Brendan Glynane
Councillor Jamie Lane
Councillor Phil Larratt
Councillor Danielle Stone

- 3.2 Councillor Christopher Malpas has replaced Councillor Larratt on the membership of the Inquiry and the Committee is asked to approve this change to membership.
- 3.3 An additional meeting of the Inquiry will be scheduled so that the terms of reference can be approved and all members of the Inquiry apprised of the background papers as detailed above.

4 Recommendations

- 4.1 That the Overview and Scrutiny Committee approves the change to the membership of the Inquiry as detailed in paragraph 3.2 above.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Les Marriott, Chair, Overview and Scrutiny Committee

Date: 9th July 2012

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

25th July 2012

Briefing Note: Budget Scrutiny – Reporting and Monitoring Working Group

1 Introduction

- 1.1 In recent years the Overview and Scrutiny Committee has set up a Reporting and Monitoring Working Group annually that provides initial scrutiny input in the budget process. The Group reviews the budget and refers specific budget items to the Overview and Scrutiny Committee to consider in detail. This takes place in January each year.
- 1.2 This Group was set up again last year and the Chair of Overview and Scrutiny Committee is keen for this type of budget scrutiny to continue as he recognises this type of budget scrutiny as an example of best practice.
- 1.3 This scrutiny activity will continue to operate as a Working Group, operating directly with the Finance service, feeding back its schedule of budget items for Overview and Scrutiny Committee to consider in late January/early February.
- 1.4 Membership of the Reporting and Monitoring Working Group for 2011/2012 comprised:

Councillor Les Marriott (Chair)
Councillor Brendan Glynane
Councillor Beverley Mennell
Councillor Nilesh Parekh
Councillor Danielle Stone

- 1.5 The Overview and Scrutiny Committee is asked to confirm the membership of the Reporting and Monitoring Working Group for 2012/2013. It is noted that the Working Groups usually comprises a number of members of the Overview and Scrutiny Committee, although other non-Executive members may also be invited to join. The Chair of the Working Group should be a member of Overview and Scrutiny Committee.

Northampton Borough Council

Overview and Scrutiny

- 1.6 Dates for the meetings of the Reporting and Monitoring Working Group have been set:

31st October 2012 6pm
9th January 2013 5pm
23rd January 2013 5pm

2 Recommendations

- 2.1 That the Overview and Scrutiny Committee confirms membership of the Reporting and Monitoring Working Group 2012/2013.

Brief Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Les Marriott, Chair, Overview and Scrutiny Committee

13th July 2012

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee 25 July 2012

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

1 Background

- 1.1 Councillor Lee Mason will attend the next meeting of Northamptonshire County Council's Health and Social Care Scrutiny Committee on 18th July 2012 on behalf of Danielle Stone, Northampton Borough Council's representative to this Committee.
- 1.2 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 to be discussed at the meeting are provided below:

Northampton General Hospital NHS Trust – pressures on Accident and Emergency capacity

The Committee will consider an update on the action plan to address pressures on the A&E department.

Establishment of Healthwatch Northamptonshire

The Committee will consider consultation proposals for the establishment of Healthwatch Northamptonshire.

Healthier Together Joint Health Overview and Scrutiny Committee

A verbal update will be given on the work of the Joint Health Overview and Scrutiny Committee.

Northampton Borough Council

Overview and Scrutiny

NHS Nene Clinical Commissioning Group

The Committee will consider progress with the development of the Clinical Commissioning Group.

Work Programme 2012/2013

The Committee will agreed its work programme for 2012/2013, topics for inclusion include:

Healthier Together South East Midlands Acute Services Review
Development of Nene Clinical Commissioning Group
Development of Corby Clinical Commissioning Group
Executive Scrutiny: Cabinet Member for Health & Adult Social Services
Executive Scrutiny: Cabinet Member for Children, Learning and Skills
Crisis Response Team – update on development
Development of Olympus Care Services local authority trading company
Review of social care fieldwork teams
Development of future care fee levels for residential care and an alternative model of payment:
Effectiveness of Child Protection arrangements
Findings of the Northampton Borough Council Scrutiny Review into the Independent Living Strategy for the Borough

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 schedule of meetings of Northamptonshire County Council's Health and Social Care Scrutiny Committee are:-
 - 5 September 2012
 - 28 November
 - 27 February 2013 – commencing at 10:00am

Brief Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Lee Mason

16th July 2012

www.northampton.gov.uk/scrutiny

Call 01604 837408

E-mail: ttiff@northampton.gov.uk 69



PUBLISHED:

NORTHAMPTON
BOROUGH COUNCIL

FORWARD PLAN

FOR THE PERIOD 1 AUGUST 2012 TO 30 NOVEMBER 2012

What is a Forward Plan?

The Forward Plan is a list of the key decisions, which are due to be taken, by the Cabinet during the period covered by the Plan. The Council has a Statutory duty to prepare a Forward Plan. The Plan is updated monthly and is available to the public 14 days before the beginning of each month. It covers a 4-month rolling period. It can be accessed from the One Stop Shop and/or the Council website www.northampton.gov.uk.

What is a Key Decision?

A key decision in the Council's constitution is defined as:

- Any decision in relation to the Executive function* which results in the Council incurring expenditure which is, or the making of saving which are significant having regard to the Council's budget for the service or function to which the decision relates. For these purposes the minimum financial threshold will be £250,000;
- Where decisions are not likely to involve significant expenditure or savings but nevertheless are likely to be significant in terms of their effects on communities in two or more wards or electoral divisions; and
- For the purpose of interpretation a decision, which is ancillary or incidental to a Key decision, which had been previously taken by or on behalf of the Council shall not of itself be further deemed to be significant for the purpose of the definition.

* Executive functions are those, which are the responsibility of the Cabinet as opposed to, for example, regulatory functions, which are the responsibility of the Council's Planning or Licensing Committees.

Who takes Key Decisions?

Under the Council's constitution, key decisions are taken by

- Cabinet
- The Leader or Deputy Leader (in matters of urgency only)
- Individual officers acting under delegated powers (it is rare for any decision delegated to an officer to be a key decision)

Are only Key Decisions listed in the Forward Plan?

The Council only has a statutory obligation to publish only Key Decisions on the Forward Plan. However, the Council has voluntarily decided to list non-key Cabinet decisions on the Plan as well. In order to clarify matters on the Plan, Key decisions have a  symbol next to the item.

What does the Forward Plan tell me?

The Plan gives information about:

- What key and non-key decisions are coming forward in the next four months (these decisions have a symbol next to them)
- Other non-key Cabinet decisions that are coming forward in the next four months
- Whether the decision will be taken in public or private
- When those key decisions are likely to be made
- Who will make those decisions
- What consultation will be undertaken
- Who you can contact for further information

Who is the Cabinet?

The Members of the Cabinet and their areas of responsibility are:

Councillor David Mackintosh	Leader of the Council	clr.dmackintosh@northampton.gov.uk
Councillor John Caswell	Deputy Leader and Cabinet Member for Environment	clr.jcaswell@northampton.gov.uk
Councillor Alan Bottwood	Cabinet Member for Finance	clr.abottwood@northampton.gov.uk
Councillor Tim Hadland	Cabinet Member for Regeneration, Enterprise and Planning	clr.thadland@northampton.gov.uk
Councillor Mary Markham	Cabinet Member for Housing	clr.mmarkham@northampton.gov.uk
Councillor Brandon Eldred	Cabinet Member for Community Engagement	clr.beldred@northampton.gov.uk

What is the role of Overview and Scrutiny?

The Council has one Overview and Scrutiny Committee that appoints three Panels for Environment, Housing and Planning & Regeneration.

The Committee and Panels role is to contribute to the development of Council policies and to consider any matter affecting the area of Northampton or its citizens. In addition, the Committee also scrutinises decisions of the Cabinet. Dates of these meetings and other Council meetings can be found at www.northampton.gov.uk





How and who do I contact?

Each entry in the Plan indicates the names of all the relevant people to contact about that particular item. Wherever possible, full contact details are listed in the individual entries in the Forward Plan. They can also be reached via the switchboard 0300 330 7000.

For general information about the decision-making process please contact Democratic Services at The Guildhall, St Giles Square, Northampton NN1 1DE
Tel: 01604 837722, E-mail: democraticservices@northampton.gov.uk
Councillor David Mackintosh Leader of Northampton Borough Council





 = Key Decision

Forward Plan : 1 August 2012 to 30 November 2012

Subject	Expected Decision to be Made ( = KEY decision)	Decision to be made by	Expected Date of Decision	Key or Non-Key Decision	Who Will be consulted	How will they be consulted	Report Published /Portfolio Holder/ Contact Officer
Enterprise Zone Business Plan and Financial Model	 For Cabinet to approve the principles and approach set out.	Cabinet	12 Sep 2012	KEY	SEMLEP EZ Board, WNDC.	Briefings	04-09-2012 Cllr Hadland Chris Cavanagh, Head of Regeneration and Development ccavanagh@northampton.gov.uk
Community Centres- Appointment of Management Organisation(s)	To approve the appointment of community organisation(s) to run one or more community centre(s)	Cabinet	12 Sep 2012	NON-KEY	Local community organisations, ward councillors, support organisations (Community Matters, Northampton Volunteering Centre, Locality etc), NBC Asset Management, Finance and Legal Services.	Regular meetings of project team and programme board; direct enquiry.	04-09-2012 Cllr Eldred Nicci Marzec, Head of Partnership Support nmarzec@northampton.gov.uk
Extension of Cleaning Services	 Approval to extend the cleaning service to flats and maisonettes that do not currently receive a service and review arrangements for existing services.	Cabinet	12 Sep 2012	KEY	All those tenants affected will be consulted individually.	By survey and information leaflets.	04-09-2012 Cllr Markham Mary Wood, Interim Head of Landlord Services mwood@northampton.gov.uk
Designation of the Spring Boroughs Neighbourhood Plan Area	 Approve the application of a Neighbourhood Planning Area	Cabinet	12 Sep 2012	KEY	Not applicable	Not applicable.	04-09-2012 Cllr Hadland Sue Bridge, Head of Planning sbridge@northampton.gov.uk




 = Key Decision

Forward Plan : 1 August 2012 to 30 November 2012

Subject	Expected Decision to be Made ( = KEY decision)	Decision to be made by	Expected Date of Decision	Key or Non-Key Decision	Who Will be consulted	How will they be consulted	Report Published /Portfolio Holder/ Contact Officer
Kingsley Article 4 Direction	 Kingsley Article 4 Direction to be confirmed	Cabinet	12 Sep 2012	KEY	The consultation has already taken place. There has been one formal objection to the making of the Article 4 Direction Order. Cabinet need to consider this objection in a quasi legal capacity.	No further consultation required	04-09-2012 Cllr Hadland Sue Bridge, Head of Planning sbridge@northampton.gov.uk
Property Strategy	 Approval appropriate delegation arrangements for specific decisions.	Cabinet	12 Sep 2012	KEY	Management Board and Cabinet Members.	Discussion and Call Over.	04-09-2012 Cllr Markham Bill Lewis, Head of Finance blewis@northampton.gov.uk
Developer Contributions Supplementary Planning Document (SPD)	 To set out the representations received as a result of the public consultation and associated officer responses, together with any resultant amendments to the draft SPD. Following consideration of the responses and any proposed amendments, adoption of the SPD.	Cabinet	3 Oct 2012	KEY	Consultation would have been undertaken in conformity of the planning regulations.	Email notification, advert notice, press release, hard copies at libraries and One Stop Shop.	25-09-2012 Cllr Hadland Richard Palmer, Planning Policy Team Leader




 = Key Decision

Forward Plan : 1 August 2012 to 30 November 2012

Subject	Expected Decision to be Made ( = KEY decision)	Decision to be made by	Expected Date of Decision	Key or Non-Key Decision	Who Will be consulted	How will they be consulted	Report Published /Portfolio Holder/ Contact Officer
Affordable Housing Interim Statement - Adoption	 Adoption of the Affordable Housing Interim Statement	Cabinet	3 Oct 2012	KEY	The document has been subject to extensive consultation. This includes internally and externally with developers/registere d housing providers/landowner s, landlords, general public, other interest groups and those on the Local Development Framework database (over 500 notifications)	Via a variety of media, notices within the local press, email, letter, website, making the document available in libraries and in the One Stop Shop	25-09-2012 Cllr Hadland Sue Bridge, Head of Planning sbridge@northampton.gov.uk
Protocol for preparation of a Neighbourhood Development Plan within Northampton under the Localism Act 2011	 Approve a protocol for determining Neighbourhood Planning areas for civil parished and non-parished areas within the Borough; and the prioritisation for the allocation of NBC resources for Neighbourhood Planning.	Cabinet	3 Oct 2012	KEY	Not Applicable	Not Applicable	Sue Bridge, Head of Planning sbridge@northampton.gov.uk

 = Key Decision

Forward Plan : 1 August 2012 to 30 November 2012

Subject	Expected Decision to be Made ( = KEY decision)	Decision to be made by	Expected Date of Decision	Key or Non-Key Decision	Who Will be consulted	How will they be consulted	Report Published /Portfolio Holder/ Contact Officer
Housing Allocations Scheme	 Approval of the Housing Allocations Scheme	Cabinet	12 Dec 2012	KEY	All customer on the housing register, housing association partners, statutory and voluntary agencies, elected members, trade union staff at NBC and community forums/community organisations and faith groups.	Questionnaire, one to one meetings, surgeries, focus groups, forums, drop in sessions and letters.	04-12-2012 Cllr Markham Fran Rodgers, Head of Strategic Housing frodgers@northampton.gov.uk
Property Services Materials	Approval of the most efficient and economic method to provide materials for Property Services Staff to repair council houses and corporate properties.	Cabinet	14 Nov 2012	NON-KEY	Unions and affected staff.	Regular meeting and updates.	06-11-2012 Cllr Markham Mary Wood, Interim Head of Landlord Services mwood@northampton.gov.uk
Tenancy Strategy 2012-2013	 Approve the Tenancy Strategy and the accompanying Tenancy Policy.	Cabinet	12 Dec 2012	KEY	Private Registered Providers, Homes and Communities Agencies, Management Board, Housing, Planning, General Public (12 week consultation) Tenants and households on the Housing Register.	16 week consultation with documents on the internet for comments with a purpose built questionnaire. Awareness Session in the Great Hall for all Consultees, Tenants Area Panels in July and internal briefing sessions for staff.	Cllr Markham 04-12-2012 Gary Parsons, Housing Strategy and Performance Manager gparsons@northampton.gov.uk