COUNCIL MEETING – 27 FEBRUARY 2018
REPORT OF THE PARTNERSHIPS AND PERFORMANCE COMMITTEE

Present: Councillors Graves (Chairman), Gough (Vice Chairman), Allebone and Simmons.

Also present: Miss K Denton, (Assistant Director) and Mr S Whiteley (Electoral Services Team Leader).

(Councillors G Lawman and B Emerson attended as observers. Councillor M Griffiths attended to speak on agenda item 5. Mr N Hayton, Ms M Mistry and Mr J Bruce (Teamwork Trust) attended to deliver a presentation.)

1. APOLOGIES FOR ABSENCE

RESOLVED to note that apologies for absence were received from Councillors Aslam and Maguire.

2. DECLARATIONS OF INTEREST

RESOLVED to note that there were no declarations of interest.

3. CONFIRMATION OF MINUTES

RESOLVED that the minutes of the meeting held on 25 September 2017 be confirmed and signed.

4. PRESENTATION FROM TEAMWORK TRUST

The annexed circulated report of the director was received to introduce the presentation from Teamwork Trust. The chairman welcomed Mr N Hayton, Mr J Bruce and Ms M Mistry from Teamwork Trust to deliver their presentation.

Mr Bruce outlined their roles within the organisation and the functions of Teamwork Trust both within the borough and across the county. He went on to explain how the organisation was developing, including an increase in service user engagement across all objectives, the provision of the service to vulnerable people and decisions taken to diversify funding streams from over-reliance on public sector funding. Ms Mistry explained the different ways the organisation received referrals from members of the public and healthcare services.

Mr Hayton provided members with information regarding the specific programmes undertaken by Teamwork Trust, including counselling services, mindfulness courses and working with specialist schools to provide work experience programmes. He went on to demonstrate some of the accolades received by Teamwork Trust from the Cabinet Office and the Wellingborough Chamber of Commerce. Mr Bruce then closed the presentation by outlining the future objectives of Teamwork Trust, and future and partnership funding opportunities within both the private and public sectors.
Members thanked Teamwork Trust for their presentation, and for the work undertaken in the borough in general and particularly on mental health issues.

**RESOLVED** that the presentation from Teamwork Trust be noted.

5. **CASTLE THEATRE - PROGRESS REPORT**

The annexed circulated report of the director was received to provide a review of the Castle Theatre in 2017, looking forward to the plans for 2018.

The chairman began the discussion by recognising and remembering the life and work of Cyril Hunter, a well-respected local member of the public and previous employee of the council who had been heavily involved with The Castle Theatre and had recently passed away.

Members discussed the report and the improvements that had been made following the handover to the council from the administrators. Members also discussed the challenges faced by the operation of a smaller theatre and the increased competition in the local area following the initial opening of The Castle back in 1995.

Members expressed thanks at the information included in the report and acknowledged the positive progress made during the year.

The chairman invited Councillor Griffiths (Leader of the Council) to read a prepared statement on The Castle. Councillor Griffiths outlined that the administrators had projected that The Castle would take three years to re-open and the council had managed to re-open the theatre within three months. He commended the work undertaken by officers, members and the management team at The Castle to ensure operations continued and prepared the theatre for the tender process currently underway.

**RESOLVED** that the report be noted.

6. **PERFORMANCE: COMPLIMENTS, COMMENTS, COMPLAINTS AND FREEDOM OF INFORMATION – 1 APRIL 2017 TO 30 SEPTEMBER 2017**

The annexed circulated report of the director was received to inform the committee of the council’s performance, including Wellingborough Norse, during the first half of 2017/18 in handling customer feedback, including complaints which have been referred to the Local Government Ombudsman (LGO).

Members discussed the increase in compliments for Wellingborough Norse and recognised that by the nature of their service provision, Wellingborough Norse was likely to continue to receive the highest numbers of compliments as well as complaints.

Members also discussed that potential changes to performance indicators could see a change in the number of complaints received, and that some requests for service may have been incorrectly identified as complaints.
Members considered that more work could be done to promote the different organisations and levels of local government responsible for service provision to the public, which could also have an impact on the number of comments received.

**RESOLVED** that the report be noted.

Chairman

The meeting closed at 7.55pm.