

COUNCIL MEETING – 17 JULY 2018

REPORT OF THE AUDIT COMMITTEE

24 April 2018

Present: Councillors L Lawman (Chairman), Francis, Henley, Lloyd, Simmons and Patel.

Also present: Mrs L Elliott, (Managing Director), Mr M Watkins, (Head of Internal Audit at CW Audit Services), Mr J Cornett, (Manager at KPMG), Mrs S Knowles (Assistant Director & S151 Officer) and Miss N Harewood (Governance Officer).

1. APOLOGIES FOR ABSENCE

RESOLVED to note that apologies were received from Councillor Gough.

2. DECLARATIONS OF INTEREST

RESOLVED to note that in accordance with the Localism Act 2011, the council's code of conduct and the council's constitution, the under-mentioned councillors declared an interest in the following items:

| Councillor | Minute | Report Title | Reason |
|-------------------|---------------|---|---|
| L Lawman | 4 | External Audit Plan for 2017-18 Accounts. | Personal – L Lawman is a member of the pension plan and her husband, Councillor G Lawman is the chairman. |

3. CONFIRMATION OF MINUTES

RESOLVED that the minutes of the meeting held on 19 September 2017 be confirmed and signed.

4. EXTERNAL AUDIT PLAN

The annexed circulated report of the section 151 officer was received to inform members of KPMG external Audit Plan for 2017-18 accounts.

The KPMG Manager for the council presented the report and explained that two significant audit risks and two areas of audit focus, noted below, were identified as part of the risk assessment process.

- 1st significant audit risk – Valuation of pension liabilities
- 2nd significant audit risk –Valuation of land and buildings
- 1st area of focus –related party disclosure
- 2nd area of focus – delivery of budgets

The KPMG manager summarised the details of each risk and area of focus and outlined KPMG's approach in addressing these; he assured members that the audit risks and areas were typical of a local authority and were not areas for concern. It was confirmed that an additional £1,875 had been approved and would be added the fee that KPMG would receive this year. The scale fee paid to KPMG for 2017/18 has remained unchanged.

RESOLVED that the External Audit plan for 2017-18 be noted.

5. ANNUAL AUDIT LETTER

The annexed circulated report of the s151 officer was received to place the Annual Audit Letter for 2016-17 as issued by the council's external auditor, KPMG before the audit committee.

Members were informed that the letter was the finalisation of the 2016-17 accounts and was required to be presented to the audit committee.

Clarity was sought in relation to the review process of control account reconciliations. The s151 officer advised that this was now performed at monthly intervals with a view to move to quarterly once the process is more stable.

RESOLVED that the Annual Audit Letter be noted.

6. CERTIFICATION OF CLAIMS AND RETURNS – ANNUAL REPORT 2016-2017

The annexed circulated annual report of the s151 officer was received on the certification of grants and claims 2016-17 before the audit committee.

The KPMG manager advised members that they had decided to report the certification of grants and claims via letter this year. He confirmed that their work did not identify any issues or errors and KPMG certified the claim unqualified without amendment for a further consecutive year.

Members noted the hard work of officers and it was proposed by Councillor Henley and seconded by Councillor Simmons that a letter of thanks should be sent to congratulate them on their hard work.

RESOLVED that the report on the certification of claims and returns 2016-17 be noted.

7. STRATEGIC INTERNAL AUDIT PLAN – APRIL 2018 TO MARCH 2021

The annexed circulated report of the s151 officer was received to present the strategic internal audit plan for consideration and approval by the audit committee.

Members were advised that as part of the council's obligation to undertake an adequate and effective internal audit of its accounting records and of its system of internal control, prior to the start of each financial year, the level and extent of internal audit coverage of the council's activities were considered. The Head of Internal Audit at CW Audit Services described how the requirement had been approached and presented the plan of work for the next three years. He advised that the Strategic internal plan had been cross referenced with the corporate risk register.

He explained that there has been an increase in the number of audit days in 2018-19 due to a delay in some service areas in 2017-18 which had been carried over.

RESOLVED that the strategic internal audit plan be approved.

8. PROGRESS REPORT ON INTERNAL AUDIT ACTIVITY FOR 2017/18

The annexed circulated report of the s151 officer was received to brief members on the work carried out by the internal audit service for the first eleven months of the 2017-18 financial year.

The Head of Internal Audit presented his report to members and confirmed that all reviews had been given a significant level of assurance except the Norse Contract – Facilities Management, Anti-fraud and Corruption and the Wellingborough Market. The reasons for the lower level of assurance are as detailed:

- Finance & Income Systems (Creditors) – There are a residual level of invoices passed that are not supported by a purchase order. It was agreed to bring the recommendations to the next audit committee.
- Norse Contract – Facilities Management – Officers would review the report recommendation in line with the overall Norse performance review
- Anti-fraud and Corruption – The S151 officer confirmed an internal review will be undertaken.
- Wellingborough Market – The market working group will formalise a plan on how to move forward with the market based on income and expenditure.

The s151 officer circulated the members briefing note - Internal Audit progress report 2017-18. The head of internal audit at CW Audit Services addressed the areas for concern with a level of insurance at moderate and limited. The key issues arising included:

- The leisure services contract management. It was agreed by all that provisions are put in place to ensure monitoring is undertaken
- Human resources – agency staffing. There was heavy expenditure on agency staff. This would be reviewed ensuring checks and balances were carried out and that agencies were procured correctly.

Clarity was sought into the three year review of General Data Protection Regulation. It was explained by Mr Watkins that sufficient work will have been completed by the 25 May 2018 implementation date and that the process will be under ongoing review.

RESOLVED that the progress report on internal audit activity be noted.

Chairman

The meeting concluded at 9pm.

COUNCIL MEETING – 17 JULY 2018

REPORT OF THE DEVELOPMENT COMMITTEE

11 June 2018

Present: Councillors Carr, (Chairman), Skittrall, (Vice-Chairman), Bell, Ekins, Graves, G Lawman, Maguire and V Waters.

Also present: Mrs V Jessop (Assistant Director/Committee Manager), Mrs V Phillipson, (Principal Property and Projects Manager), Mrs S Bateman, (Senior Planning Officer), Mr J Udall, (Design and Conservation Officer), Mr D Tanzer, (Housing Development Officer) and Mrs C A Mundy, (Democratic Services Officer).

(Councillors Griffiths attended as an observer).

1. APOLOGIES FOR ABSENCE

RESOLVED to note that apologies for absence were received from Councillors Anslow, Emerson, L Lawman, Partridge-Underwood, Patel, Walia and Watts.

2. DECLARATIONS OF INTEREST

RESOLVED to note that in accordance with the Localism Act 2011, the council's code of conduct and the council's constitution, no declarations were made.

3. CONFIRMATION OF THE MINUTES OF THE DEVELOPMENT COMMITTEE HELD ON 19 MARCH 2018

The minutes of the development committee of 19 March 2018 were received.

RESOLVED that the minutes of the development committee, of 19 March 2018, be approved.

4. LOCAL PLAN – UPDATE

The annexed circulated report of the director was received to update members on the progress of the Plan for the Borough of Wellingborough (PBW) and to seek endorsement to the actions taken by the director in consultation with the chairman and vice-chairman.

The plan had been submitted to the Secretary of State on 30 January 2018, and some modifications, details of which were appended to the report, had been made. Hearing sessions were held during the weeks commencing 9 April and 23 April. Additional information was submitted during the hearing sessions by both the council and other participants. The council suggested a number of modifications as part of the responses to representations and main issues. The examination hearing sessions were a positive, iterative process, whereby the Inspector identified elements of the PBW which he considered

would benefit from modification and provided the council with an opportunity to propose detailed wording. All of the modifications proposed have been separated following discussions with the Inspector into 'main modifications', 'minor modifications' and 'Policies Maps Modifications'. The Inspector has confirmed that he is content for the list to be subject to public consultation.

Members discussed the modifications and raised queries in regard to some of the suggestions. The senior planning officer informed members that only the suggested modifications could be commented on at this stage and that any comments should be raised during the consultation.

Councillors asked when the consultation would commence and for how long. The senior planning officer confirmed that because a further report was needed this would commence in early July and would be for a six week period. Some concern was expressed that this was not the ideal time due to the holiday season and the officer was also asked to inform parish councils that this would be taking place as a number did not meet in July/August.

RESOLVED that:

- (i) The progress made on the Plan for the Borough Wellingborough be noted;
- (ii) The modification agreed by the director in consultation with the chairman and vice-chairman, as appended to the report, be endorsed.

5. PROPOSED CONSERVATION AREA CHARACTER APPRAISAL AND EXTENSION FOR ECTON

The annexed circulated report of the director was received to update members on the consultation responses received and to seek approval to adopt the final version of the Ecton Conservation Area Character Appraisal and extension.

Appended to the report were the following:

- Consultation responses;
- The character appraisal;
- Conservation area map.

Members praised officers for the work in bringing this to fruition.

- R1** **RECOMMENDED** that approval be given to the proposed Ecton Conservation Area Character Appraisal and extension to the area being adopted.

6. FUTURE DELIVERY OPTIONS – WELLINGBOROUGH MARKET

The annexed circulated report of the director was received to seek approval to undertake early engagement with potential outdoor market place operators.

Following recommendations by the National Association of British Market Authorities (NABMA) suggestions had been implemented to improve the

market; this had not resulted in any significant improvements to market offer, number of traders and financial performance.

Officers wished to undertake early engagement to see what services could be offered by a future market operator, at no cost to the council.

Appended to the report were the following:

- Market health check – September 2014;
- Market layout report – February 2016;
- Actions/interventions – Wellingborough market.

The market working group had discussed the current position with the market in detail and the report detailed the following options:

- Option A – continue with the current arrangements, undertaking the NABMA recommendations to try to implement cost savings, to reduce loss;
- Option B – undertake early engagement with potential outdoor market operators;
- Option C – Close the market.

Members asked for clarification over whether, should option B be chosen, current market traders would be able to form a co-operative as a potential operator. Officers clarified that they could if they wished to do so.

RESOLVED that approval be given to early engagement being undertaken to identify if there was any interest from anyone in running the market.

7. DRAFT HOUSING PLAN 2018-23

The annexed circulated report of the director was received to seek approval with the draft housing plan being put out for consultation.

The Assistant Director, Mrs Jessop, thanked the chairman for allowing this report to be brought forward to development committee, to enable the consultation to be implemented. She explained that the results of the consultation would be submitted to the services committee in September 2018.

Appended to the report was the draft housing plan.

Members referred to the delivery of new affordable homes and the revised figure, with some having concern over the 90 units per year and where these homes would come from. The assistant director clarified that the original figure of 74 units per annum in the last plan had been achieved ahead of schedule and an increased stretch target of 90 units should be achievable. This target as outlined in the draft plan is based on recent delivery rates.

Councillor Maguire considered that 90 units was not sufficient and thought that the target should be 159 units per year and he proposed an amendment to this

affect. This did not find a seconder as it was considered that this would not be achievable.

The chairman reminded members that this was a consultation document and therefore personal views could be expressed.

Members concurred that there was a need for more social housing, housing for the elderly such as bungalows and accessible apartments. There was also concern that not enough exception sites were coming forward for rural communities and that this should also be supported.

The consultation would start at the end of June and would last for four weeks and would be with stakeholders. One member considered that four weeks was insufficient over the summer period and that again parish councillors should be notified as soon as possible that this document was coming forward for consultation. Officers explained that a housing plan was needed this year, as the former one expires, and would be put before the September services committee hence the short consultation period, though it was reiterated that there had already been extensive consultation on this matter at the housing event held for stakeholders last November.

RESOLVED that approval be given to the draft housing plan 2018-23 being consulted on with stakeholders.

(Councillor Maguire asked that his vote against this be recorded.)

Chairman

The meeting concluded at 7.55pm.

COUNCIL MEETING – 17 JULY 2018

REPORT OF THE ADDITIONAL RESOURCES COMMITTEE

2 May 2018

Present: Councillor Griffiths (Chairman), and Councillors Partridge-Underwood, (Vice-Chairman), Emerson, Francis, Graves, Henley, G Lawman, L Lawman, Scarborough, Simmons and Ward.

Also present: Mrs L Elliott (Managing Director), Miss J Thomas (Director/Monitoring Officer), Mrs V Jessop (Assistant Director), Mrs P McCourt (Senior Housing Officer) and Miss N Harewood (Governance Officer).

(Councillor Skittrall attended as an observer).

1. APOLOGIES

Apologies were received from Councillors Allebone, Carr, Hallam and Morrall.

2. DECLARATIONS OF INTEREST

RESOLVED to note that in accordance with the Localism Act 2011, the council's code of conduct and the council's constitution, there were no declarations made.

3. EXCLUSION OF PRESS AND PUBLIC

RESOLVED that the press and public be excluded from the meeting during consideration of the following items in accordance with section 100A(4) to the Local Government Act 1972 on the grounds that they would involve the likely disclosure of exempt information of the description shown in schedule 12A to the Act.

| Minute No. | Item | Exemption |
|------------|-------------------------|-----------|
| 4 | Housing Options Service | E3 |

4. HOUSING OPTIONS SERVICE

The annexed circulated exempt report of the managing director was received in relation to the current issues faced by the housing options service and on the future delivery of homelessness and allocations services.

The report highlighted the issues raised by the council in delivering the statutory homeless duties and set out the options for delivery.

Appended to the report were the following:

Appendix 1: Option appraisal and cost analysis

- Appendix 2: Structure chart and staff proposal for TUPE
- Appendix 3: Timetable for the tender process with East Northamptonshire Council.
- Appendix 4: Outline for a service specification
- Appendix 5: Options for temporary accommodation – use of capital homeless mitigation fund.
- Appendix 6: Recommendations from the Ministry of Housing, Communities and Local Government.

Members thanked officers for providing more clarity in this report which highlighted the issues faced by the council in delivering its statutory homeless duties. The report set out the necessary information to enable a decision to be made on whether the council should continue to provide the service by funding additional posts, or alternatively to enter into a contract with a qualified housing provider.

Members discussed the delivery options available to improve the service and benefit the customer. The options presented were:

- Option 1: Retain in house;
- Option 2: Share with another council;
- Option 3: Tender for a service through a joint or sole procurement.

Members acknowledged that the service was experiencing an increased level of homeless applications resulting in additional pressures both on its staff and finances. Members were also sympathetic to the emotional impact on the staff in dealing with cases concerning safeguarding.

Some members remained concerned that the report did not explain how the options would be achievable in practice, particularly in the absence of additional finance and staff resourcing. Clarification was sought on this issue and on the demand for accommodation outweighing supply. The assistant director explained that the new housing act provisions focus on prevention. A performance contract would be put in place with targets around prevention. A housing association would be likely to have more resources to do this.

Members sought clarification over whether this meant that a housing association would be better equipped than the current housing team. The assistant director clarified that a number of the team were absent through sickness, and this meant that the team was struggling with the volume of cases and staff resources were being diverted from enabling more new affordable homes.

Members discussed in further detail; some had reservations on the proposal to go out to tender for a service through a joint or sole procurement as in option 3, and having a preference to retain the service in house in line with option 1.

They considered that option 2, sharing the responsibility with another council was less viable due to the current uncertainties relating to local government.

It was proposed that approval be given for officers to investigate further the soft market test for the outsourcing of the housing options and homelessness service.

Under rule 4.2.13 (d) of the constitution more than three councillors made a request for a recorded vote on this item.

The following votes were cast:

For: Councillors Graves, Griffiths, G Lawman, L Lawman, Partridge-Underwood, Simmons, Ward (no.7);

Against: Councillors Emerson, Francis, Henley and Scarborough (no.4);

Abstention: None

Absent: Councillors Allebone, Carr, Hallam and Morrall (no.4).

The motion was declared carried with 7 votes in favour, 4 against and no abstentions.

RESOLVED that approval be given:

- (i) to a soft market test, for the outsourcing of the housing options and homelessness service, to be undertaken;
- (ii) to a further report being presented to resources committee on 13 June 2018, on the results of the market engagement, with indicative costs for agreement on the future service delivery model.

Chairman

The meeting concluded at 8pm.

COUNCIL MEETING – 17 JULY 2018

REPORT OF THE RESOURCES COMMITTEE

13 June 2018

Present: Councillor Griffiths (Chairman), and Councillors Allebone, Bell, Carr, Graves, Harrington, Henley, Morrall, Scarborough, Simmons and M Waters.

Also present: Mrs L Elliott (Managing Director), Mrs B Gamble (Director), Miss J Thomas (Director/Monitoring Officer), Miss K Denton, Mrs V Jessop, and Mrs S Knowles (Assistant Directors), Mrs V Phillipson (Principal Property and Projects Manager), Mr S Whiteley (Electoral Services Team Leader), Mr J Hodgson, (Private Sector Housing Team Leader) and Miss E McGinlay (Electoral Services Officer).

1. APOLOGIES

Apologies were received from Councillors Emerson, Francis, L Lawman and Partridge-Underwood.

2. DECLARATIONS OF INTEREST

RESOLVED to note that in accordance with the Localism Act 2011, the council's code of conduct and the council's constitution, the following declarations were made:

| Councillor | Minute no. | Reason |
|-------------------|---|-------------------------------------|
| Allebone | Min. 5 - 3G Sports Pitch | Personal – knew one of the speakers |
| Bell | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |
| Carr | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |
| Harrington | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |
| Henley | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |
| Morrall | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |
| Scarborough | Min. 4 - High Street/ Jacksons Lane site | Personal – knew one of the speakers |

3. CONFIRMATION OF THE MINUTES OF THE RESOURCES COMMITTEE MEETING HELD ON 21 MARCH 2018 AND OF THE ADDITIONAL RESOURCES COMMITTEE HELD ON 2 MAY 2018

The minutes of the resources committee held on 21 March 2018 and of the additional resources committee held on 2 May 2018 were received.

RESOLVED that the minutes of the resources committee held on 21 March 2018, and of the additional resources committee held on 2 May 2018, be confirmed and signed.

4. AMENDMENT TO ORDER OF BUSINESS

In accordance with clause 4.2.11 (c) of the constitution the chairman proposed a change to the order of business on the agenda to hear agenda items 13, 9, 16 and 15 first, as three of the items had one or more members of the public who wished to address the meeting. This was seconded by Cllr Graves and on being put to vote, the motion was carried.

RESOLVED that the order of business be changed and that agenda items 13, 9, 16 and 15 be heard first.

5. HIGH STREET/JACKSONS LANE SITE

The annexed circulated joint report of the directors was received in relation to a request from the police to close the temporary car park at the rear of the Drill Hall, due to anti-social and criminal behaviour.

The report detailed the concern of the police, who had met with Wellingborough Norse and community safety and environmental health officers at the temporary car park to the rear of the Drill Hall following a number of crimes being reported. There was evidence of persistent drug use, stolen goods, car vandalism, littering, aggressive driving, public sex and potential drug deals within the area.

Additional police and Wellingborough Norse patrols had been put in place but had not resolved the continuing problem; the police crime prevention officer had therefore requested that the temporary car park be closed to the public.

Closure would mean a reduction of 84 car parking spaces although it was considered that these spaces could be accommodated on the current High Street car park and in the multi-storey car park or other car parks within the town centre.

Requests to address the meeting had been received from 11 speakers and were approved by the chairman. The speakers were heard in the following order:

- Maxine Richardson
- Cynthia Bailey

- Barbara Tungaraza
- Gordon Kerr
- Mervin Painton
- Martha McInnes
- Richard Hartnell
- Tracy Meadows
- Claire Ette
- Councillor Jonathon Ekins
- Inspector Sharan Wildman

The speakers addressed the committee and shared their concerns and frustrations about the potential car park closure. The general view of the speakers was that the anti-social behaviour should be dealt with by the police and the council, and that the problem would only move to another location if the car park was closed. The speakers deemed the closure to be harmful to local businesses as it would give shoppers and community users less space to park, which may result in them choosing to use other facilities instead of the ones near the High Street. There was also a view that closing the car park was the first stage in a process to close the whole of the High Street/Jacksons Lane car park because of the recent planning permission granted on the site.

Inspector Sharan Wildman addressed the committee and confirmed that the preferred option of the police would be to close the car park as it attracts serious vehicle crime that has not been deterred by police patrols. It was confirmed that the serious crimes included sexual acts with vulnerable young adults and drug abuse. This primarily took place from late afternoon onwards, but there was also some antisocial and criminal activity during the day time.

The inspector explained that the police, in conjunction with the council and Wellingborough Norse, had commissioned investigations to try to find a resolution to the issues and concluded that the closure of the car park would be the most viable option.

Members questioned the inspector on the likelihood of the same result from alternative solutions, such as adding a barrier, installing CCTV and improving the landscape of the car park. She confirmed that the alternatives may help the problem but the preferred option of the police would still be to close the car park as it gave a faster resolution to the issue which was likely to be more effective.

Members discussed the concerns of both the public and the police, and deemed the risk to the public of keeping the temporary car park open to be too high. It was agreed that there were sufficient car parking spaces in the rest of the Jacksons Lane car park and surrounding car parks for the public to use.

Cllr Scarborough proposed that the resolution be agreed as printed.

The chairman proposed an amendment as follows:

“that a review of the situation be carried out in 6 months”.

This amendment was seconded by Cllr Graves and on being put to vote declared carried.

The chairman also expressed concern about the vegetation in the temporary car park and requested that Wellingborough Norse reduce it at the same time as closing the car park in an effort to deter anti-social behaviour by non-car users.

RESOLVED that the temporary car park at the top of Derek Hooton Way be closed, as soon as possible, as recommended by Northamptonshire Police, to address anti-social and criminal behaviour; such closure to be reviewed by the committee in six months.

6. EXTENSION OF MEETING

In accordance with clause 4.2.11 (l), the chairman proposed that the meeting continue beyond three hours in duration to enable the business on the agenda to be concluded. This was seconded by Councillor Scarborough and on being put to the vote declared carried.

RESOLVED that the meeting continue to enable the business on the agenda to be concluded.

7. 3G SPORTS PITCH FUNDING AND UPDATE

The annexed circulated report of the director was received in relation to the progress of the 3G pitch proposed for Redwell Leisure Centre and to seek confirmation to the in principle decision to contribute £300K of capital funding towards the project as part of the capital programme.

Resources committee had recommended in September 2016 that the sum of £300,000 of capital funding be approved, in principle, for the funding of the installation of a new 3G football pitch and floodlights at Redwell Leisure Centre.

Since then, a planning application (ref: WP/17/00378/FUL) had been submitted and approved at the planning committee of 6 June 2018.

A pre-tender estimate had been produced which identified a revised cost of around £662,000. The Football Foundation had confirmed that it would fund the project up to the full tender price over and above the council's £300k capital contribution and project development costs.

Appended to the report was the timetable for the construction of the 3G pitch. The report detailed the tender exercise that would be undertaken following the approval of the planning application.

Before this item was debated the chairman addressed the committee and proposed that an additional resolution be added, in order to provide additional open space in the area, as follows:

- 4.3 a minor amendment to the service level agreement with Wellingborough Norse be approved to include the area between Holcot Close, Wellingborough and the A5193 (Harrowden Road) in mowing schedules, the detail of such change to be negotiated with Wellingborough Norse by the managing director or her representative.

Requests to address the meeting had been received from four speakers and were approved by the chairman. The speakers were heard in the following order:

- Stuart Coles
- Anthony Froggatt
- Shona Gould
- Anne Coles

Each speaker addressed the committee to share their views on the 3G sports pitch proposed for Redwell Leisure Centre. The speakers raised concerns about their view that the council had not taken into account other potential financial risks of funding the pitch, such as noise complaints costs, potential court case costs and funding shortfalls.

The speakers also highlighted instances where similar pitches had been removed or had been forced to move sites due to noise and lighting pollution complaints from neighbouring residents.

The managing director confirmed that a feasibility study, risk assessment and cost estimate had been completed. She confirmed that the report brought to the resources committee on this occasion was purely to get approval for the capital funding for the pitch that had already been agreed in principle by members of the committee.

The principal property and projects manager addressed the committee and confirmed that the number of pitches closed due to complaints was a very small percentage of the total number of pitches. She went on to confirm that the Football Foundation had already confirmed their willingness to cover the additional funding needed, so it was unlikely there would be a shortfall in funding for the project.

Members discussed the report and debated whether the issues raised by the speakers regarding the 3G pitch had been fully considered. Some members raised concerns that the business case for the project had not been put before the committee for review. It was confirmed by officers that the project would not progress until a business case and sports development plan had been submitted to the Football Foundation and funding was secured.

The chairman highlighted that the project would meet many of the council's priorities (PRIDE) and that it was a positive step forward for the borough.

He put the recommendation, along with the addition of 4.3 above, to the committee, and this was seconded by Cllr Graves and declared carried.

R1 RECOMMENDED that approval be given to the sum of £300,000, for the 3G pitch at the Redwell Leisure Centre, being added to the capital programme, as agreed in principle.

RESOLVED that:

- (i) a minor amendment to the service level agreement with Wellingborough Norse be approved to include the area between Holcot Close, Wellingborough and the A5193 (Harrowden Road) in mowing schedules, the detail of such change to be negotiated with Wellingborough Norse by the managing director or her representative;
- (ii) a report be commissioned to present to services committee on the facilities to be provided at Redwell Leisure Centre.

8. HOUSING OPTIONS SERVICE

The annexed circulated report of the managing director was received in relation to the results of the market engagement on the housing options service and to consider ways to deploy the homelessness mitigation fund.

The report informed members that the Welland Procurement Unit issued a prior information notice on 8 May 2018 to seek open early engagement on a possible procurement of housing services with East Northamptonshire Council.

The market engagement closed on 31 May 2018. One expression of interest for both lots had been received from a national housing association. Limited information had been provided, with no detail of costs for staffing and service delivery. This was appended to the report.

Members were asked if they wished to continue to explore the procurement route further and were advised that, if the service was to be retained in-house, additional officer capacity would be required to reduce the cost of temporary accommodation placements and to find alternative housing solutions, including enabling new homes. There would be a requirement for a further three temporary/permanent officers, the costs of which would need to be met from reserves.

A full review of the service would also be undertaken to ensure that the additional capacity was directed to the higher risk areas, such as reducing the costs to the council of using emergency and temporary accommodation and delivering the council's mitigating homelessness capital fund.

One option to address homelessness was to purchase property for bed and breakfast accommodation, and re-model it as temporary accommodation. It

would also be possible to acquire units on the open market, using them as temporary accommodation.

A request to address the committee was received from one speaker (Mervin Painton) and was agreed by the chairman.

The speaker addressed the committee to express his views on the current housing options service and the options stated within the report. He urged the committee to use available money to ease the level of homelessness in the borough and spend money on a more permanent solution to help the situation. He expressed his view that the option to buy a bed and breakfast property would not be suitable for families and would not remove people from the housing register.

The managing director confirmed to members that the monies available could only be used for temporary housing and could not fund permanent housing for homeless people because the council did not hold housing stock. She also confirmed that investing in council-owned temporary accommodation would help to reduce the temporary housing costs as the overheads would be within the council's control.

Members discussed the options they had been presented with in the report and agreed that money should be spent on purchasing property to ease the pressures of temporary accommodation costs. A debate opened on how the money would be best spent to help as many people as possible. Members also expressed a wish that the housing options service remain in-house.

The chairman proposed that officers be asked to present a report to a future meeting on additional capital funding for temporary accommodation. This proposal was seconded by Cllr Scarborough and on being put to vote, the motion was carried.

RESOLVED that approval be given to:

- (i) the council continuing to provide housing options services in-house;
- (ii) up to three officers being recruited, funded from reserves, with the decision on the financing of these being delegated to the leader and managing director, following a full service review;
- (iii) the council acquiring open market units to the value of £725k, the selection of which to be delegated to the managing director in consultation with the leader;
- (iv) a report being brought back to resources committee to consider further capital investment in temporary accommodation.

9. REVIEW OF POLLING DISTRICTS, POLLING PLACES AND POLLING STATIONS

The annexed circulated report of the director was received in relation to the outcome of the consultation on the proposals relating to polling districts and polling places for the borough; and to make a final recommendation on polling district boundaries and polling places for each new polling district, to take effect for the elections in May 2019.

Appended to the report were the following:

- Appendix A - list of proposed polling districts, polling places and polling stations;
- Appendix B - representations received as part of the consultation survey;
- Appendix C - maps of proposed changes to polling districts and polling stations.

The report detailed the consultation which had taken place along with the issues which had been highlighted. Whilst polling places and polling districts were determined by the council, the actual location of polling stations within the polling place was the responsibility of the Acting Returning Officer. No comments were received during the consultation in respect of polling places and polling districts, so no changes were proposed as a result of this.

A change to a polling district was suggested by officers after it was identified that electors on the Millers Park estate had incorrectly been included in the previous Great Doddington polling district which bridged the parish boundary. This issue would be rectified with a new proposed polling district (FA) and re-coding of the Great Doddington and Wilby polling districts (FB and FC respectively).

A minor administrative change was also proposed for Brickhill ward, which moved all properties on the south side of Brickhill Road into the same polling district.

As part of the report the Acting Returning Officer presented the feedback received on polling stations during the consultation, and asked for members' views as follows:

Polling district MA and MB – the stations were currently located at Kidz Zone at the Ock n Dough. This would no longer be available for use as a polling station, and, it was therefore recommended that a portakabin be sited on the car park and that this be used as a polling station.

Polling district CA – the polling station was currently located at Wrenn School; concerns over redevelopment of Wrenn School, along with the desire to prevent the use of schools, had led to the suggestion of transferring the polling station to Swanspool House. This was not, however, located within Croyland

Ward. The Cemetery Chapel at Doddington Road cemetery had been identified as an alternative but, following a risk assessment, had been deemed unsuitable. It was therefore recommended that Wrenn School continue to act as a polling station for polling district CA.

Polling district WEA – Finedon Town Hall was considered as an alternative venue for the polling station; however there were issues around suitable parking. It was recommended that the Independent Wesleyan Chapel continue to act as a polling station for electors in Finedon Ward.

Polling district HD - The Salvation Army building had previously been used as a polling station for electors in this polling district of Hatton Ward and it was recommended that this remain. An alternative of the Everyday Champions Church had been suggested, but electoral services had not received a response to communication sent.

Polling district FC - a recommendation to consider an alternative site, such as the use of a portakabin on Wilby Playing Fields, had been considered but did not appear to be a viable alternative to the primary school. Unless there was no possible alternative, portakabins were not recommended because of their unsuitability for staff and the additional access challenges they presented

Polling district WDA - It was recommended that the Youth Club in Earls Barton continue to be used as a polling station, despite alternative sites being considered.

Polling district IC - multiple sites had been considered following the loss of Hilton Hall in 2016-17 with no feasible alternative being identified. It was therefore recommended that Irchester Village Hall continue to be used as a polling station for electors in Little Irchester.

Members discussed the report and agreed that the suggested changes were sensible and should be implemented.

R2 **RECOMMENDED** that the proposed polling districts and places, as detailed in the report, be published and adopted;

RESOLVED that the following recommendations be made to the acting returning officer, in respect of a change to the location of individual polling stations at polling districts MA and MB, and that a portakabin be sited in the Ock n Dough car park.

10. DISABLED FACILITIES GRANT SERVICE

The annexed circulated report of the director was received to consider the options available for delivery of the disabled facilities grant service with a recommendation that the care and repair service be brought back in house for the council to administer.

The report explained that the council had a mandatory requirement to ensure that applications for disabled facilities grants were determined within six months and such adaptations were carried out in accordance with the recommendations of the community occupational therapy team.

The report detailed the options for service delivery as follows:

- to undertake a procurement exercise;
- or
- to provide a service for administering disabled facilities grants in-house.

Members discussed the report and agreed that the disabled facilities grant service should be provided by officers of the council, rather than by Care and Repair.

RESOLVED that approval be given to the disabled facilities grant process being provided by the council with effect from 1 April 2019.

11. WORLD WAR I CENTENARY - UPDATE

The annexed circulated report of the managing director was received in relation to the work of the World War I Working Group.

The report detailed the projects and activities which had been put in place to commemorate Major Edward (Mick) Mannock's death and the centenary of the end of World War I. This included the following:

- An event to sign over the deeds of land to be transferred to the 378 Mannock Squadron Centre, on 26 July 2018, followed by a reception.
- The purchase of a Victoria Cross commemorative paving stone to include Major Mannock's name, rank and regiment and the date of action for which the VC was awarded, to be fitted onto a stone plinth in Swanspool Gardens and unveiled on a date to be agreed on or before 11 November 2018;
- Borough primary schools would be asked to take part in the commemoration by submitting a fact sheet remembering individuals. This work would be displayed in a community exhibition in Swanspool Gardens.
- A postcard had been commissioned to commemorate World War I and Major Mannock; the Friends of Wellingborough Library would apply for a community grant to cover such work;
- A 'what's on' timetable of events taking place locally would be published on the council's website;

The objectives of the working group had now been completed and it was proposed that there would be no requirement for it to meet again. Members discussed the report and asked that thanks be extended to the officers dealing with the working group.

RESOLVED that:

- (i) the arrangements in relation to commemorating Major Edward (Mick) Mannock and the end of World War I, be noted;
- (ii) any further decisions required to finalise arrangements, be delegated to the managing director, in consultation with the chairman of the working group;
- (iii) as the working group had completed the objectives set out in its terms of reference it would be disbanded.

12. 2017-18 REVENUE OUTTURN

The annexed circulated report of the section 151 officer was received in relation to the council's revenue expenditure against approved budget for the financial year 2017-18.

The final outturn position had been calculated and £0.837m of general reserves would be required to fund the 2017-18 outturn. This was a favourable movement of £0.234m compared to the original budgeted use of reserves. The report reminded the committee that the continued use of reserves to support the budget remained unsustainable.

Appended to the report was the revenue monitoring position to 31 March 2018.

The section 151 officer presented her report and reiterated that the biggest risk to the budget was the rising cost of temporary accommodation for the homeless. Members discussed the report and agreed that the current use of reserves was unsustainable. It was noted that the decision made on the housing options service would help to reduce the need to rely on reserves in future.

RESOLVED that:

- (i) the creation of new ear marked reserves as detailed in the report be approved;
- (ii) the utilisation of existing ear marked reserves as detailed in the report be approved;
- (iii) the contribution to existing ear marked reserves, as detailed in the report, be approved;
- (iv) the outturn position, subject to audit, outlined in the report, along with the reasons for the projected outturn variations as at 31 March 2018 be noted.

13. 2017-18 CAPITAL OUTTURN

The annexed circulated report of the section 151 officer was received in relation to the council's capital expenditure against approved budget for the financial year 2017-18.

The capital programme had been agreed in February 2017 with priorities as at schedule 1 being approved for funding. Supplementary bids and the re-profiling of schemes produced a total programme for the year of £3.811m. Information ascertained from budget managers throughout the year had resulted in an updated forecast outturn of £3.465m being reported to committee in March 2017.

The final capital programme monitoring statement for 2017-18 as appended to the report at appendix one had an outturn of £2.162m, a variation of £1.303m, compared to the previously revised forecast of £3.465m.

Also appended to the report was the capital programme funding position at appendix two and the analysis of significant capital budget variances at appendix three.

The report also detailed a request for an additional £27,000 for the memorial wall scheme at the crematorium, as the original planned location for the wall had to be revised due to a major utility line running through the site. An alternative site had been identified which required an access pathway from the main car park.

An initial estimate of £1,247k had been received in respect of future infrastructure works identified for the crematorium site. These works included memorial gardens, including one for veterans, an extension to the car park and associated groundworks and drainage. The committee was asked to agree a budget of £1,247k to be released into the capital programme as each element of the development progressed.

In October 2016 a two year implementation programme for an ICT transformation strategy had been approved. Significant progress had been made in both the business applications area and the underpinning infrastructure. In 2018 the focus was to establish a new data centre at Crown Hosting, along with the implementation of a new wide area network across sites, to progress an applications rationalisation and to re-design the IT service. Details of the implementation of phase two of the programme were contained within the report, which required additional funds of £212,981.00.

The managing director addressed the committee and confirmed that, due to the IT issues that occurred at the end of May, the IT team would be presenting a report to the committee to provide an update on the outage. It was also confirmed they would be presenting to the partnerships and performance committee to discuss lessons learnt, and to confirm what measures they had put in place to reduce the likelihood of a recurrence in future.

Members raised queries regarding the ability to meet the volume of projects in the capital programme. The section 151 officer confirmed that the council's capacity to deliver projects had increased since last year and will increase further after the property and projects restructure, so she was confident that the projects would be managed if funded. It was confirmed that a report

requesting additional resource would be taken to the July council meeting, which would help to deliver the capital programme.

RESOLVED that:

- (i) the outturn position on the capital programme and the reasons for the variances as shown at appendix one be noted;
- (ii) the position on the funding of the capital programme be noted; and the reprofiling of budgets, as shown at appendix two, be agreed;
- (iii) the update on the 2018-19 capital programme, as shown in section 7 of the report, be noted.

R3 RECOMMENDED that:

- (i) the request for an additional £27k for the crematorium memorial wall scheme be approved along with an approval, in principle, to the sum of £1,247k, for future infrastructure development of the site;
- (ii) the request for an additional £213k for phase two of the IT transformation programme, as detailed in section 9 of the report, be approved.

14. TREASURY MANAGEMENT OUTTURN – ANNUAL REPORT 2017-18

The annexed circulated report of the section 151 officer was received in relation to the annual report of treasury management activity for 2017-18 and the outturn position in respect of the application of the treasury management strategy for 2017-18.

The report detailed the investments and included money market transactions; short term investments for periods of less than one year; investment trusts; borrowing; interest received; and future prospects.

Appended to the report were the prudential indicators for the year 2017-18 along with the economic overview.

The section 151 officer addressed the committee and confirmed this would be the last resources committee she would be attending before leaving the organisation. Members asked for thanks to be noted to Mrs Knowles for her dedication and hard work over her time at the organisation.

R4 RECOMMENDED that the treasury management outturn position, as detailed in the report, be approved.

15. PROPERTY MATTERS

The annexed circulated report of the director was received to provide members with an update in relation to various property matters.

During several workshops members had identified the projects they wished officers to focus on over the next eighteen months; these would be identified as priorities on which officer and financial resource should be focused.

The report set out a list of priority projects, indicating whether they should be expedited (E), High (H), Medium (M) or Low (L) with each project being detailed further within the report as follows:

- (a) Croyland Hall and Abbey (E);
- (b) Wellingborough Homes land rationalisation (H);
- (c) Croyland Road development site (former swimming pool) disposal (E);
- (d) Doddington Road development site – options (H);
- (e) Drill Hall – disposal (E);
- (f) Town centre car parking – options (H);
- (g) Redwell leisure Centre – review (H);
- (h) The Tithe Barn – improvements and enhancements (E);
- (i) Tithe Barn Road offices conversion – options (H);
- (j) S106 projects, including town centre enhancement (H/M);
- (k) Castle Theatre (E);
- (l) Crematorium (E);
- (m) Multi-Storey car park (H);
- (n) Asset strategy – disposal and acquisition (M);
- (o) Tender for the management of the commercial property portfolio (E);
- (p) High Street/Jacksons Lane retained land (E);
- (q) Road adoptions/street lights and brooks (H)

Before the report was discussed by members, the chairman addressed the committee and confirmed that the Drill Hall had attracted considerable interest by potential buyers. Members expressed their views on the potential sale of the building and agreed that they wish the site to be utilised.

A concern was raised about the plans to commission a report to create additional car parking facilities adjacent to Castle Way as it could potentially destroy the landscape, and other sites could be more suitable. It was noted that a comprehensive report on parking would be provided to members, taking into account the comments made.

Cllr Scarborough proposed an amendment to 4.4 of the report which was seconded by Cllr Henley to read as follows:

“to commission a detailed report on creating additional car parking spaces in the town, to be presented to the town centre sub-committee”

On being put to vote, the motion was declared carried. This amendment became part of the substantive motion and on being put to the vote was declared carried.

RESOLVED that:

- (i) the list of priority projects as outlined in 6.2 of the report be approved, with dedicated officer and financial resource 2018-19 and 2019-20, and the progress to date be noted;
- (ii) no further work be progressed to convert Croyland Hall and Abbey into residential accommodation until it was no longer required as temporary accommodation by this authority or other organisations;
- (iii) the Croyland Road development site be disposed of for best consideration should planning permission be obtained;
- (iv) approval be given to the commissioning of a detailed report on creating additional car parking spaces in the town, to be presented to the town centre sub-committee.

16. NENE VALLEY CREMATORIUM – PROPERTY MATTERS

The annexed circulated report of the director was received in relation to the outstanding property related issues of the crematorium and to progress the lease of the site to the wholly owned company.

The report detailed the officers' reasons for recommending that the council enter into a peppercorn lease from September 2016 for a period of five years with Wellingborough Bereavement Services. The report also detailed the capital bid to create infrastructure within the grounds to allow gradual phased development of the site; phasing was necessary because of its size.

(Councillor Graves left the room during the discussion on this item due to the conflict of his position on the board of directors at the crematorium).

RESOLVED that:

- (i) approval be given to the granting of a lease for five years from September 2016, at a peppercorn rent, to Wellingborough Bereavement Services Ltd, taking into account the need for the company to become established and time for the council to complete the project to landscape the grounds; the period of the lease would also provide sufficient flexibility should local government in Northamptonshire be reorganised;
- (ii) it be noted that a bid for capital funding had been submitted to enable the development of the site landscaping, with the first stages relating to infrastructure.

(Cllr Graves returned to the meeting).

17. OXFORD – MILTON KEYNES – CAMBRIDGE ARC GOVERNANCE ARRANGEMENTS

The annexed circulated report of the managing director was received to seek approval to become a member of the central corridor growth board.

The report detailed the ongoing discussions, at a regional level, with regard to a response to the National Infrastructure Commission's report on the southern midlands area 'Partnering for Prosperity: a new deal for the Cambridge – Milton Keynes – Oxford arc'. It proposed membership of a central area growth board and an annual contribution of £5,000 towards the running and administration costs of the board.

The terms of reference of the board were appended to the report.

The managing director addressed the committee and explained the benefits to the borough, either as a separate entity or as part of a wider unitary council in future. Members considered the request and agreed that the membership would bring huge potential for the borough with it.

R5 RECOMMENDED that:

- (i) approval be given to the council becoming a full member of the Central Area Growth Board, and that the terms of reference be adopted;
- (ii) approval be given to an annual contribution of £5,000, of revenue support, to the growth board to help fund the work thereof;
- (iii) the leader of the council and the deputy leader of the council, in his absence, be appointed as the council representative on the growth board.

18. SHARED SERVICE OPPORTUNITIES

The annexed circulated report of the assistant director was received in relation to shared service opportunities with Corby and East Northamptonshire councils for human resources, and to note the actions taken with East Northamptonshire Council for delivering the role of communications officer. This would build on the council's existing partnership arrangements and the opportunity to strengthen these.

The committee was also informed that the managing director was exploring all options for appointing a section 151 officer/deputy, following the resignation of the assistant director currently appointed to that position. This would be the subject of a separate report to Council.

The report detailed the opportunity of sharing the human resources function with other councils, with Corby Borough Council hosting the shared service as they already had a large team led by a human resources manager. The Borough Council of Wellingborough's HR service consisted of one full time senior human resources officer supported by a part time administrative assistant.

In May 2018, East Midlands Councils (EMC) carried out an independent review of the human resources function in order to evaluate the delivery of the service by the users, as well as from the perspective of the officers within the HR teams. The review was appended to the report. This identified that the

quality and advice from the existing team was good, but that capacity was insufficient when compared to other authorities. It was considered that this partnership opportunity would be beneficial for the council and the human resources team, particularly with the potential changes across the county.

Work was now underway with other authorities to address potential efficiencies arising from joint working, as well as harmonising policies and procedures.

The report also detailed the timetable for the shared service with a provisional start date of 1 November 2018; and the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE), which would apply for employees within the human resources service, who would transfer to Corby Borough Council.

The assistant director presented the report to members and asked that the resolution 4.1 be amended to read “a shared service for the human resources function be agreed, in partnership with Corby and East Northamptonshire Councils, with Corby as the hosting authority, at the earliest opportunity”

R6 RECOMMENDED that approval be given:

- (i) to a shared service for the human resources function, in partnership with Corby and East Northamptonshire Councils, with Corby as the hosting authority, at the earliest opportunity;
- (ii) for appropriate consultation being commenced with employees affected by the proposal;

RESOLVED that it be noted that:

- (i) the position of communication officer be shared with East Northamptonshire Council on a 50% basis;
- (ii) the managing director would consider opportunities to secure the appointment of a section 151 officer and/or deputy and would report to Council at a later date.

19. IRRECOVERABLE COUNCIL TAX, HOUSING BENEFIT OVERPAYMENTS, NON-DOMESTIC RATES AND SUNDRY DEBTS

The annexed circulated report and exempt appendix of the section 151 officer was received for the write off of irrecoverable debts. The purpose of the report was to request approval for the write off of the debts that were in excess of £2000.

Members discussed the amounts and agreed to write off the debts as identified in the report.

RESOLVED that:

- (i) The sum of £29,659.67 of irrecoverable council tax and non-domestic rates be written off;

- (ii) It be noted that the sum of £32,223.30 had been written off under the delegated power of the section 151 officer.

Chairman

The meeting concluded at 10:35pm.

COUNCIL MEETING – 17 JULY 2018

REPORT OF THE PARTNERSHIPS AND PERFORMANCE COMMITTEE

18 June 2018

Present: Councillors Graves (Chairman), Bone (Vice-Chairman), Allebone, Aslam and Lloyd.

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

(Ms H Saunders and Ms L Coombe (Glamis Hall for All), and Dr M Crofts and Mr N Cartwright (Northamptonshire Rights and Equalities Council) attended to deliver presentations.)

1. APOLOGIES FOR ABSENCE

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

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 22 January 2018 be confirmed and signed.

4. PRESENTATION FROM GLAMIS HALL FOR ALL

The annexed circulated report of the director was received to introduce the presentation from Glamis Hall for All. The chairman invited Ms H Saunders and Ms L Coombe to deliver the presentation.

Ms Saunders explained how Glamis Hall had developed between 2015 and 2018, undertaking a skills audit to identify gaps in the staffing. Ms Saunders also outlined the expansion of the use of the centre for community groups and events, and the commitment of Glamis Hall for All to be a living wage employer, which had provided staff stability in a traditionally transient employment sector.

Ms Saunders and Ms Coombe went on to cover the use of major grant money in 2016/17, including grants from Borough Council of Wellingborough, Northamptonshire County Council and National Lottery funding. These included projects involving the purchase of electric vehicles, solar panels and improving the garden facilities.

Members discussed future funding opportunities and streams that could be considered by Glamis Hall for All. The chairman thanked Ms Saunders and Ms Coombe for their presentation and their work to provide facilities and support to residents of the borough.

RESOLVED that the presentation from Glamis Hall for All be noted.

RECOMMEND that resources committee consider funding pressures in the voluntary sector and future grants awarded with this in mind.

5. PRESENTATION FROM NORTHAMPTONSHIRE RIGHTS AND EQUALITY COUNCIL

The annexed circulated report of the director was received to introduce the presentation from Northamptonshire Rights and Equality Council (NREC). The chairman invited Dr M Crofts and Mr N Cartwright to deliver the presentation.

Dr Crofts introduced the organisation and provided members with an outline of the duties and projects undertaken, along with how NREC works with other organisations such as Wellingborough Afro-Caribbean Association, the Citizens Advice Bureau and Community Law Service. She went on to highlight the increase in casework around employment tribunals, particularly in instances of pregnancy and maternity cases which have been on the increase.

Mr Cartwright explained the recent Heritage Lottery funded project Race Act 40, an oral history project focussed on experiences of race in Wellingborough, and the intention for new, similar projects looking at immigration to be funded in the same way in future.

Dr Crofts went on to discuss the financial situation of NREC, explaining that the funding model had changed with a loss of some funding streams locally and nationally.

Members discussed potential ways of increasing funding opportunities for NREC and the impact of funding on the support and focus of the organisation across the county.

The chairman thanked Dr Crofts and Mr Cartwright for their presentation and the work undertaken in the borough.

RESOLVED that the presentation from Northamptonshire Rights and Equalities Council be noted.

6. GENERAL DATA PROTECTION (GDPR) PROGRESS REPORT

The annexed circulated report of the assistant director was received to inform the committee of the council's progress on preparation for the General Data Protection Regulation (GDPR).

Members discussed the report and the GDPR in general, commenting with regard to the volume of communication prompted by GDPR, and the lack of clarity in certain lawful processes which appear to be in conflict with the intentions of the regulation.

It was acknowledged that the work undertaken had been resource intensive and that activities would be ongoing to ensure compliance.

RESOLVED that the progress made in relation to implementation of the GDPR be noted.

7. PERFORMANCE: COMPLIMENTS, COMMENTS AND COMPLAINTS AND FREEDOM OF INFORMATION – 1 OCTOBER 2017 TO 31 MARCH 2018

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

Members discussed the level of complaints and freedom of information requests received and the comparative levels received in previous years.

RESOLVED that the report be noted.

8. PROGRAMME OF WORK FOR 2018-19

The annexed circulated report of the assistant director was received to seek guidance from the committee as to what broad areas of policy they would like to review in the coming year.

Members discussed the organisations proposed and discussed which services and organisations they would like to call to present to the committee within the current committee cycle.

It was noted that the committee would receive a report from the ICT service of the council at its meeting in September.

RESOLVED that a work programme for 2018-19 be agreed.

Chairman

The meeting closed at 8:35pm.

