

COUNCIL MEETING – 15 OCTOBER 2019

REPORT OF THE PARTNERSHIPS AND PERFORMANCE COMMITTEE

1 July 2019

Present: Councillors Graves (Chair), Lloyd (Vice-Chair), Aslam, Bone, Maguire, and Patel.

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

(Mr B Gallyot (Wellingborough Norse) attended for item 4; Ms M Clarke, Ms C Cooke-Chambers and Mr D Crofts (Central and East Northamptonshire Citizens Advice) attended for item 5.)

1. APOLOGIES FOR ABSENCE

RESOLVED to note that apologies for absence we received from Councillor V Waters.

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 14 January 2019 be confirmed and signed.

4. PRESENTATION FROM WELLINGBOROUGH NORSE

The annexed circulated report of the director was received to introduce the presentation from Wellingborough Norse. The chairman invited Mr B Gallyot to deliver the presentation.

Mr Gallyot provided members with an overview of Wellingborough Norse, including summaries for 2018/19 with a look to the primary objectives of Wellingborough Norse for 2019/20.

He went on to explain some of the developments and efficiencies being made by Wellingborough Norse, including moving to battery powered gardening equipment and deploying modern, more fuel efficient vehicles with rear steering to improve manoeuvrability in villages and tighter spaces.

Members discussed the work of Wellingborough Norse in the borough with a specific focus on fly tipping and what was being done to combat this in problem areas. Councillor Aslam thanked Mr Gallyot for the assistance from Wellingborough Norse in a community litter pick. Mr Gallyot noted Councillor Aslam's gratitude and explained that technological solutions were in the process of being implemented with a view to reduce the instances of fly tipping and increase the opportunities for prosecutions where evidence of fly tipping was successfully captured.

Members also discussed the ways in which messaging to customers could be improved to increase the amount of constructive feedback received by Wellingborough Norse.

The chairman and other members thanked Wellingborough Norse for the work undertaken in the borough.

RESOLVED that the presentation be noted.

5. PRESENTATION FROM CENTRAL & EAST NORTHAMPTONSHIRE CITIZENS ADVICE BUREAU

The annexed circulated report of the director was received to introduce a presentation from Central & East Northamptonshire Citizens Advice Bureau (CENCAB). The chairman invited Ms M Clarke, Ms C Cooke-Chambers and Mr D Crofts of CENCAB to deliver the presentation.

Ms Clarke thanked the chairman for the invitation to committee. The presentation outlined the work of CENCAB within the borough and how it relates to Citizens Advice on a national level, along with information relating to the volume of clients who access the service and the types of advice and information being provided to clients.

Particular focus was given to the time spent with clients who required advice, as volunteers frequently attempted to help establish the causes of issues that clients presented with to ensure the provision of correct advice or signposting to the relevant agency.

The presentation also outlined the independent nature of the organisation and the advice offered, alongside partnership working with other organisations including the assistance with the Department for Work and Pensions, and offering advice to those who had applied or were considering applying for Universal Credit benefit.

Members discussed the presentation and the challenges faced by CENCAB whilst delivering their services, including financial and resourcing pressures. Members also considered the potential for CENCAB to diversify their funding streams.

Councillor Maguire proposed that it be recommended to Resources Committee that the contract with CENCAB be extended into 2020/21 to ensure consistency of the service throughout local government reformation in Northamptonshire. This was seconded by Councillor Aslam and, put to the vote, was carried.

Members thanked CENCAB for their work throughout the borough.

RESOLVED that the presentation be noted.

RESOLVED to recommend to Resources Committee that the contract for CENCAB be extended for 2020/21.

6. PERFORMANCE: COMPLIMENTS, COMMENTS AND COMPLAINTS AND FREEDOM OF INFORMATION – 1 OCTOBER 2018 to 31 MARCH 2019

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 2018-19 in handling customer feedback, including complaints which had been referred to the Local Government and Social Care Ombudsman (LGSCO).

Members discussed the report, considering the options and outcomes of complaints that had been received. It was noted that there had been an overall reduction of the number of complaints that had been received and that there were no significant issues to consider.

RESOLVED that the report be noted.

7. PROGRAMME OF WORK 2019-20

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 which services and organisations they would like to call to present to the committee within the current committee cycle. Particular attention was given to avoid the duplication of work alongside other member workshops and reports to other committees.

RESOLVED that the work programme for 2019-20 at Appendix B to the report be agreed.

Chairman

The meeting closed at 9:20pm.