

# Northampton Borough Overview and Scrutiny Committee 3 - Improvement, Performance and Finance



Please find enclosed the agenda and supporting papers for Overview and Scrutiny Committee 3 - Improvement, Performance and Finance

Date: **Monday, 1 February 2010**  
Time: **6:00 pm**  
Place: **Guildhall - Holding Room**

If you need any advice or information regarding this agenda please phone Tracy Tiff, Overview and Scrutiny Officer, telephone 01604 837408 email [ttiff@northampton.gov.uk](mailto:ttiff@northampton.gov.uk) who will be able to assist with your enquiry. For Further information regarding Overview and Scrutiny Committee 3 - Improvement, Performance and Finance please visit the website <http://www.northampton.gov.uk/scrutiny>.

## Members of the Committee

Chair	Councillor Jamie Lane
Vice-Chair	Councillor David Garlick
Committee Members	Councillor Scott Collins Councillor Keith Davies Councillor Brendan Glynane Councillor Matthew Golby Councillor Tim Hadland Councillor Jane Hollis Councillor Marianne Taylor

## Calendar of meetings

Date	Room
13 May 2010 22 July	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

# Northampton Borough Overview and Scrutiny Committee 3 - Improvement, Performance and Finance

## Agenda

Item No	Title	Pgs	Action required
1	Apologies		The Chair to note any apologies and substitutions
2	Minutes	<b>4 - 10</b>	Members to approve the minutes of the meeting held on 12 November 2009.
3	Deputations/Public Addresses		The Chair to note public address requests.
4	Declarations of Interest (Including Whipping)		Members to state any interests.
5	Draft Budget for 2010-11 to 2012-2013		Members are asked to comment on the Draft Budget 2010-2012 to 2012-2013 <b>Copy to follow</b>
6	Update - Market Testing of Environmental Services	<b>11 - 12</b>	The Committee to receive an update on the issue – Market Testing of Environmental Services (Briefing note attached)
7	Task and Finish Group Updates		
7 (a)	Reporting and Monitoring Working Group		The Chair of the Reporting and Monitoring Working Group to give the Committee a progress report.
7 (b)	Cost of Consultants Task and Finish Group	<b>13</b>	The Committee to consider a progress report from the Chair of the Cost of Consultants Task and Finish Group
8	Performance Monitoring	<b>14</b>	The Chair and Vice Chair have been asked to examine the performance indicators and bring to the attention of the Committee those they wish to investigate further.
8 (a)	BV8 – The percentage of invoices for commercial goods and services paid by the Authority within 30 days of being received	<b>15 - 25</b>	The Committee to receive an update on BV8 – The percentage of invoices for commercial goods and services paid by the Authority within 30 days of being received.
9	Work Programme 2009/2010	<b>26 - 29</b>	Members to review the work programme 2009/2010 and note that the order that Task and Finish Groups will operate is a matter for the Overview and Scrutiny Management Committee to determine.
10	Forward Plan	<b>30 - 39</b>	Members to examine the Forward Plan and Decide if there are any items they wish to pre-decision scrutinise.
11	Urgent Items		This item 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.

# Agenda Item 2

## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY COMMITTEE 3 - IMPROVEMENT, PERFORMANCE AND FINANCE

Thursday, 12 November 2009

**PRESENT:** Councillor Jamie Lane (Chair); Councillors Scott Collins; Keith Davies, Jane Hollis and David Palethorpe (substituting for Councillor Tim Hadland)

Julie Seddon, Director of Environment & Culture (Item 7)  
Cheryl Doran, Ass Head of Customer Services (Item 8(a))  
Dale Robertson, Head of Performance & Improvement (Item 4)  
Adam Goodacre, Performance Officer (Item 4)  
Tony Kinear, Performance Officer (Item 4)  
Gary Youens, Political Assistant  
Tracy Tiff Scrutiny Officer

Councillor Brian Hoare, Leader of the Council  
Councillor Brian Markham, Portfolio Holder (Performance & Support)  
(Item 8a)  
Councillors Tony Clarke, Irene Markham, Malcolm Mildren and John Yates

Three members of the public present were.

#### 1. APOLOGIES

Apologies for absence were received from Councillors Matthew Golby and Tim Hadland.

#### 2. MINUTES

The minutes of the meeting of the Call In Hearing held on 16<sup>th</sup> July 2009 and the meeting of the meeting also held on 16th July 2009 were agreed as a true and correct record.

#### 3. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

#### 4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

#### 5. PERFORMANCE PLUS UPDATE

Dale Robertson, Head of Performance and Improvement, together with two Performance Officers, gave the Committee a short presentation on Performance Plus, how to access and use performance information for Overview and Scrutiny.

The main areas covered by the presentation: -

- What we have improved
- What does Performance Plus do
- Performance Plus – the benefits
- How does it work
- Performance alerts and what they mean
- Director of Travel
- How will Performance Plus support the role of Overview and Scrutiny
- How will performance be reported to Members
- Corporate Plan priority overview
- Detailed information on areas under performing

The Committee asked questions and heard: -

- In response to a query regarding data monitoring, the Performance Team undertakes monitoring, back to the source data. Sampling testing is undertaken and by the end of the year, 100% of testing has been completed.
- Background evidence is attached to data.
- A member of the Team is assigned to a department as a Service consultant.
- The Authority is level 3 for its data quality and is within the top 25% of Authorities within the country.
- The Performance Team moderates targets and provides challenge to the Service area, also comparing with the Audit Commission's data.
- Accepted recommendations from Overview and Scrutiny Reviews (Task and Finish Groups) can be included onto Performance Plus for monitoring.
- Parallel reporting will continue until April 2010.

The Committee welcomed Performance Plus, in particular the inclusion of the monitoring of accepted Overview and Scrutiny Review report recommendations.

## **6. REPORT BACK ON CABINET'S RESPONSE TO OVERVIEW AND SCRUTINY REPORTS**

### **(A) CUSTOMER SERVICES**

Councillor Brian Markham, Portfolio Holder for Performance and Support, and Cheryl Doran, Assistant Head of Customer Services, informed the Committee of Cabinet's response to the Overview and Scrutiny report – Customer Services: -

- Cabinet recorded its appreciation to the Task and Finish Group in identifying further ways in which the Council could improve the customer experience.
- Noted that many of the Task and Finish Group's recommendations had been addressed in the Service Plan 2009/2010 for Customer Services, specifically recommendations 1,4,5,6,10,12,13,14 and 15
- Accepted recommendations 3 and 17, which would be addressed in the delivery of the Customer Excellence Strategy.
- Accepts in principle recommendations 2,7,9,18 and 19, which would be reviewed by the One Stop Shop Transformation Project Team.

- Rejects recommendation 8 as a Health and Safety Review had previously been done for Cliftonville House and all Display Screen Equipment risk assessments in the Contact Centre have been completed.
- Accepts recommendation 16 to include a review of the Council's core documents on the Overview and Scrutiny Committee 3' work programme.
- Advises that no further action is required in respect of recommendation 11 to offer documents in tape or compact disc forma as this is already covered within the existing policy.

In response to a query regarding the rejection of recommendation 8, the Committee was advised that a display screen equipment and lighting assessment had been carried out. One Officer has been provided with a desk light.

It was noted that significant progress had been made on recommendations 13 and 14. The One Stop Shop Transformation Project Team had been set up. Staff was being consulted upon the provision of uniforms and positive feedback was being given.

The Chair commented that the Task and Finish had been very pleased to note that some of its recommendations had been introduced and completed prior to the completion of the report, which had been acknowledge in the report.

**AGREED:** (1)That Cabinet's response to the Overview and Scrutiny report – Customer Services be noted.  
(2)That the implementation of the accepted recommendations be monitored as part of the Overview and Scrutiny monitoring process.

## **7. UPDATE - EVALUATING WAYS OF DELIVERING NEIGHBOURHOOD SERVICES**

Julie Seddon, Director of Environment and Culture, gave the Committee a progress report on the issue – Evaluating Ways of Delivering Neighbourhood Services. The Committee agreed to Julie Seddon's suggestion that this Committee receive regular process reports on this issue.

The Committee heard: -

- The following services are currently being market tested:
  - Waste
  - Ground services
  - Street care
- A joint procurement exercise is currently underway in partnership with Daventry District Council.
- To ensure that there is a robust challenge; a reference case is being developed for the in-house service to ensure that a robust comparison can be made with the offer from private sector suppliers.

- The OJEU notice has been issued, due to the fact that after the commencement of the process, a risk of legal challenge was identified in relation to the format of the notice and the associated prequalification questionnaire.
- Cabinet will receive various reports throughout the process.
- It is anticipated that the preferred bidder would be identified towards the end of this year.
- Should the decision be made to outsource this service, the Council would be in a position to sign contracts around January/February 2011.

The Committee made comment, asked questions and heard: -

- In response to a query regarding how dialogue with the preferred bidder would affect existing staff, Julie Seddon advised that it is realised and is one of the biggest factors that is being investigated. It was further recognised that pensions was another factor for consideration.
- It would be ensured that the final decision would create an improvement in the Service or a reduction in cost or both. There was an absolute given that that there would be no detriment to the service. The decision must be for the best of the citizens of the town and the Council.
- It was confirmed that a commitment had not been given to joint services with Daventry; it was just a possibility at this stage.
- Julie Seddon is an active member of the Northamptonshire Waste Management Partnership. There is a need to ensure that this Council fits with the Service Level Agreement (SLA), in terms of the outcomes delivered. The Authority is also working with the Waste Authority, (Northamptonshire County Council) to ensure that it fits also with the Waste Strategy.
- Flexibility would be built in to the contract, taking into consideration issues such as the growth agenda.
- The methodology being used for this Project is Prince2. A very knowledgeable project manager, with experience of waste management projects, is leading the Project.
- Dale Robertson, Head of Performance and Improvement, apprised that that the software package *Performance Plus* could support this Project. The other management tool that is being used for the Project is Mytool, which enables the user to put together a robust business case.

- AGREED:**
- (1) That the Committee receive a progress report on this issue – Evaluating Ways of Delivering Neighbourhood Services at every meeting.
  - (2) That as part of a future progress report, details of how *Performance Plus* can support the Project be provided.

## **8. TASK AND FINISH GROUP UPDATES**

### **(A) COST OF CONSULTANTS TASK AND FINISH GROUP**

The Chair advised that the Cost of Consultants Task and Finish Group had now agreed its scope for the approval of this Committee, a copy of which was attached to the agenda. The Task and Finish Group was now at the evidence gathering stage,

and should the Committee approve its scope, it was planned that the Group would complete its work in March 2010.

**AGREED:** That the scope of the Overview and Scrutiny Cost of Consultants Task and Finish Group be approved.

## **(B) REPORTING AND MONITORING WORKING GROUP**

The Chair advised that the Reporting and Monitoring Working Group had now agreed its scope for approval of this Committee, a copy of which was attached to the agenda.

**AGREED:** That the scope of the Overview and Scrutiny Reporting and Monitoring Working Group be approved.

## **9. REPORT BACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE**

The Committee noted the report of the Chair of the Overview and Scrutiny Management Committee that detailed the proposed new structure for Overview and Scrutiny.

The Chair advised that the agreement of the Overview and Scrutiny Management Committee was as follows: -

Successful Overview and Scrutiny is dependant upon a process of investigations, analysis and challenge which allows non-Executive Members to question the rationale behind Executive decisions and policies, and to assess how effectively the Council is meeting its legal obligations and policy objectives.

The Overview and Scrutiny Management Committee agreed that taking this into consideration, Option A is the preferred method to implement the new proposed Overview and Scrutiny structure as it provides for a more flexible structure and captures many of the issues suggested at the Overview and Scrutiny Structures Workshops. The Committee felt that it would be more open and transparent for the Scrutiny Panels to normally meet in public if this is possible, with proportionality rules applying.

The Committee also felt that the Overview and Scrutiny Committee should be chaired by a Member of the main opposition Political party and that meetings should take place approx every 6 weeks (7 per year per Committee/Panel) taking into consideration Christmas and the recess period.

The Overview and Scrutiny Management Committee agreed that: -

- (1) That Option A the preferred new Overview and Scrutiny Structure, with the proviso that the Scrutiny Panels would normally meet in public and proportionality rules apply.

- (2) That details of the proposed new Overview and Scrutiny structure be forwarded to the Constitution Working Group so that necessary proposed changes to the constitution can be investigated prior to the suggested structure being presented to full Council for approval.
- (3) That it be recommended to the Constitution Working Group that the Chair of the Overview and Scrutiny Management Committee be invited to be included in discussions in respect of the proposed new Overview and Scrutiny structure and report back to the Overview and Scrutiny Management Committee.
- (4) That it be recommended to the Constitution Working Group that the new structure for Overview and Scrutiny be implemented from the start of the Municipal year 2010/2011.
- (5) That it be recommended to the Constitution Working Group that Overview and Scrutiny no longer undertake the roles of the performance monitoring and finance roles and that these become the sole responsibility of the Audit Committee.

The Committee was advised that a workshop to compile the Overview and Scrutiny Work Programme had been scheduled for 11 March 2010.

Meetings of the Constitution Working Group had been set and it was expected that the Group would look at the proposal for a new Overview and Scrutiny structure towards the end of January/February 2010.

## **10. PERFORMANCE MONITORING**

The Committee raised concerns regarding the following Performance Indicators: -

- BV12 – The number of working days/shifts lost due to sickness absence
- BV12r (Rolling 12 months)

Councillors queried whether temporary staff was employed to cover sickness absence or whether it was accepted that there would be a reduction in service.

It was suggested that it be proposed to the Overview and Scrutiny Management Committee that this Committee set up a Task and Finish Group into Absence Monitoring, suggesting that it commences in March 2010. This would be in place of the Review of all Council core documents and leaflets Task and Finish Group. This Review would then become a short, sharp Appreciative Inquiry.

The Committee raised further concerns regarding the following Performance Indicators: -

- BV8 – The percentage of invoices for commercial goods and services paid by the Authority within 30 days of being received.



Comments made included: -

- There was a need for information in respect of whether the Authority paid invoices on time and details of the money owed to the Authority.

**AGREED:** That the Head of Finance be asked to attend the next meeting of this Committee on 13 January 2010 at 7.15pm to provide further details in relation to BV8 and provide a response to the Committee's queries.

## **11. WORK PROGRAMME 2009/2010**

In discussing its Work Programme, the Committee confirmed that it be proposed to the Overview and Scrutiny Management Committee that this Committee set up a Task and Finish Group into Absence Monitoring, suggesting that it commences in March 2010. This would be in place of the Review of all Council core documents and leaflets Task and Finish Group. This Review would then become a short, sharp Appreciative Inquiry. It would be requested that copies of all Council core documents be sent to Tracy Tiff, Scrutiny Officer, by 13 January 2010.

Councillor Hollis asked to be included in the membership of the Reporting and Monitoring Working Group.

## **12. FORWARD PLAN**

In discussing the Forward Plan for the period 2 November to 28 February 2010, the Committee commented on the need for pre-decision scrutiny of the item Delapre Abbey Options Appraisal Report, but noted that this was due to be considered by Cabinet at its meeting on 16 December 2009. Councillors further commented that this could be a cross cutting issue and come under the remit of more than one Overview and Scrutiny Committee and therefore it may be prudent for the Overview and Scrutiny Management to allocate which Overview and Scrutiny Committee should receive a report on this issue. The Committee therefore suggested that the Chair of the Overview and Scrutiny Management Committee be asked to include this on the agenda of the next meeting of that Committee on 14 December 2009.

Should the Overview and Scrutiny Management Committee agree that this issues falls under the remit of this Committee, that an update be provided to the next meeting of this Committee at its meeting on 13 January 2010. Councillor David Perkins, Portfolio Holder for Finance and Gavin Chambers, Head of Finance, would be asked to attend to present the information.

## **13. URGENT ITEMS**

There were none.

The meeting concluded at 7:45 pm



## Overview and Scrutiny 3

(Improvement, Performance and Finance)

26 January 2009

### General Fund Revenue Budget 2009-12

#### **1 Purpose**

- 1.1 At its meeting on 18 December 2008 the Overview and Scrutiny 3 Task and Finish Reporting and Monitoring reviewed the 2009/10 general fund revenue budget proposals.
- 1.2 At that meeting the group recommended that Overview and Scrutiny Committee 3 consider some specific items (attached at annex A) and make recommendations to Cabinet on these if there are any points the Committee wishes to raise.

#### **2 Issues and Choices**

- 2.1 Following discussions in Overview and Scrutiny 3 Reporting and Monitoring Task and Finish Group earlier in the financial year, a different approach is being taken in relation to the budget consultation with Overview and Scrutiny Committees this year.
- 2.2 In order to avoid three committees essentially doing the same piece of work, the Reporting and Monitoring Task and Finish Group have reviewed the whole of the proposed budget and referred specific proposals to the relevant Overview and Scrutiny Committee. The items referred to Overview and Scrutiny Committee 3 are attached at annex A.
- 2.3 Service Managers responsible for the areas referred to the Overview and Scrutiny Committee have been invited so that they can provide answers to any questions the Committee members may have.
- 2.4 The Committee are invited to consider the proposals referred to them by the Task and Finish Group and to make constructive recommendations to Cabinet, should they wish. These recommendations will form part of an annex of the Cabinet Budget report in February 2009.
- 2.5 Among the items that have been referred to Overview and Scrutiny Committee 3, there were some specific issues that the Task and Finish Group wanted to invite the Committee to consider:
  - 2.5.1 Mobile Phones – Could the saving be greater?
  - 2.5.2 Scrutiny – What impact might this have?

### **3 Background Papers**

- 3.1 Cabinet 22 December 2008 – Council Wide General Fund Revenue Budget 2009-12.

## Budget Proposals Referred to Overview and Scrutiny Committee 3

Directorate	Reference	Type	2009/10 £	2010/11 £	2011/12 £	Description
Director of Finance and Support	MTPS519	L1 Saving	(10,000)	(10,000)	(10,000)	Reduction of mobile phone usage
Assistant Chief Executive	MTPS73A	L2 Saving	(18,000)	(18,000)	(18,000)	Replace vacant scrutiny post with admin assistant
Assistant Chief Executive	MTPS73B	L2 Saving	(3,000)	(3,000)	(3,000)	Additional savings by reducing hours on vacant scrutiny post instead of replacing admin post
Assistant Chief Executive	MTPS73C	L2 Saving	(24,000)	0	0	Additional savings by holding scrutiny post vacant for one year
Director of Finance and Support	MTPS54	L2 Saving	(22,497)	(23,361)	(24,025)	Reduction in head count in Face to Face Operations. 1 fte - Closure of Kingsthorpe Office due to the reduced footfall and demand.



## **Overview and Scrutiny Committee 3 (Improvement, Performance and Finance)**

**13 January 2010**

### **Briefing on Market Testing of Environmental Services**

1. Following the refresh of the project terms of reference and simplification of the Contract Lots structure, the Project Board met in December to review the revised timeframe and the Competitive Dialogue approach. The Project will explore with the market the most effective ways of delivering services, whether that turns out to be in-house, a joint delivery contract with both Authorities or each Authority benefiting from separate agreements.
2. The Project structure has been strengthened to ensure the optimum level of stakeholder involvement in developing the eventual solution, and to ensure we get maximum value from the process.
3. As a result, the new OJEU Notice was published on 14 December and potential Bidders invited to submit expressions of interest.
4. As at 17 December 18 Companies have registered an Expression of Interest and most major operators appear to be represented.
5. Pre-qualification of interested Bidders will be completed by early February and shortlisted Bidders invited to participate in Competitive Dialogue, which is due to commence with a Bidders briefing event in early March.
6. Service solutions will be developed through Dialogue which will continue through to September 2010 when the Project is scheduled to request Final tenders from the remaining Bidders.
7. The Project is scheduled to have a Preferred Bidder appointed by the end of December 2010 to enable any new Contractor to mobilise the new service in May 2011.

**Timetable**

The project has set the following timetable for conducting the competitive dialogue and reaching Contract close.

<b>Event</b>	<b>Date</b>
Issue OJEU and PQQ	By 11 December 2009
PQQ Responses and Select Shortlist	By end January 2010
Bidders Briefing event	4 March 2010
Invitation to participate in dialogue and issue of ISDS to Bidders	10 March 2010
Phase 1 Dialogue Meetings	W/B 15 March 2010 W/B 22 March 2010
Site visits	W/B 29 March 2010
Submission of Draft Solutions	End April 2010
Phase 2 Dialogue on Draft Solutions, (including Bidder presentations to Board)	5 May to 26 May 2010
Deadline for Submission of Detailed Solutions	10 June 2010
Clarifications and Evaluation of Detailed Solutions (and reduce field)	11 to 30 June 2010
ITCD issued	8 July 2010
Phase 3 Detailed dialogue on Refined Solutions (including Bidder Presentations to Project Board)	8 July to end August 2010
Assessment of readiness to close dialogue and competitive dialogue closed	By end August 2010
Invitation to Submit Final Tenders	Early September 2010
Submission of Final Tenders	By end September 2010
Evaluation of Final Tenders	By end October 2010
Selection of Preferred Bidder	Early December 2010
Alcatel Period, Fine tuning and clarifications and Contract Award	By mid January 2011
Mobilisation	February to end April 2011
Service commencement	May 2011



## **NORTHAMPTON BOROUGH COUNCIL**

### **OVERVIEW AND SCRUTINY COMMITTEE 3 PERFORMANCE, IMPROVEMENT AND FINANCE –**

**13 JANUARY 2010**

#### **BRIEFING NOTE:**

### **COST OF CONSULTANTS TO THE AUTHORITY TASK AND FINISH GROUP**

#### **PROGRESS REPORT**

#### **1 INTRODUCTION**

- 1.1 Since the last meeting of Overview and Scrutiny Committee 3, the Task and Finish Group has not met but has a scheduled meeting for mid January 2010.

#### **2 UPDATE**

- 2.1 The Task and Finish Group is at the evidence gathering stage. The Portfolio Holder for finance for the period 2005/06 has been asked to attend the next meeting to provide a response to the Task and Finish Group's core questions. At this meeting the Task and Finish Group will also receive the results of desktop research and the Director's responses to the Group's core questions.
- 2.2 It is envisaged that the Task and Finish Group will conclude its Review by mid-March 2009.

#### **3 RECOMMENDATION**

- 3.1 That the progress report be noted.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Tony Clarke  
Chair, Cost of Consultants Task and Finish Group

29 December 2009

**PERFORMANCE REPORT: November 2009 - Overview & Scrutiny Committee 3**  
**Improvement, Performance & Finance**

KEY TO STATUS COLOURING  
 KEY TO QUARTILE COLOURING

KEYS

**CURRENT STATUS**      **BV12r - rolling colour status not counted**

**GREEN:**

**G** 6    **50.0%**      **A** 3    **25.0%**      **R** 3    **25.0%**      **NO DATA** 0    **0.0%**

Overall performance on or exceeding target  
 Top or Upper Median Quartile

-      Interim figures yet to be validated

**MONTH ON MONTH TREND & QUARTER ON QUARTER TREND**

**AMBER:**

**↑** 10    **83.3%**      **↔** 0    **0.0%**      **↓** 2    **16.7%**      **NO DATA** 0    **0.0%**

Overall performance within range stated in "Target Tolerances" column\*  
 Lower Median Quartile

BV12r - Rolling colour status not counted

**YEAR ON YEAR TREND**

**RED:**

**↑** 2    **16.7%**      **↔** 0    **0.0%**      **↓** 6    **50.0%**      **NO DATA** 4    **33.3%**

Overall performance outside the stated "Target Tolerances"  
 Bottom Quartile

Please contact Dale Robertson Ext 7110, if you require further information or support

ID	NAME	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	OVERALL PERFORMANCE TO DATE	ANNUAL TARGET	CURRENT PROFILED TARGET [if any]	TARGET TOLERANCES	PERFORMANCE AGAINST LAST REPORTING PERIOD	OVERALL PERFORMANCE AGAINST SAME TIME LAST YEAR	NBC 08/09 OUTTURN & QUARTILE POSITION	NBC 07/08 OUTTURN & QUARTILE POSITION				
<b>Human Resources [Catherine Wilson]</b>		<b>BV 12r - rolling colour status not counted</b>												<b>G</b> 0	<b>A</b> 0	<b>R</b> 1	No data	0							
<b>Monthly Indicators</b>																									
↓ BV 12	The number of working days/shifts lost due to sickness absence	0.96	0.83	1.03	1.15	0.92	0.96	1.03	0.93					7.82 Days	11.00 Days	7.33 days	5%	↑	↑ 8.46 Days	12.86 Days Bottom	11.89 Days Bottom				
↓ BV 12r (Rolling 12 months)	The average number of working days/shifts lost due to sickness absence for rolling 12 month period	12.99	12.84	12.86	12.97	12.99	12.87	12.83	12.63					12.87 Days	11.00 Days		5%	↑	New measure with rolling cumulative figures - No comparable data						
<b>Finance &amp; Assets [Gavin Chambers]</b>		<b>BV 12r - rolling colour status not counted</b>												<b>G</b> 0	<b>A</b> 1	<b>R</b> 0	No data	0							
<b>Monthly Indicators</b>																									
↑ BV 8	The percentage of invoices for commercial goods and services paid by the authority within 30 days of being received	97.00	93.88	94.69	96.11	94.17	92.96	93.82	96.91					94.98%	95.00%		2% points	↑	No data received November 2008	94.38% Lower Median	91.51% Lower Median				
<b>Revenues &amp; Benefits [Robin Bates]</b>		<b>BV 12r - rolling colour status not counted</b>												<b>G</b> 5	<b>A</b> 2	<b>R</b> 2	No data	0							
<b>Monthly Indicators</b>																									
↑ NI 180	Changes to Housing Benefit/Council Tax Benefit entitlements within year	290.0	469.9	109.5	90.5	96.0	102.1	80.0	194.4					1,392.8	940.5	627.0	5%	↑	New NI 2009/10 - No comparable data						
↓ NI 181	Time taken to process Housing Benefit/Council Tax new claims/changes	15.9	15.3	14.4	15.6	11.5	12.0	14.6	9.3					13.2 Days	14.0 Days		2.0 Days	↑	New NI 2009/10 - No comparable data						
↑ BV 9	Percentage of council tax received in the year	11.25	9.01	9.24	9.23	8.99	9.25	9.14	9.13					75.56%	97.50%	76.20%	0.5% points	↓	↓ 77.04%	96.94% Lower Median	97.95% Upper Median				
↑ BV 10	% of non domestic rates due for the year which were received by the authority	11.62	9.55	10.18	9.69	9.73	9.08	8.58	9.70					78.58%	99.50%	78.40%	2% points	↑	↓ 79.13%	99.12% Top	99.79% Top				
↑ BV 76c	Housing Benefit Security: the number of fraud investigations	76	52	71	57	96	99	95	109					655	950	655	5%	↑	↓ 718	949	847				
↑ BV 76d	Housing Benefit Security: the number of prosecutions and sanctions	10	7	10	7	8	8	10	14					74	87	59	5%	↑	↑ 58	91	74				
↓ BV 78a	Speed of Processing: Average time for processing new claims	23.5	21.8	18.9	19.4	15.9	16.7	18.4	18.9					19.3	19.0 Days		2.0 Days	↓	↓ 15.7 Days	16.1 Days Top	23.8 Days Upper Median				
↓ BV 78b	Speed of Processing: Average time for processing notifications of change in circumstances	11.8	12.1	12.2	13.7	9.5	10.3	13.1	7.2					10.69	8.0 Days		1.0 Day	↑	↓ 7.9 Days	8.0 Days Upper Median	10.9 Days Lower Median				
↑ LI 364 (Previously BEN LPI 1)	Percentage of cases from complete to determined within 14 days	84.10	84.71	90.62	92.67	95.13	97.12	88.50	92.43					90.48%	92.00%		2% points	↑	↓ 97.98%	96.82%	86.74%				
<b>Customer Services &amp; ICT [Marion Goodman]</b>		<b>BV 12r - rolling colour status not counted</b>												<b>G</b> 1	<b>A</b> 0	<b>R</b> 0	No data	0							
<b>Monthly Indicators</b>																									
↓ NI 14	The percentage of customer contact that was 'Avoidable'	16.7	12.2	19.0	11.5	13.9	11.7	16.3	7.6					14.6%	50.0%		10%	↑	New NI 2009/10 - No comparable data						



Appendices  
1, 2,3,4



Item No.  
8 a

**NORTHAMPTON**  
BOROUGH COUNCIL

## Overview and Scrutiny REPORT

<b>Report Title</b>	<b>BVPI Performance Indicators Payment of invoices within 30 days</b>
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**AGENDA STATUS: PUBLIC**

**Overview and Scrutiny Committee**  
**Meeting Date: 13.01.2010**

**Directorate: Finance and Support**

### 1. Purpose

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1.1 At the Overview and Scrutiny 3 Committee meeting on 12<sup>th</sup> November 2009, Councillors requested for further information to be provided on the BVPI performance indicator 8.

### 2. Recommendations

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2.1 To note this update report in respect of payment of invoices within 30 days, BVPI8.

### 3. Issues and Choices

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#### 3.1 Report Background

3.1.1 Since the 1<sup>st</sup> April 2009, the accounts payable section are now a part of the Exchequers Services Team within the Finance Section. The accounts payable section, in Exchequers Services, are the final chain in the process of paying invoices.

3.1.2 The BVPI 8 states that invoices that are received by Northampton Borough Council should be paid within 30 days from the date of receipt.

3.1.3 BVPI 8 is no longer a reportable performance indicator, however this has been retained and is now an internal performance indicator.

3.1.4 The monitoring of BVPI8 performance is built into Service Plans and monitored through the Corporate Performance Review (CPR) process.

## **3.2 Issues**

3.2.1 As detailed in Appendix One, the cumulative percentage for the payment of invoices within 30 days has improved over the past five years. However the cumulative percentage is for Northampton Borough Council as an entire organisation, the variances in Service area performance vary considerably.

3.2.2 This report will highlight service areas, which are performing above and those, which are not meeting the 95% target.

3.2.3 Heads of Services are responsible and accountable for ensuring all invoices processed for their service are paid within the 30-day deadline.

### **3.2.4 Appendix Items**

- Appendix One Highlights the BVPI 8 performance figures cumulatively for Northampton Borough council as an entirety.
- Appendix Two highlights the Service areas performance monthly for the past 14 months.
- Appendix Three details the volume of invoices cumulatively for Northampton Borough Council as an entirety.
- Appendix Four displays the volume of invoices across the service areas for the past 14 months.

### **3.2.4 Performance issues**

The payment of invoices within 30 days is monitored by Exchequers Services. Current processes are built around meeting BVPI 8 performance deadlines. Although performance is almost meeting the target as detailed in Appendix One, Appendix Two details the variances in performance across different service areas of Northampton Borough Council.

In the current economic climate many small and medium business have short-term cash flow difficulties, hence why the prompt payment of invoices is so fundamental to support our local businesses within the borough.

The Council decided last year to assist local small businesses during the current economic climate by paying them within 10 days.

### 3.2.5 Performance against the 95% payment target

Service areas, which are meeting or exceeding the target in relation to BVPI8 are: (highest are best performing)

- Northamptonshire Area Procurement Service
- Regeneration
- Public Protection
- Uniclass Invoices (These are invoices which are processed through the housing repairs systems and are contractor payments)

3.2.6 Service areas that are performing below the 95% target are detailed on Appendix Two with those services exceeding the target. The performance ranges between 81.56 and 94.51%. In order to support and assist these service areas, the Finance Section are taking the following steps:

- The Exchequer Team do send out monthly information to Heads of Service, advising them what their performance level is and who the responsible officers are who have not paid the invoices on time.
- The Director of Finance and Support also sends chaser e-mails stressing the importance of improving performance in this area.
- The Systems Team within Finance are also working with the Procurement Section to seek to improve the processes through the introduction of a more automated electronic system.
- It is necessary to consider the volume of invoices, which each service area processes. Some of the service areas listed below have in excess of One Thousand Invoices per year, this contrasts with other service areas have below Three Hundred per year. The volumes percentages vary slightly against the overall departmental percentages as the departmental percentages are an average of all invoices, instead of a percentage against volume.

Service Area	Number of Invoices
Finance and Asset	1,170
Customer Services and ICT	1,617
Landlord Services	1,271
Housing Needs and Support	1,422
Neighbourhood Services	2,315
Culture and Leisure	3,327

### 3.3 Choices (Options)

3.3.1 To contact all poor performing Heads of Service reminding them of the importance of getting invoices paid within 30 days to meet the BVPI 8 performance indicator and to support local businesses.

3.3.2 The importance of BVPI 8 needs communicating across the service areas to stress the importance of paying these invoices within a thirty day period. Heads of Service need to remain accountable for ensuring their service areas meet the target to pay all their invoices within a thirty day time period.

## **4. Implications (including financial implications)**

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### **4.1 Policy**

4.1.1 No policy issues identified.

### **4.2 Resources and Risk**

4.2.1 There are staffing issues, when a particular staff member is on leave or absent, Heads Of Service should ensure there is backup for staff who process invoices. Many of the reasons given for poor performance is when officers are on leave or on sickness there is not adequate backup to cover.

### **4.3 Legal**

4.3.1 No legal issues identified.

### **4.4 Equality**

4.4.1 No equality issues identified.

### **4.5 Consultees (Internal and External)**

4.5.1 The Head of Finance and Assets in writing this report.

### **4.6 Other Implications**

4.6.1 No other implications identified.

## 5. Background Papers

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5.1 N/A

**Report Author: Matthew Lee  
Exchequers Services Team Leader**

**Appendix One**

Month	05/06	06/07	07/08	08/09	09/10
Apr	90.20	92.74	95.45	93.23	97.00
May	89.95	88.01	91.16	94.61	93.88
Jun	84.02	84.47	90.59	93.27	94.69
Jul	84.54	89.06	90.76	94.52	96.11
Aug	86.57	90.35	91.30	95.42	94.17
Sep	79.71	85.05	89.21	93.49	92.96
Oct	89.57	90.77	93.94	96.45	93.82
Nov	82.66	88.27	91.29	97.29	96.91
Dec	88.81	92.17	93.26	95.33	
Jan	83.88	85.75	82.17	84.14	
Feb	92.60	92.23	93.62	93.70	
Mar	90.42	92.45	93.42	96.30	
Cumulative for % Year	86.89	89.45	91.51	94.23	94.98
Target % for Year	95.00	93.00	94.00	95	95.00

Green  
Yellow/Amber  
Red

On or exceeding target  
with in 2% below target  
Greater than 2% below target

Appendix Two	Month	Heads of Service																					
		Human Resources	Finance & Asset	Revenues & Benefits	NAPS	Customer services & ICT	Strategy, Investment & Performance	Landlord services	Housing needs & support	Planning	Regeneration	Public Protection	Neighbourhood services	Culture & Leisure	Town Centre Operations	Policy & Community Engagement	Communicator	Performance & Improvement	LSP	Borough Solicitor	No assigned Budget Manager	Unclass Invoices	%
08/09	Oct	100.00	95.21		97.39	92.63	91.98	96.00	88.89	100.00	97.80	97.79	83.33	88.75	100.00	85.71	100.00	100.00	97.62	99.04	97.66	96.46	
	Nov	94.12	95.08	100.00	98.41	87.23	94.85	97.56	100.00	93.18	97.83	98.79	96.43	96.00	100.00	100.00	100.00	94.87	100.00	97.78	97.29		
	Dec	100.00	91.67	100.00	97.67	80.28	96.74	95.83	100.00	97.44	92.86	95.53	70.37	87.50	100.00	100.00	100.00	100.00	100.00	94.37	97.00	96.33	
	Jan	92.86	80.00	88.36	91.67	77.83	91.94	57.14	100.00	88.89	78.51	88.55	76.67	49.25	66.67	66.67	47.62	91.60	85.51	84.14			
	Feb	95.24	95.12	100.00	94.20	85.71	90.29	89.47	100.00	100.00	94.74	93.16	75.00	80.00	66.67	100.00	85.00	96.04	95.06	93.70			
	Mar	97.62	95.74		100.00	92.73	88.64	80.00	100.00	96.33	95.72	95.44	88.96	91.30		77.78	100.00	100.00	100.00	96.89	97.63	96.30	
	Apr	96.77	100.00	100.00	90.42	100.00	93.27	89.04	84.00	100.00	98.57	94.48	96.36	88.64	98.53	100.00	100.00	100.00	100.00	98.14	99.04	97.00	
	May	86.67	76.47	100.00	86.89	50.00	90.59	83.39	72.73	100.00	87.10	92.05	84.25	96.97	80.65	71.43	100.00	100.00	100.00	98.66	98.66	93.88	
	Jun	96.55	95.92	90.00	93.38	50.00	84.80	66.00	88.89	100.00	98.11	85.62	94.49	97.50	97.65	84.21	100.00	100.00	100.00	97.27	97.57	94.69	
	Jul	84.85	75.76	100.00	98.30	85.71	94.68	88.76	95.35	100.00	98.15	84.88	96.23	95.35	88.37	93.33	100.00	0.00	93.75	96.79	99.04	96.11	
	Aug	100.00	89.66	73.68	100.00	92.86	94.12	83.53	73.58	95.83	100.00	89.74	87.42	87.97	93.02	86.00	100.00	100.00	60.00	100.00	98.39	94.17	
	Sep	90.91	86.67	87.50	100.00	94.66	71.43	85.42	84.13	80.56	100.00	93.33	91.28	94.23	90.00	88.89	85.71	100.00	100.00	77.78	95.45	96.57	92.96
Oct	83.78	83.68	90.91	68.67	94.29	86.67	92.50	95.06	60.00	100.00	94.34	92.45	83.76	95.56	83.02	100.00	100.00	100.00	100.00	98.06	97.43	93.82	
Nov	90.63	94.87	96.15	100.00	98.43	94.74	97.22	88.99	97.62	68.67	100.00	98.04	97.56	96.43	92.86	100.00	100.00	66.67	94.44	97.79	97.77	96.91	
Average		93.57	89.70	93.88	96.97	94.51	81.56	89.28	87.81	85.07	96.83	91.89	92.43	86.73	86.34	87.34	93.85	86.67	89.36	97.15	96.79	94.48	
Green		7	6	7	10	5	4	1	2	6	12	8	4	7	6	3	5	8	8	7	12	13	7
Amber		1	1	4	1	4	2	2	1	0	3	2	2	1	0	1	0	1	0	3	1	0	5
Red		6	7	0	0	4	7	10	11	8	2	3	8	5	7	11	6	3	2	4	1	1	2

Appendix Three

Month	05/06			06/07			07/08			08/09			09/10		
	Total	Ontime	%	Total	Ontime	%	Total	Ontime	%	Total	Ontime	%	Total	Ontime	%
Apr	3,743	3,376	90.20	3,982	3,693	92.74	3,761	3,590	95.45	2,571	2,397	93.23	2,464	2,390	97.00
May	3,970	3,571	89.95	3,410	3,001	88.01	3,584	3,267	91.16	2,875	2,720	94.61	2,254	2,116	93.88
Jun	4,100	3,445	84.02	3,581	3,025	84.47	3,059	2,771	90.59	2,599	2,424	93.27	2,993	2,834	94.69
Jul	4,165	3,521	84.54	3,719	3,312	89.06	4,091	3,713	90.76	2,811	2,657	94.52	3,034	2,916	96.11
Aug	4,379	3,791	86.57	3,470	3,135	90.35	2,953	2,696	91.30	2,925	2,791	95.42	2,331	2,195	94.17
Sep	4,534	3,614	79.71	3,571	3,037	85.05	3,467	3,093	89.21	2,813	2,630	93.49	2,371	2,204	92.96
Oct	4,515	4,044	89.57	4,106	3,727	90.77	3,529	3,315	93.94	3,038	2,930	96.45	2,768	2,597	93.82
Nov	4,094	3,384	82.66	3,690	3,257	88.27	3,537	3,229	91.29	3,622	3,524	97.29	2,490	2,413	96.91
Dec	4,647	4,127	88.81	4,306	3,969	92.17	3,425	3,194	93.26	2,441	2,327	95.33			
Jan	3,201	2,685	83.88	2,906	2,492	85.75	2,877	2,364	82.17	2,428	2,043	84.14			
Feb	3,836	3,552	92.60	3,308	3,051	92.23	3,246	3,039	93.62	2,316	2,170	93.70			
Mar	4,197	3,795	90.42	4,185	3,869	92.45	3,649	3,409	93.42	3,382	3,257	96.30			
Cumulative for % Year	49,381	42,905	86.89	44,234	39,568	89.45	41,178	37,680	91.51	33,821	31,870	94.23	20,705	19,665	94.98
Target % for Year			95.00			93.00			94.00			95.00			95.00

Green On or exceeding target  
Yellow/Amber with in 2% below target  
Red Greater than 2% below target



Appendix Four

Heads of Service	Month	08/09												09/10											
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total									
Human Resources	Total	32	34	20	14	21	42	31	15	29	33	11	22	37	32	373									
	Ontime	32	32	20	13	20	41	30	13	28	28	11	20	31	29	348									
	%	100.00	94.12	100.00	92.86	95.24	97.62	96.77	86.67	96.55	84.85	100.00	90.91	83.78	90.63	93.30									
Finance & Asset	Total	146	122	96	90	82	141	39	51	50	66	58	45	67	117	1,170									
	Ontime	139	116	88	72	78	135	39	39	48	50	52	39	56	111	1,062									
	%	95.21	95.08	91.67	80.00	95.12	95.74	100.00	76.47	95.92	75.76	89.66	86.67	83.58	94.87	90.77									
Revenues & Benefits	Total	25	26	19	22	20	0	27	16	20	21	19	24	33	26	298									
	Ontime	24	26	19	19	20	0	27	16	18	21	14	21	30	25	280									
	%	96.00	100.00	100.00	88.36	100.00		100.00	100.00	90.00	100.00	73.68	87.50	90.91	96.15	93.96									
NAPS	Total	0	3	4	0	0	1	2	3	2	3	1	2	6	3	30									
	Ontime	0	3	4	0	0	1	2	3	2	3	1	2	4	3	28									
	%		100.00	100.00			100.00	100.00	100.00	100.00	100.00	100.00	100.00	66.67	100.00	93.33									
Customer services & ICT	Total	115	126	86	60	69	0	167	122	151	176	112	131	175	127	1,617									
	Ontime	112	124	84	55	65	0	151	106	141	173	104	124	165	125	1,529									
	%	97.39	98.41	97.67	91.67	94.20		90.42	86.89	93.38	98.30	92.86	94.66	94.29	98.43	94.56									
Strategy, Investment & Performance	Total	0	1	2	0	2	2	3	2	2	14	17	28	30	38	141									
	Ontime	0	1	1	0	2	2	3	1	1	12	16	20	26	36	121									
	%		100.00	50.00		100.00	100.00	100.00	50.00	50.00	85.71	94.12	71.43	86.67	94.74	85.82									
Landlord services	Total	95	94	71	76	84	110	104	85	125	94	85	96	80	72	1,271									
	Ontime	88	82	57	59	72	102	97	77	106	89	71	82	74	70	1,126									
	%	92.63	87.23	80.28	77.63	85.71	92.73	93.27	90.59	84.80	94.68	83.53	85.42	92.50	97.22	88.59									
Housing needs & support	Total	187	194	92	124	103	88	73	66	100	89	53	63	81	109	1,422									
	Ontime	172	184	89	114	93	78	65	59	66	79	39	53	77	97	1,265									
	%	91.98	94.85	96.74	91.94	90.29	88.64	89.04	89.39	66.00	88.76	73.58	84.13	95.06	88.99	88.96									
Planning	Total	42	41	24	21	19	25	25	22	18	43	24	36	35	42	417									
	Ontime	33	40	23	12	17	20	21	16	16	41	23	29	21	41	353									
	%	96.00	97.56	95.83	57.14	89.47	80.00	84.00	72.73	88.89	95.35	95.83	80.56	60.00	97.62	84.65									

Regeneration	Total	9	18	6	11	6	12	15	3	11	8	2	5	10	3	119
	Ontime	8	18	6	11	6	12	15	3	11	8	2	5	10	2	117
	%	88.89	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	66.67	98.32
Public Protection	Total	35	44	39	54	24	60	70	31	53	54	39	30	53	69	655
	Ontime	35	41	38	48	24	59	69	27	52	53	35	28	50	69	628
	%	100.00	93.18	97.44	88.89	100.00	96.33	98.57	87.10	98.11	98.15	89.74	93.33	94.34	100.00	95.88
Neighbourhood services	Total	182	230	196	121	133	187	145	151	153	205	151	149	159	153	2,315
	Ontime	178	225	182	95	126	179	137	139	131	174	132	136	147	150	2,131
	%	97.80	97.83	92.86	78.51	94.74	95.72	94.48	92.05	85.62	84.88	87.42	91.28	92.45	98.04	92.05
Culture & Leisure	Total	272	330	179	131	190	305	220	254	236	265	241	222	277	205	3,327
	Ontime	266	326	171	116	177	291	212	214	223	255	212	187	232	200	3,082
	%	97.79	98.79	95.53	88.55	93.16	95.41	96.36	84.25	94.49	96.23	87.97	84.23	83.75	97.56	92.64
Town Centre Operations	Total	30	28	27	30	20	46	38	33	40	43	43	20	45	28	471
	Ontime	25	27	19	23	15	40	33	32	39	41	40	18	43	27	422
	%	83.33	96.43	70.37	76.67	75.00	86.96	88.64	96.97	97.50	95.35	93.02	90.00	95.56	96.43	89.60
Policy & Community Engagement	Total	80	75	56	67	55	115	68	31	85	43	50	36	53	42	856
	Ontime	71	72	49	33	44	105	67	25	83	38	43	32	44	39	745
	%	88.75	96.00	87.50	49.25	80.00	91.30	98.53	80.65	97.65	88.37	86.00	88.89	83.02	92.86	87.03
Communication	Total	10	13	4	3	9	0	0	14	19	15	9	7	8	10	121
	Ontime	10	13	4	2	6	0	0	10	16	14	9	6	8	8	106
	%	100.00	100.00	100.00	66.67	66.67			71.43	84.21	93.33	100.00	85.71	100.00	80.00	87.60
Performance & Improvement	Total	7	4	0	3	3	9	3	2	5	5	0	0	3	4	48
	Ontime	6	4	0	2	3	7	3	2	5	5	0	0	3	4	44
	%	85.71	100.00		66.67	100.00	77.78	100.00	100.00	100.00	100.00			100.00	100.00	91.67
LSP	Total	3	1	1	0	0	1	2	0	0	2	1	2	2	3	18
	Ontime	3	1	1	0	0	1	2	0	0	0	1	2	2	2	15
	%	100.00	100.00	100.00			100.00	100.00			0.00	100.00	100.00	100.00	66.67	83.33
Borough Solicitor	Total	42	39	14	21	20	32	16	11	21	32	10	9	19	18	304
	Ontime	41	37	14	10	17	32	16	11	21	30	6	7	19	17	278
	%	97.62	94.87	100.00	47.62	85.00	100.00	100.00	100.00	100.00	93.75	60.00	77.78	100.00	94.44	91.45

1,888
1,834
<b>97.14</b>
22,050
21,207
<b>96.18</b>
38,911
36,721
<b>94.37</b>

No Assigned Budget Manager	Total	104	83	71	131	101	225	161	149	183	156	101	132	155	136
	Ontime	103	83	67	120	97	218	158	147	178	151	101	126	152	133
	%	<b>99.04</b>	<b>100.00</b>	<b>94.37</b>	<b>91.60</b>	<b>96.04</b>	<b>96.89</b>	<b>98.14</b>	<b>98.66</b>	<b>97.27</b>	<b>97.27</b>	<b>96.79</b>	<b>100.00</b>	<b>95.45</b>	<b>98.06</b>
Uniclass Invoices	Total	1,622	2,116	1,434	2,428	1,355	1,981	1,255	1,193	1,690	1,667	1,304	1,312	1,440	1,253
	Ontime	1,584	2,069	1,391	2,043	1,288	1,934	1,243	1,177	1,649	1,651	1,283	1,267	1,403	1,225
	%	<b>97.66</b>	<b>97.78</b>	<b>97.00</b>	<b>85.51</b>	<b>95.06</b>	<b>97.63</b>	<b>99.04</b>	<b>98.66</b>	<b>97.57</b>	<b>99.04</b>	<b>98.39</b>	<b>96.57</b>	<b>97.43</b>	<b>97.77</b>
Overall Total	Total	3,038	3,622	2,441	3,407	2,316	3,382	2,464	2,254	2,993	3,034	2,331	2,371	2,768	2,490
	Ontime	2,930	3,524	2,327	2,847	2,170	3,257	2,390	2,117	2,834	2,916	2,195	2,204	2,597	2,413
	%	<b>96.45</b>	<b>97.29</b>	<b>95.33</b>	<b>84.14</b>	<b>93.70</b>	<b>96.30</b>	<b>97.00</b>	<b>93.88</b>	<b>94.69</b>	<b>96.11</b>	<b>94.17</b>	<b>92.96</b>	<b>93.82</b>	<b>96.91</b>

# Northampton Borough Council Overview and Scrutiny



## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY COMMITTEE 3 IMPROVEMENT, PERFORMANCE & FINANCE

#### WORK PROGRAMME 2009/2010

##### In Depth Policy Reviews

Topic Area	Rationale for Review	Parent Overview and Scrutiny Committee	Lead Councillor	Suggested Timescale
<b>Northampton Borough Council's Customer Services</b>	To investigate the Council's Customer Services and make recommendations for improvement	<b>Overview and Scrutiny Committee 3</b>	<b>TBA</b>	From:- Oct/Nov 2008 To: April 2009  <b>COMPLETED: REPORTED 30 April 2009</b>
<b>Initial Private Sector Housing Strategy</b>	To investigate the Council's procedure for disability facility grants  <b>Appreciative Inquiry Approach</b>	<b>JOINT REVIEW</b>  <b>Overview and Scrutiny Committee 2 and Overview and Scrutiny Committee 3</b>	Councillor David Garlick	From: To reconvene TBA  To: TBA <b>NB: ON HOLD. To reconvene when the Private Sector Housing Strategy is produced</b>

## Northampton Borough Council Overview and Scrutiny

<p><b>Monitoring and Budget Programme</b></p>	<p>To investigate the Council's monitoring and budget programme and make recommendations for improvement</p>	<p><b>Overview and Scrutiny Committee 3</b></p>	<p>Councillor Tim Hadland</p>	<p><b>From: July 2008</b> <b>To: July 2010</b> <b>ONGOING</b></p>
<p><b>Cost of Consultants to the Council</b></p>	<p>To assess the Costs of Consultants</p>	<p><b>Overview and Scrutiny Committee 3</b></p>	<p>Councillor Tony Clarke</p>	<p><b>From: June 2009</b> <b>To: March 2010</b></p>
<p><b>Absence Management</b></p>	<p>To investigate the impact that staff absence has upon service delivery</p> <p><b>NB: The Overview and Scrutiny Management Committee has asked the Committee to scope this Review. The Overview and Scrutiny Management Committee will then consider the Scope at its next meeting</b></p>	<p><b>Overview and Scrutiny Committee 3</b></p>	<p><b>TBA</b></p>	<p><b>From: March 2010</b> <b>To: TBA</b></p>



## **OVERVIEW AND SCRUTINY**

### **SICKNESS MANAGEMENT TASK AND FINISH GROUP**

#### **1. Purpose/Objectives of the Review**

- To investigate the impact that staff absence has upon service delivery

#### **2. Outcomes Required**

- 
- 

#### **3. Information Required**



#### **4. Format of Information**

#### **5. Methods Used to Gather Information**

#### **6. Co-Options to the Review**

- .

#### **7 Equality Impact Screening Assessment**

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

#### **8 Evidence gathering Timetable**

March/April 2010

Schedule of meetings to be agreed

## **7. Responsible Officers**

Lead Officer            Catherine Wilson, Head of Human Resources  
Co-ordinator           Tracy Tiff

## **8. Resources and Budgets**

Catherine Wilson, Head of Human Resources, to provide internal advice.

## **10 Final report presented by:**

Completed by April 2010. Presented by the Chair of the Task and Finish Group to Overview and Scrutiny Committee 3 and then to Cabinet.

## **11 Monitoring procedure:**

Review the impact of the report after six months (October/November 2010)

## FORWARD PLAN

### FOR THE PERIOD 1 FEBRUARY 2010 TO 31 MAY 2010

#### 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](http://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 £50,000;
- 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 Brian Hoare	Leader of the Council and Portfolio Holder for Partnership & Improvement	<a href="mailto:cllr.bhoare@northampton.gov.uk">cllr.bhoare@northampton.gov.uk</a>
Councillor Paul Varnsvery	Deputy Leader and Portfolio Holder for Community Engagement	<a href="mailto:cllr.pdvarnsvery@northampton.gov.uk">cllr.pdvarnsvery@northampton.gov.uk</a>
Councillor Sally Beardsworth	Portfolio Holder for Housing	<a href="mailto:cllr.sbeardsworth@northampton.gov.uk">cllr.sbeardsworth@northampton.gov.uk</a>
Councillor Richard Church	Portfolio Holder for Planning and Regeneration	<a href="mailto:cllr.rchurch@northampton.gov.uk">cllr.rchurch@northampton.gov.uk</a>
Councillor Trini Crake	Portfolio Holder for Environment	<a href="mailto:cllr.tcrake@northampton.gov.uk">cllr.tcrake@northampton.gov.uk</a>
Councillor Brian Markham	Portfolio Holder for Performance and Support	<a href="mailto:cllr.bmarkham@northampton.gov.uk">cllr.bmarkham@northampton.gov.uk</a>
Councillor David Perkins	Portfolio Holder for Finance	<a href="mailto:cllr.dperkins@northampton.gov.uk">cllr.dperkins@northampton.gov.uk</a>

### What is the role of Overview and Scrutiny?

The Council has three Overview and Scrutiny Committees namely

Overview and Scrutiny 1 - Partnerships, Regeneration, Community Safety and Engagement

Overview and Scrutiny 2 - Housing and Environment


Overview and Scrutiny Committee 3 - Improvement, Performance and Finance

The Committees' role is to contribute to the development of Council policies, to scrutinise decisions of the Cabinet and to consider any matter affecting the area of Northampton or its citizens. Dates of these meetings and other Council meetings can be found at [www.northampton.gov.uk](http://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 (01604) 837837.

For general information about the decision-making process please contact Frazer McGown, Democratic Services Manager at The Guildhall, St Giles Square, Northampton NN1 1DE Tel: 01604 837101, E-mail: [fmcgown@northampton.gov.uk](mailto:fmcgown@northampton.gov.uk).  
Councillor Brian Hoare, Leader of Northampton Borough Council





 = Key Decision


**Forward Plan : 1 February 2010 to 31 May 2010**

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
<p><b>Response to O &amp; S 2 Recommendations following the Call-In of New Tenants Participation Structure Decision made by Cabinet on 14 October 2009</b></p>	<p> To agree the process of forming Tenant Area Partnership Boards</p>	<p>Cabinet</p>	<p>10 Feb 2010</p>	<p>KEY</p>	<p>Borough Solicitor, Section 151 Officer, Portfolio Holder</p>	<p>Draft report</p>	<p>02.02.10 Cllr Beardsworth Lesley Wearing, Director of Housing lwearing@northampton.gov.uk</p>
<p>Identification of the Primary Shopping Area and Town Centre as defined in Planning Policy Statement 6 Planning for Town Centres: Proposed for Consultation Purposes</p>	<p>To issue the identified primary shopping area and town centre for consultation purposes.</p>	<p>Cabinet</p>	<p>10 Feb 2010</p>	<p>NON-KEY</p>	<p>Range of stakeholders, including businesses such as retailers, developers and their agents, local councillors, town centre partnership and the general public.</p>	<p>Notification through consultation letter, website and e-mail.</p>	<p>02.02.10 Cllr Church Sue Bridge, Head of Planning sbridge@northampton.gov.uk</p>
<p>Wootton Conservation Area Re-Appraisal</p>	<p>To adopt the proposed boundary amendments outlined in the document</p>	<p>Cabinet</p>	<p>10 Feb 2010</p>	<p>NON-KEY</p>	<p>Residents of the area, public, external organisations and appropriate officers</p>	<p>Letter, e-mail, leaflet circulated locally and to all properties in the conservation area.</p>	<p>02.02.10 Cllr Church Sue Bridge, Head of Planning sbridge@northampton.gov.uk</p>






 = Key Decision


**Forward Plan : 1 February 2010 to 31 May 2010**

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
Award of Build Contract on the Local Authority new Build Schemes	 To agree that the Director of Housing, in consultation with the Portfolio Holder, be given delegated authority to approve the appointment of the successful tender and agree final terms for the build contracts on the HCA Local Authority New Build Scheme and Bid	Cabinet	10 Feb 2010	KEY	Director of Finance, Borough Solicitor, Portfolio Holder, Director of Housing, Director of Planning and Regeneration.	Copy of the Draft report	02.02.10 Cllr Beardsworth Lesley Wearing, Director of Housing lwearing@northampton.gov.uk
Leisure and Sport Strategic Business Review - Facilities Strategy	 To agree a Leisure and Sport Facilities Strategy.	Cabinet	10 Feb 2010	KEY	Stakeholders	Meetings, discussions etc	02.02.10 Cllr P. D Varnsberry Ian Redfern, Head of Leisure and Culture iredfern@northampton.gov.uk
Approval of the Financial Implications of the Pay and Grading Review	 To approve the budgetary implications of the Pay and Grading Review	Cabinet	10 Feb 2010	KEY	Board, Trade Unions, General Purposes Committee for changes to terms and Conditions	Reports to Board and trade unions, General Purposes Committee 2 February 2010	02.02.10 Cllr Perkins Catherine Wilson, Head of Human Resources cwilson@northampton.gov.uk
Performance Monthly Report - December 2009	To note the current position	Cabinet	10 Feb 2010	NON-KEY	Heads of Service	Meetings with Accountants	02.02.10 Cllr B Markham Dale Robertson, Head of Performance and Improvement drobertson@northampton.gov.uk






 = Key Decision


**Forward Plan : 1 February 2010 to 31 May 2010**

<b>Subject</b>	<b>Expected Decision to be Made ( = KEY decision)</b>	<b>Decision to be made by</b>	<b>Expected Date of Decision</b>	<b>Key or Non-Key Decision</b>	<b>Who Will be consulted</b>	<b>How will they be consulted</b>	<b>Report Published /Portfolio Holder/ Contact Officer</b>
The Service and Maintenance of Hard Wired Sheltered Housing Schemes and Private Life Lines	 <b>PRIVATE Approval of Contract Procedure/Award</b>	Cabinet	10 Feb 2010	KEY	Council Officers	Draft report	02.02.10 Cllr Beardsworth, Chris Murray, Interim Ind Living Mgr Fran Rodgers, Head of Housing Need and Support frodgers@northampton.gov.uk
Estate Services Review	 <b>To consider provision of cleaning service, funded by Service Charging</b>	Cabinet	24 Feb 2010	KEY		Copy of draft report	16.02.10 Cllr Beardsworth Christine Ansell, Head of Landlord Services cansell@northampton.gov.uk
Amendments to the Scheme for the Recovery of Building Regulation Charges	To approve increases of charges within the scheme	Cabinet	24 Feb 2010	NON-KEY	Portfolio Holder, Director of Planning and Regeneration, Head of Planning, Head of Finance and Legal Services	Management meetings, one-to-ones, briefing notes	16.02.10 Cllr Church Sue Bridge, Head of Planning sbridge@northampton.gov.uk
Corporate Plan 2010-2013	 <b>Approval of the Corporate Plan</b>	Cabinet	24 Feb 2010	KEY	Management Board and Members; Residents, partners and stakeholders	Citizen Panel survey and focus groups; on-line survey	16.02.10 Cllr B Markham Dale Robertson, Head of Performance and Improvement drobertson@northampton.gov.uk
Prudential Indicators 2010-2013	 <b>Recommendation of Prudential Indicators 2010 – 2013 to Council for approval</b>	Cabinet	24 Feb 2010	KEY	Management Board, Chief Finance Officer, Head of Finance	Through the call-over process and meetings with the Head of Finance and Chief Finance Officer	16.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk





 = Key Decision


**Forward Plan : 1 February 2010 to 31 May 2010**

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
Capital Programme 2010-2013	 Recommendation of Capital Programme and Capital Strategy 2010 – 2013 to Council for approval	Cabinet	24 Feb 2010	KEY	Public, Management Board, Chief Finance Officer, Heads of Service, Project Managers, Portfolio Holders	Through the budget consultation process, call-over process, capital programme build process and Management Board meetings, capital appraisals, meetings with the Head of Finance and Chief Finance Officer.	16.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
Housing Revenue Account Budget 2010-2013	 Recommendation of Housing Revenue Account Budget 2010-2013 to Council for approval	Cabinet	24 Feb 2010	KEY	Public Overview and Scrutiny, Management Board, Budget Managers, Heads of Service	Through the budget build process and the public consultation process	16.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
General Fund Revenue Budget 2010-2013	 Recommendation of GF Revenue Budget 2010 – 2013 to Council for approval	Cabinet	24 Feb 2010	KEY	Public, Overview and Scrutiny, Management Board, Budget Managers, heads of Service	Through the budget build process and the public consultation process	16.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
Treasury Strategy 2010 - 2013	 Recommendation of Treasury Strategy 2010 – 2013 to Council for approval	Cabinet	24 Feb 2010	KEY	Management Board, Chief Finance Officer, Head of Finance, Sector	Through the call-over process, e-mail liaison with Sector, meetings with Head of Finance and Chief Finance Officer	16.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk




 = Key Decision


**Forward Plan : 1 February 2010 to 31 May 2010**

<b>Subject</b>	<b>Expected Decision to be Made ( = KEY decision)</b>	<b>Decision to be made by</b>	<b>Expected Date of Decision</b>	<b>Key or Non-Key Decision</b>	<b>Who Will be consulted</b>	<b>How will they be consulted</b>	<b>Report Published /Portfolio Holder/ Contact Officer</b>
Rent Arrears Incentives	 To approve proposals to offer rent incentives to tenants	Cabinet	3 Mar 2010	KEY		Copy of draft report	23.02.10 Cllr Beardsworth Christine Ansell, Head of Landlord Services cansell@northampton.gov.uk
Leisure and Sport Strategic Business Review - Management Options Appraisal	 Agree Implementation of the Preferred Management Option	Cabinet	3 Mar 2010	KEY	Stakeholders	Variety of mechanisms	23.02.10 Cllr PD Varnsberry Julie Seddon julieseddon@northampton.gov.uk
Asset Management Strategy 2010 - 2013	 Adoption of Strategy	Cabinet	3 Mar 2010	KEY	Partner public sector bodies	By mail, e-mail, telephone and face to face meetings where appropriate.	23.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
General Fund Revenue Budget Monitoring - P9 December 2009	To note the position as at the end of December 2009.	Cabinet	3 Mar 2010	NON-KEY	Budget Managers, Management Board, Portfolio Holder for Finance	Budget Monitoring process and Call Over.	23.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
Housing Revenue Account (HRA) Monitoring P9	To note the current position as at the end of period 9	Cabinet	3 Mar 2010	NON-KEY	Budget Managers, Heads of Service, Management Board, Portfolio Holder	Monthly meetings, briefings and call-over	23.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk





 = Key Decision

**Forward Plan : 1 February 2010 to 31 May 2010**


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
Capital Programme 2009-10 - Position as at end of December/January	 To note the report for information and approval of any appraisals and variations to the Capital Programme	Cabinet	3 Mar 2010	KEY	Budget Manager, Finance Manager (Treasury and Capital), Corporate Director (Chief Executive), Heads of Service, Portfolio Holder, Section 151 Officer	Monthly monitoring budget meetings with budget holders to provide monitoring figures, review and sign off of capital appraisal forms and variations detailing the project and its relevance and importance to the authority.	23.02.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
Choice Based Lettings (CBL) Allocations Policy	 To approve the revised allocations policy	Cabinet	24 Mar 2010	KEY	Tenants, partners, Portfolio Holder, Borough Solicitor, Chief Executive	Copy of the draft report	16.03.10 Cllr Beardsworth Fran Rodgers, Head of Housing Need and Support frodgers@northampton.gov.uk
Performance Monthly Report - January 2010	To note the current position	Cabinet	24 Mar 2010	NON-KEY	Heads of Service	Meetings with Accountants	16.03.10 Cllr B Markham Dale Robertson, Head of Performance and Improvement drobertson@northampton.gov.uk
General Fund Revenue Budget Monitoring P10 January 2010	To note the position at the end of January 2010	Cabinet	24 Mar 2010	NON-KEY	Budget Managers, Management Board, Portfolio Holder for Finance	Budget Monitoring process and call over	16.03.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk

 = Key Decision



**Forward Plan : 1 February 2010 to 31 May 2010**

<b>Subject</b>	<b>Expected Decision to be Made ( = KEY decision)</b>	<b>Decision to be made by</b>	<b>Expected Date of Decision</b>	<b>Key or Non-Key Decision</b>	<b>Who Will be consulted</b>	<b>How will they be consulted</b>	<b>Report Published /Portfolio Holder/ Contact Officer</b>
Housing Revenue Account (HRA) Monitoring - Period 10	To note the current position as at the end of period 10	Cabinet	24 Mar 2010	NON-KEY	Budget Managers, Heads of Service, Management Board, Portfolio Holder	Monthly meetings, briefings and call-over	16.03.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk
<b>Capital Programme 2009-10 - Position as at end of January 2010</b>	 <b>To note the report for information and approval of any appraisals and variations to the Capital Programme.</b>	Cabinet	24 Mar 2010	KEY	<b>Budget Manager, Finance Manager (Capital and treasury), Corporate Director (Chief Executive), head of Service, Portfolio Holder, Section 151 Officer</b>	<b>Monthly monitoring meetings with budget holders to provide monitoring figures, review and sign off of capital appraisal forms and variations detailing the project and its relevance and importance to the authority.</b>	<b>16.03.10 Cllr Perkins Gavin Chambers, Head of Finance and Assets gchambers@northampton.gov.uk</b>
Update of Bye-law for Good Rule and Government covering the Borough of Northampton	 to approve draft bye-law for Good Rule and Government for the Borough of Northampton to go forward to the Public Consultation stage	Cabinet	28 Apr 2010	KEY	General Public	Public notice in local press and copy of byelaw available for view at the Guildhall for period of at least one month.	20.04.10 Cllr P D Varnsberry Steve Elsey, Head of Public Protection selsey@northampton.gov.uk
Corporate Debt Policy	 To approve the Council's policy towards the collection of debt across Northampton Borough Council	Cabinet	28 Apr 2010	KEY	Internal: Revenues and Benefits, Housing and Finance; External: Third sector welfare agencies	Input to policy from internal departments and external review and comments on draft policy from the third sector	20.04.10 Cllr Perkins Robin Bates rbates@northampton.gov.uk



 = Key Decision

**Forward Plan : 1 February 2010 to 31 May 2010**

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
Performance Monthly Report - February 2010	To note the current position	Cabinet	28 Apr 2010	NON-KEY	Heads of Service	Meetings with Accountants	20.04.10 Cllr B Markham Dale Robertson, Head of Performance and Improvement drobertson@northampton.gov.uk
<b>Equalities and Engagement (Forums) Report</b>	 <b>To approve the updates to the Single Equalities Scheme and changes to Forums and equalities governance structures</b>	Cabinet	19 May 2010	KEY	<b>Forum co-Chairs, Corporate Equalities Steering Group</b>	<b>Variety of meetings, e-mail and other communications between January and April 2010</b>	<b>11.05.10 Cllr PD Varnserry Thomas Hall, Head of Policy and Community Engagement thall@northampton.gov.uk</b>