

Report of the
**Overview & Scrutiny
Committee**

**Annual Report
2011/2012**



**NORTHAMPTON
BOROUGH COUNCIL**

A Message from Councillor Les Marriott, Chair, Overview and Scrutiny Committee

This Overview and Scrutiny Committee Annual Report published by Northampton Borough Council gives a summary of the Committee's activities over the past twelve months and maps out its plans for the forthcoming year. I emphasise the amount of work the Committee has undertaken this year, particularly in the light of Review work commencing in the summer rather than early spring due to the local elections 2011.

The Localism Act 2011 consolidates the contents of the 2000, 2003, 2007 and 2009 Act. It involves some minor amendments in particular in the powers of district Councils and the role of scrutiny as regards local partners. Therefore Scrutiny Committees play a crucial role in examining the work of local bodies helping make sure they offer a good service to residents and they will have greater flexibility about how they carry out this scrutiny role. Scrutiny has, and is continuing to ensure its work programme reflects concerns of service users, community and public – consulting with a wide range of organisations, partners and the public for suggestions for scrutiny review and then on the actual work programme. O&S works with the community and key partners to respond to concerns.

I was pleased that over thirty suggestions were put forward for Scrutiny Review by members of the public and local groups for Review work in 2012/2013.

Progress made by the Overview and Scrutiny Committee over the last year is reported within the Annual Report. It is vital that the work of scrutiny adds value and improvement and I feel the conclusions and recommendations from the in-depth Reviews undertaken this year have really demonstrated that. Overview and Scrutiny continues to involve and work closely with external partners and organisations who, through the Reviews carried out this year, have all contributed to the well being of the people of Northampton. I emphasise that the support of all those involved in Reviews is required for a successful outcome.

I am pleased to highlight that Overview and Scrutiny continues to become involved with decisions at an early stage. Scrutiny provided its input into the de-pooling of Council dwelling rents and the Central Area Action Plan (CAAP) – Proposed amendments for pre submission this year. It has pre-decision scrutiny already planned for 2012/2013.

I would like to commend that Induction Programme for Overview and Scrutiny. The majority of Councillors on the Overview and Scrutiny Committee 2011/2012 were newly elected and I am pleased that development sessions on Overview and Scrutiny and chairing skills were programmed in early in the new Year. This ensured that Councillors were equipped with all the relevant knowledge prior to the inaugural meeting of the Overview and Scrutiny Committee and the first round of Scrutiny Panels. I have given my commitment to the continuation of the four year rolling training programme for Overview and Scrutiny.



Councillor Les Marriott
Chair, Overview and Scrutiny Committee



Overview and Scrutiny Committee

Key Achievements

How was this impact made during 2011-2012?

The current structure for Overview and Scrutiny (O&S) was introduced in May 2010, comprising an Overview and Scrutiny Committee and three Panels. The Panels carry out in-depth Scrutiny Reviews, whilst the O&S Committee concentrates on strategic issues, including holding the Executive to account, performance management and scrutiny of crime and disorder. This structure has continued to attract increased public participation and the involvement of non-Executives in Scrutiny Reviews.

Involvement of Non- Executives (not Scrutiny Members) in Overview and Scrutiny

This O&S structure enables non-Executives, who are not O&S Members, to be fully involved in the O&S process.

Key Example: The Scrutiny Review of Customer Services was made up of five non-Executives, three of which were not O&S Councillors, demonstrating the complete involvement of non-Executives in the O&S process. A non-Executive from Northamptonshire County Council was co-opted to this Review highlighting joint scrutiny work.

Crime and Disorder Scrutiny

On 2010 the scrutiny of crime and disorder was formalised, putting in place clear working arrangements between the Chair of the Community Safety Partnership (CSP) and the Committee. A bi-annual report from the CSP informs the O&S Committee of work undertaken, and non-Executives decide if further review or scrutiny is required. This report focuses on the levels of performance and whether crime has increased in the light of reduced resources, if so what measures have been taken to meet any shortfall in performance. This is an example of excellent working relationships between non-Executives and partners. In addition to this approach to crime and disorder scrutiny, a Scrutiny Panel investigated mechanisms for the reporting of hate crime, details of which are given later within this Annual Report.

“Overview & Scrutiny for Northampton Borough Council continues to show great interest and commitment to Community Safety/Crime and Disorder. The Committee has focused on crime and disorder issues from a public perspective and has worked in partnership with other agencies such as Northamptonshire Police. More widely their work has seen the further development of relationships and demonstrated the value scrutiny can add to partnership working.”

**Debbie Ferguson,
Community Safety Partnership Manager**



Performance Management Scrutiny

At the start of the Municipal Year, the Overview and Scrutiny Committee received comprehensive training to enable non-Executives to undertake their performance management scrutiny role.



Key example: The Committee scrutinised the performance measure that looks at whether the percentage of Local Government Ombudsman correspondence dealt with on time percentage satisfied with the overall service provided by the Customer Services Officers, percentage of all calls into the contact centre answered and the One stop shop Percentage of all customers waiting less than 15 minutes. This piece of work highlighted that the Performance Indicator for the percentage of Local Government Ombudsman correspondence dealt with on time had been incorrectly drafted and has now been changed.

Northampton Borough Council Overview and Scrutiny Committee

Effectively scrutinising performance

“.....the scrutiny review of specific measures takes place at Overview & Scrutiny meetings, following reporting to Cabinet. Measures are reviewed on an exception basis, with relevant officers being called to present, at the request of the Committee. Officers are scrutinised on performance, the causes of under performance and the corrective actions being taken. Members have undertaken active debate and offered support and challenge to the recommendations being made by officers to deliver service improvements.

During the year, Committee has used this opportunity to scrutinise performance and requested a briefing from the Cabinet Member for Community Engagement on their customer satisfaction measures. These measures included Ombudsman correspondence dealt with on time, contact centre calls answered, and waiting times for customers in the One Stop Shop.

As a result, the Cabinet Member agreed to spend a day in the One Stop Shop and Contact Centre to monitor activities and gauge customer perception. He found that most people were happy with the services they received and happy to wait a little longer if their query was dealt with fully and efficiently, proving that quality of service is most important to the customer.

Through the challenge, there was also a recommendation for a change to the way the measure for the Ombudsman complaints was being reported, to bring this in line with the national reporting guidance.

The Committee has actively promoted the scrutiny of performance data and has undertaken this role effectively with deliverable outcomes and support to service areas.”

Kathy Brooks
Performance Team Leader
Performance & Change”



Critical Friend to Cabinet

Robust Pre-Decision Scrutiny

The O&S structure enables regular, robust pre-decision scrutiny. Two in-depth pre-decision scrutiny activities were undertaken this year.

Key example: Scrutiny input into the Central Area Action Plan (CAAP)

The Overview and Scrutiny Committee considered the CAAP – Focused changes to the pre-submission over two meetings – 14th November 2011 and a specially convened meeting on 12 December 2011 in order that its comments could be put forward as part of the consultation process.

Information obtained from the following sources formed the main body of evidence gathered by the Committee:

- Cabinet Member (Regeneration, Enterprise and Planning)
- Head of Planning
- Planning Policy and Conservation Manager
- Planning Policy Team Leader

Upon completion of the pre-decision scrutiny activity, Overview and Scrutiny put two recommendations to Cabinet around the clarity of the wording in the document.

This pre-decision scrutiny activity demonstrates non-Executives providing input into the decision making at an early stage.



Call-In

At Northampton call-in is used sparingly, and during 2011/2012 the facility was not used at all.

Influencing Policy Development

Due to the local elections 2011, Scrutiny Panels commenced their Review work later than usual, with scoping commencing in the summer rather than the spring. Two in-depth Scrutiny Review reports will be presented to Cabinet early in the Municipal year 2013.

One report of the review work of 2011/2012 has received Cabinet's response. 50% of the recommendations were accepted, and 25% were enhanced by Cabinet, highlighting that Overview and Scrutiny is continuing to make significant influence of Council policy both in terms of holding the Cabinet to account and contributing to policy development and the well being of the citizens of Northampton.

Raising the profile of Overview and Scrutiny at Northampton

The Scrutiny Review process at Northampton is widely recognised both within the Council and amongst the citizens of Northampton.

Key Example: Councillor Community Fund

The purpose of the Review was to recommend a suitable scheme for a Northampton Councillor Empowerment Fund that enables Councillors to efficiently and effectively allocate money within their ward to make a positive impact on the areas they represent and to empower local residents to be active in their communities.

Non-Executives were able to add a new dimension to the focus of the proposed Councillor Empowerment Fund by bringing their own perspective and the expertise of key Advisers to the Review.

Key Community and Voluntary Groups (CVG) provided expert advice to non-Executives which demonstrates how Northampton's CVGs recognised the value of the O&S process and the input it can provide to significant issues. A Councillor Empowerment Fund benefits CVGs. Non-Executives ensured that CVGs were engaged in the Review. Upon the advice of the Chair of the Voluntary Sector Forum, a sample of CVGs provided a response to the core questions demonstrating an inclusive approach to engaging with CVGs. The Groups attended the same meeting and addressed the Scrutiny Panel together. They felt their views were heard and taken into account. The recommendations of the Review comprised innovative methodologies to gather further community feedback such as the Voluntary and Community Forum promoting the Scheme.

Recommendations of the Review were around the themes:

- Annual Councillor Allowance
- Easy to complete application form and comprehensive guidance notes
- Positive publicity
- Key partners promoting the scheme amongst CVGs
- Monitoring of the effectiveness of the Scheme



The Councillor role is an important one and the Council's Scrutiny process is a good place for Councillors to make a real difference. I believe that in this report the Panel has done that and I would like to convey my sincere thanks to members of the Scrutiny Panel for their work on this Scrutiny Review.

The Panel received both written and spoken evidence from a wide variety of expert advisors including the Cabinet Members for Community Engagement and Finance, Northampton Borough Council, Officers of Kettering Borough Council and Northamptonshire County Council and representatives of the Voluntary and Community Sector.

Councillor Matt Lynch
Chair, Scrutiny Panel 3
Councillor Empowerment Fund



The Overview and Scrutiny Committee played a very important role in developing a key manifesto policy of introducing a Councillor Community Fund by drawing evidence from a whole range of sources. This examined the wider implications of the Localism Act and sought evidence from other local authorities in Northamptonshire with a similar scheme to ensure best practice in its delivery and enable councillors to efficiently and effectively allocate money within their ward to make a positive impact on the areas they represent and to empower local residents to be active in their communities.

The Overview and Scrutiny Committee also sought evidence from the voluntary and community organisations who will benefit from this new scheme and whose views would be key to making the scheme a success. The report of the Overview and Scrutiny Committee was a solid base of evidence that has allowed us to put in place the structures and foundations for this scheme which will begin on 1st April.

Councillor David Mackintosh
Leader of the Council



Public engagement within the Overview and Scrutiny process at Northampton

O&S has included various issues referred to it from the public onto its Work Programmes. The details below provide key points of how O&S work has reflected the concerns of service users.

Key example: Hate Crime

The purpose of the Review was to ensure that the approach to dealing with hate crime is embedded and responded to within Northampton Borough Council (NBC).

The Leader of the Council addressed the Overview and Scrutiny Work Programming event for 2011/2012 and informed non-Executives of the Council's priorities and challenges for the forthcoming year. Scrutiny of the Council's reporting mechanisms in respect of hate crime was identified as a key priority. This issue was therefore included within the Overview and Scrutiny Work Programme 2011/2012.

Additionally, the Chair of the Overview and Scrutiny Committee asked the public for suggestions for future Scrutiny Reviews and a suggestion was put forward for a Scrutiny Review regarding reporting mechanisms for hate crime.

Following approval of the Overview and Scrutiny Work Programme 2011/2012, it was agreed that an in-depth Review would commence in July 2011 and conclude early in February 2012.

A Scrutiny Panel was established and the Review commenced in July 2011 and concluded its findings in February 2012.

Reporting of hate crime links to the Council's Corporate Priorities – CP4 - Helping to develop a place where people feel safe

Recommendations of the Review centred around:

- The publication of an Annual Report
- Awareness Training being an integral part of the Councillor Induction Programme
- Annual refresher training for all relevant front line staff
- Potential opportunities for the Keep Safe Group to work with the Council and O&S
- Increased awareness of reporting of hate crime in communities
- Monitoring activity



It was a very interesting and informative Review; with clear evidence received.

The Scrutiny Panel held interviews with the Cabinet Member, Senior Staff at Northampton Borough Council and external expert witnesses who gave up their time to attend a number of meetings of the Panel, some travelling a considerable distance to give their evidence in person..

The result is a piece of work, which recommends to Cabinet a number of improvements to the reporting of hate crime mechanisms. I would highlight that the Scrutiny Panel found the Awareness Training both useful and information and is keen to see this rolled out further across the Council.

Councillor Brendan Glynane
Chair, Scrutiny Panel 1 – Hate Crime



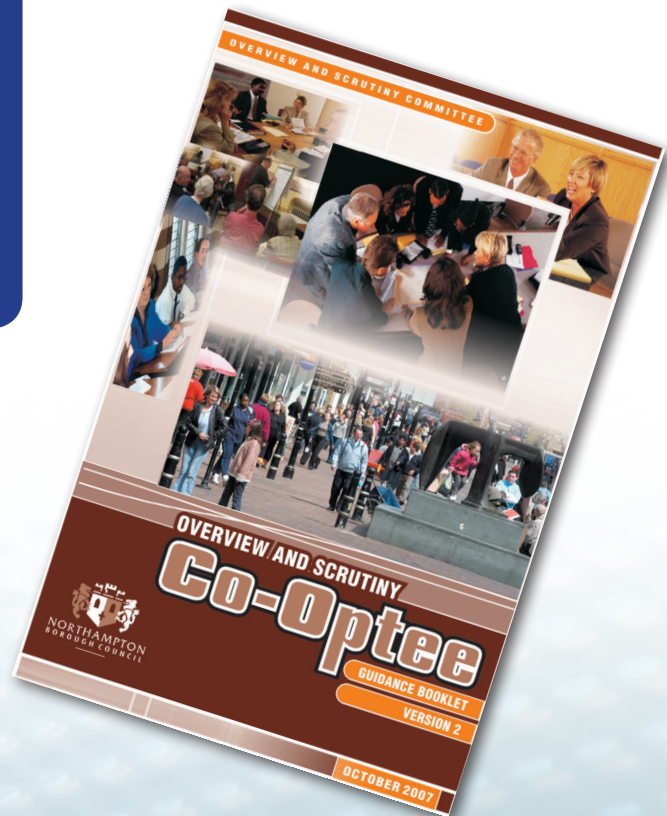
Co-Opted Members

The Scrutiny process benefitted from the expertise and knowledge of two co-opted Members to Reviews this year.

As Chairman of Northamptonshire County Council's Health and Social Care Scrutiny Committee I was delighted to be invited to work with and help develop this timely review of the Independent Living Strategy for older people. I have found the experience of working with Northampton Borough Council under the able chairmanship of Cllr Lee Mason a very rewarding experience.

I am sure that this excellent document and action plan will be of sound benefit to older people who wish to have the choice to live longer independently, in the secure knowledge that they have the support, information and expertise as laid out in this Strategy to enable them to do so.

**County Councillor Judy Shephard
Co-Optee – Scrutiny Panel – Independent
Living Strategy**



Scrutiny Panels

How has the work of the Scrutiny Panels made a difference to the Council and our residents?

Overview and Scrutiny at Northampton has undertaken some good Review work.

The Chair of the Scrutiny Panel that investigated Independent Living Strategy for the Council presented how this important review was conducted to a seminar hosted by the Age Well Forum.

The Centre for Public Scrutiny commended the work of Overview and Scrutiny at Northampton in its Scrutiny News' Bulletin September 2011 in the Section Best Practice from District Councils:



Northampton Borough Council Increased participation in scrutiny

Northampton decided to engage in work to enhance the participation in scrutiny by a range of stakeholders – cabinet members, the public and other partners. This has involved a more robust approach to pre-scrutiny of important decisions, contributing to major partnership strategies (such as the Northampton Alcohol Harm Reduction Strategy). Through its proactive approach scrutiny has also been behind a number of major innovations for the authority, such as market-testing the waste, grounds and street care service, leading to a letting process in which scrutiny was directly involved.

Recommendations from three Scrutiny Reviews that were undertaken during the latter part of 2009/2010 and 2010/2011 are being implemented and monitored by the Overview and Scrutiny Committee.

Sheltered Housing and Housing Options for Older People

As reported in the Annual Report 2010/2011, this high profile Review highlighted that the ageing population presents a huge challenge for the Council in a period of public spending cuts. It also presents a significant opportunity to improve the Services offered to older people in a way that effectively promotes independent living. The fact that there are more individuals aged over 60 than under 25 is a huge issue that should be addressed and the impact on Northampton understood and responded to. It was felt that the Council needs to develop a wide range of options to suit the needs of older and vulnerable people and that represent real choice in terms of the services offered.

The Review further concluded that the resident warden scheme should not be returned to as it would not improve services for older people. Another nine recommendations were called for which included improved consultation mechanisms with sheltered housing tenants and the introduction of a Policy for the storage of mobility scooters.

All the recommendations included in the Overview and Scrutiny report were considered for inclusion in the Cabinet report on the future of Sheltered Housing and Options for Older People that was produced after the completion of this Review. Cabinet formally congratulated the Task and Finish Group for the high quality of this report and the time and effort given to produce it.

This Review received a lot of public interest and press coverage. An interview with the Chair was broadcast on 'Anglia Tonight'.



Community Centres

This Review called for a proper Policy being put in place for the management of Community Centres. The Review concluded that it was clear that there was a need for Community Centres and such a Policy would be core to the way forward. It emphasised that there needs to be accessibility to community facilities for all Groups and put sixteen recommendations to Cabinet

In considering the report of this O&S Review, Cabinet directed those conducting the current review of the future of Northampton's community centres to have due regard to Overview and Scrutiny's recommendations as it develops policy and practice for Northampton's community centres.

Neighbourhood Model

- To investigate which groups will be engaging with and who the Council will be working with.

The recommendations of the Review included:

- A Workshop for all ward Councillors to be held, with the purpose to discuss the best use of resources in respect of the public meetings or other methods, alternative methods of engaging the public within the Neighbourhood Model be introduced by 1st October 2011
- In each area a minimum level of least two public meetings per year or equivalent alternative methods
- Officer Boards be redesignated Area Boards and ward Councillors and chairs or representatives of Parish Councils and Residents' Associations be invited to also attend

- A budget of £4,000 pa for 2011/12/13 for the publicity of public engagement events be granted
- The Head of Public Protection, in conjunction with the Chair of the Community Safety Partnership (CSP), introduce mechanisms that enable Area Action Plans to complement and enhance identified Community Safety priorities for the area



Commissioning Framework for the Voluntary and Community Sector

- To investigate the development of a Commissioning Framework for the Voluntary and Community Sector.

The key recommendation of this Review was:-

- The development of a consultation draft of a Commissioning Framework for the Voluntary and Community Sector by a Partnership Working Group made up of representatives of the Council, Community Enabling Fund Advisory Panel (CEFAP), and the Voluntary and Community Sector (VCS).

The Committee will monitor the implementation of the accepted recommendations at its first meeting in the Municipal year 2012/2013.

- **Lease between Northampton Borough Council and Northampton Town Football Club and the contractual arrangements between Northampton Town Football Club and the Rugby and Northampton Athletics Club** – The purpose of the Panel was to review the operation of the lease that Northampton Borough Council has with Northampton Town Football Club, the contractual arrangements between Northampton Town Football Club and the Rugby and Northampton Athletics Club, and make recommendations for improvement to the facility, if appropriate.

The recommendations of the Review included:

- Instructing officers to enforce, as is legally possible, all obligations that Northampton Town Football Club has under the Lease in respect of the condition of the athletics facility
- To explore all opportunities with Northampton Town Football Club, taking into consideration the reasonable representations of the Rugby and Northampton Athletics Club, regarding changes to the Lease structure

- To communicate with Northampton Town Football Club to require that it takes all necessary steps in the ongoing management of the athletics facility and in-field to help prevent damage to the Track and athletics equipment.
- To write to Northampton Town Football Club asking that, as a gesture of goodwill and positive intent, it agrees to permit athletics participants and spectators to park near to the Athletics Track when using the facilities and operating a security regime in co-operation with Rugby and Northampton Athletics Club that facilitates this
- To explore with Northampton Town Football Club, the potential opportunities for educational establishments, Leisure Trust and other such bodies, entering into an agreement with NTFC for the overall management of the athletics facility
- To write to Northampton Town Football Club requiring that it ensures that the athletics infield is made available to organisations hiring the facility for the purpose of athletics training and competition. Football training should continue to be permitted on the infield as well as making it a dual purpose facility. Equipment should be removed at the end of all training sessions and competitions by all parties utilising the facility.

The Committee will begin to monitor the implementation of the accepted recommendations contained within this report in autumn 2012.



Review work 2011/2012

Northamptonshire Alcohol Strategy

The purpose of this Scrutiny active was to review the local delivery of Northamptonshire Alcohol Strategy in Northampton.

The Review recommended, after considerable scrutiny input:-

- The adoption of the Northampton Alcohol Harm Action Plan.
- The support of Northampton's three MPs to be sought, to raise the issue within Government regarding the concerns that licensed premises have difficulty in obtaining polycarbonate bottles and glasses at appropriate prices.

The Committee referred this report and its recommendations to the shadow Health and Wellbeing Board and is continuing to monitor its implementation, along with important evidence being provided by the Police.

Councillor Community Fund

Please refer to page six for a precis of this Review.



Independent Living Strategy

The purpose of the Review was to evaluate the draft Independent Living Strategy for older people and make recommendations for development of this Strategy.

The Overview and Scrutiny Committee for 2010/2011 agreed at its work programming event in March 2010 to include a Review of Independent Living Strategy to its work programme for 2010/2011.

It was not timely for the Review to commence in July 2010. In January 2011, when there was space on the Work programme for further Scrutiny Reviews to commence, it was agreed that the allocated timescale of just two months was not adequate. Therefore, the Overview and Scrutiny Committee agreed to postpone the Review and to recommend to the Overview and Scrutiny Work Programming event 2011 that a Review of Independent Living Strategy be included within its work programme 2011/2012. The Overview and Scrutiny Committee, at its inaugural meeting on 30th June 2011, agreed that a Scrutiny Review of Independent Living Strategy should commence in July 2011.

A Scrutiny Panel was established and the Review commenced in July 2011 and the Scrutiny Panel concluded its work March 2012.

This Review links to the Council's corporate priorities - Corporate priority CP2 Ensuring Homes are available for Local People – Support vulnerable people to live independently.

Recommendations of the Review are around the themes:

- Independent Living Strategy
- Partnership working
- Working with older people
- Service delivery
- Sheltered Housing
- Funding Opportunities
- Monitoring

It was realised that the numbers of older people are increasing at a time when resources are reducing. Key documents were consulted such as "A Good Place to Grow Older" (CfPS) and "Breaking The Mould" (NHF). Evidence was gathered from a variety of sources, including the Housing Directorate, Age UK (Northamptonshire), CIH Consulting, Northampton NHS Foundation Trust, Adult Social Care (NCC), Northampton Pensioners Forum and the GP Consortium, Nene Commissioning. Therefore, in a time of change there is a need for a strategy to guide all Partners through this substantial change.

Councillor Lee Mason
Chair, Scrutiny Panel 2 – Independent Living Strategy

Ageing Well seminar series:
Learning the lessons and taking them forward. 15 March 2012

"On behalf of LGA, we wanted to thank you very much indeed for speaking at the Ageing Well 'Learning the lessons and taking them forward' seminar on 15 March 2012.

The feedback we received for the sessions has been very positive and this was in no doubt due to your excellent contribution."

Kate Connell
Conference Manager
Event-X Ltd (Working on behalf of LGA)

Hate Crime

Please refer to page eight of the Annual report for details of this Review.



Customer Services

The purpose of the Review was to evaluate all customer services with a review of the customer contact centre, customer satisfaction and the refurbished and extended one stop shop.”

A Scrutiny Panel was established and the Review commenced in January 2012 and the Scrutiny Panel concluded its work April 2012.

It was highlighted that over the last two years there have been significant improvements made within customer services throughout that the Council and new and innovative improvements have been made.

This Scrutiny Review demonstrates the importance of good quality customer services to each and every customer

Recommendations of the Panel centred on:

How a call is passed around the Council
Additional methods for the public to contact the public
Minor improvements to signage and other ways to improve the customer experience
Additional methods for the public to contact the Council.

Councillor Mike Hallam
Chair, Scrutiny Panel 3 – Customer Services



What are our Challenges for 2012-2013?

- To build on Overview and Scrutiny’s achievements by setting stretching targets to broaden our impact. An example would be to ensure the Committee continues to undertake pre-decision scrutiny activities.
- To ensure the Overview and Scrutiny work programme reflects concerns of service users, community and public – consulting with a wide range of organisations, partners and the public for suggestions for scrutiny review and then on the actual work programme.
- To ensure that Overview and Scrutiny works with the community and key partners to respond to concerns.
- To ensure that Overview & Scrutiny is able to respond effectively to legislative requirements, such as the new powers for example wider powers to influence policy and public service delivery in their area – for example investigated issues beyond its traditional remit but affect local people.
- To continue to ensure that the work of O&S has a positive effect on decision-makers and provide evidence that it has made a real difference. Recommendations made in 2011-12 will be monitored and their impact reported on in 2012-13 Annual Report.
- To increase public participation in O&S at Northampton by increased public suggestions for scrutiny Review and increased attendance at O&S Committee and Panel meetings.



Glossary of Terms

Call-In

The process by which the O&S Committee considers whether a decision is properly taken or is the right decision.

Cabinet (Executive)

The Executive body responsible for day-to-day running of the Council and the development of policy. Cabinet Members have portfolios or areas of responsibility (e.g. Housing) for which they take executive decisions.

Councillor (Member)

An elected local representative on the Council, a Councillor represents the interests of the people who live in their ward and Northampton as a whole

Pre-decision Scrutiny:

O&S may inform Executive decisions on topics on the Forward Plan by making evidence based recommendations or advice prior to formal decision by the Executive.

Review

A study led by Scrutiny Councillors on a current issue, selected by the Committee. It aims to identify areas of good as well as poor practice, compare performance with other councils' countrywide, and challenge existing practice where relevant

The Review will lead to recommendations for improvements to relevant Cabinet Members as well as outside agencies, such as health trusts. While these are not obliged to support the recommendations, effective consultation has been proven to lead to consensus and to Cabinet support for reviews undertaken

Contact details for more information

Tracy Tiff, Scrutiny Officer, is always very happy to speak to local people about the activities of the Overview and Scrutiny Committee. If you have any comments or queries, or would like to suggest areas which may be appropriate topics for future work, you can speak to her by calling 01604 837408 or by emailing ttiff@northampton.gov.uk.


You can view recent agendas and minutes on the Council's website at www.northampton.gov.uk or by contacting Democratic Services democraticservices@northampton.gov.uk.

Overview and Scrutiny has its own dedicated website within the Council's website. The current work of Overview and Scrutiny and the reports already published are available on this site. The address is www.northampton.gov.uk/scrutiny



Suggest an item for Overview and Scrutiny to investigate?

Do you have any suggestions for issues for inclusion onto the Overview and Scrutiny future Work Programme? If so please complete the form overleaf and return to: -

 **Overview and Scrutiny**
Northampton Borough Council
The Guildhall
St Giles Square
Northampton
NN1 1DE

 **Email:** ttiff@northampton.gov.uk

Just as Overview and Scrutiny has considerable influence when used in the right way, there are times when other procedures are more appropriate.

Overview and Scrutiny cannot help in the following areas:

- Individual complaints about specific issues - these should be taken up through Northampton Borough Council's Customer Care Procedure..
- The financial probity of the Council - this is the responsibility of the Audit Committee - for information, contact Democratic Services on **01604 837356**
- The conduct or behaviour of a councillor or officer - this is the responsibility of the Standards Committee - for information, contact Democratic Services on **01604 837101**.



Suggested Issues for overview and scrutiny

Name:

Email:

Telephone:

Issues suggested for inclusion on the Overview and Scrutiny Work Programme

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Jesli angielski nie jest Twoim jezykiem ojczystym a potrzebujesz pomocy w przetlumaczeniu tego dokumentu, prosze skontaktuj sie z Tracy Tiff pod numerem 01604 837408

Если английский не Ваш родной язык и Вам нужна помощь с переводом этого документа, то свяжитесь с Трайсу Тиф.Тел. 01604 837408

Haddii afka Ingriisigu aanu ahayn luuqad-daada kowaad oo aad u baahan-tahay in laga caawiyo turjumidda warqaddan fadlan kala xidhidh Tracy Tiff tilifoonka 01604 837408

如果英語不是你的主要說用語言而需要幫助將這份文件翻譯，請致電 01604 837408 向 Tracy Tiff 提出要求。

যদি ইংরেজী আপনার মাতৃভাষা না হয় এবং এই দলিলটি অনুবাদে আপনার সাহায্যের দরকার হয় তবে অনুগ্রহ করে ট্রেইসি টিফ-এর সাথে 01604 837408 এই টেলিফোন নম্বরে যোগাযোগ করুন।

LARGE PRINT AND TAPE

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