



**North  
Northamptonshire  
Council**



**West  
Northamptonshire  
Council**

**Meeting:** Shared Services Joint Committee  
**Date:** Wednesday 21st September 2022  
**Time:** 2.00 pm  
**Venue:** The Forum, Moat Lane, Towcester, NN12 6AD

### To members of the Shared Services Joint Committee

Councillor Adam Brown, Councillor Phil Larratt, Councillor Jonathan Nunn (West)  
 Councillor Lloyd Bunday, Councillor Helen Harrison, Councillor Jason Smithers (North)

Members of the Panel are invited to attend the above meeting to consider the items of business listed on the agenda.

Agenda		
Item	Subject	Page no.
01	<b>Apologies for Absence and Notification of Substitute Members</b>	
02	<b>Declarations of Interest</b> Members are asked to declare any interest and the nature of that interest which they may have in any of the items under consideration at this meeting.	
03	<b>Notification of requests to address the meeting</b> The Chair to report on any requests to address the meeting.	
04	<b>Minutes</b> To confirm the Minutes of the meeting of the Committee held on 17 August 2022.	5 - 8
05	<b>Chair's Announcements</b> To receive communications from the Chair.	
06	<b>Hosted/Lead Disaggregation</b> a) Library Support Services Variation Notice b) Personal Budget Support Services Variation Notice c) Digital Disaggregation and ICT Discovery Update	9 - 38

07	<p><b>Inter Authority Agreements</b></p> <p>a) Inter Authority Agreements (IAA) Performance Report 2022/2023 – Q1</p>	39 - 68
08	<p><b>Urgent Business</b></p> <p>The Chair to advise whether they have agreed to any items of urgent business being admitted to the agenda.</p>	

Catherine Whitehead  
Proper Officer  
Monday 12 September 2022

## Information about this Agenda

### Apologies for Absence

Apologies for absence and the appointment of substitute Members should be notified to [democraticservices@westnorthants.gov.uk](mailto:democraticservices@westnorthants.gov.uk) prior to the start of the meeting.

### Declarations of Interest

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item

### Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates

Members are reminded that any member who is two months in arrears with Council Tax must declare that fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

### Evacuation Procedure

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### Queries Regarding this Agenda

If you have any queries about this agenda please contact Richard Woods, Democratic Services via the following:

Tel: 01327 322043

Email: [democraticservices@westnorthants.gov.uk](mailto:democraticservices@westnorthants.gov.uk)



### Shared Services Joint Committee

Minutes of a meeting of the Shared Services Joint Committee held at Council Chamber, Swanspool House, Doddington Road, Wellingborough, NN8 1BP on Wednesday 17 August 2022 at 2.00 pm.

Present	Councillor Jonathan Nunn Councillor Adam Brown Councillor Lloyd Bunday Councillor Graham Lawman Councillor Phil Larratt
Apologies for Absence:	Councillor Jason Smithers Councillor Helen Harrison Councillor Malcolm Longley
Officers	Rob Bridge, Chief Executive (NNC) Janice Gotts, Executive Director Finance (NNC) Maisie McInnes, Democratic Services Officer Lisa Hyde, Director of Transformation (NNC) Sarah Reed, Executive Director - Corporate Services (WNC) Ann-Marie Dodds, Executive Director Children's Services (NNC) George Candler, Executive Director Place & Economy (NNC) Susan Hamilton, Consultant for Public Health (NNC) Maisie McInnes, Democratic Services Officer (WNC)

#### 15. **Declarations of Interest**

There were none.

#### 16. **Minutes**

The minutes of the previous meeting held on 13 July 2022 were agreed and signed by the Chair as an accurate record of the meeting. Subject to addition of Cllr Lawman present as observer.

#### 17. **Hosted/Lead Disaggregation**

At the Chair's invitation, the Executive Director Children's Services presented the report and summarised the recommendations at section 3 of the report. The Executive Director explained that the department had reviewed an alternative delivery model opposed to straight disaggregation. The rationale for the alternative delivery model was due to the highly specialised officers required to undertake the work and the Councils' duty to deliver the service and potential risk to the equality's duty with disaggregation, which would leave them open to challenge. She explained that the Sensory Impairment Service was highly regarded with high national

standards and a report would be brought back to the Shared Services Joint Committee for consideration at a future meeting to consider what the future business model would look like. The proposal was for North Northamptonshire Council to continue to lead with his service with cooperation from West Northamptonshire Council.

Members discussed the report and expressed that this was a sensible way forward. Members questioned why this hadn't been realised earlier and the size of the team proposed in the report. The Executive Director Children's Services responded that the original recommendations for the service area were determined pre-vesting day and in practice disaggregation was too risky. The team of 59 would be sizable due to the different elements and specific roles required for example there are teachers of deaf persons, teachers of blind persons, someone who would translate the curriculum into braille, and this was another reason why disaggregation was not favoured as these individual roles could not be disaggregated and retain the current level of resilience.

At the Chair's invitation, the Executive Director of Place and Economy presented the report and highlighted the recommendations at section 3 of the report. He explained that the department would disaggregate the former county council element of the section 106 service and gave the committee background information to the report. He summarised that there were two posts in the team which was currently based in North Northamptonshire managing the former Northamptonshire County Council section 106 element with larger sums of money relating to schools, fire and rescue, broadband, monitoring responsibilities, highways and public transport provided to WNC from NNC as detailed in the inter-authority agreement. The Executive Director of Place and Economy confirmed that they were on track to disaggregate the service by 30 September as agreed in the blueprint. He explained the key elements of the disaggregation would include all live data - over 300 individual cases, the information on both websites, email data and more. However, there were two elements which needed further consideration and would take longer with a collaborative working agreement, and this related to the historical data held going back over 10 years which will need disaggregation of the former NCC. The Executive Director highlighted the options contained at section 5 of the report and explained that option 1 was recommended by the officers to split staff through TUPE arrangements with the risks flagged and for a collaborative agreement to be in place relating to resourcing, as the team would not have enough time to do disaggregate, recruit staff, and complete the remaining work by 30 September, but as far as the public were concerned there would be a visible split.

**RESOLVED: That the Shared Services Joint Committee:**

- a) Agreed that the disaggregation of the Children's Sensory Impairment Service is reprofiled to enable a more detailed Business Case with recommendations for a potential alternative model to be developed.**
- b) Agreed that the Children's Sensory Impairment Service remains within the current IAA until a further decision is made regarding the future model of delivery.**
- c) Noted that a Business Case will be presented to both the West Northamptonshire Council's Cabinet and North Northamptonshire Council's Executive by December 2022 to consider alternative service delivery models.**

- d) **Granted delegated authority to the Monitoring Officers for North and West Northamptonshire Councils to amend or terminate the relevant provisions within the IAA if an alternative delivery model has been approved and commenced, subject to an agreed Exit Plan.**
- e) **Approved the disaggregation of the former NCC Economic Growth and Regeneration Development Services, Section 106 function by 30<sup>th</sup> September 2022, with staff transfer to follow as soon as practicable thereafter.**
- f) **Approved the proposed arrangements for disaggregation, budget, staffing, contract, and cost implications, as set out in section 5 and section 7.**
- g) **Granted delegated authority to the Monitoring Officers for North Northamptonshire Council and West Northamptonshire Council to complete the decisions and actions necessary to give effect to the recommendations and conclude the requirements for the exit plan, collaborative working arrangements and associated officer delegations, as well as any required variation to the IAA.**

18. **Inter Authority Agreements**

At the Chair's invitation the Consultant for Public Health presented the report and explained that the IAA was for the public health business intelligence team which was a small specialist team that provided statutory functions, statutory returns, and support for public health as well as the intelligence commissions service. The IAA sets out how the service operates and the monitoring arrangements and specified statutory returns to submit to public health organisations and the work programme outlined the performance dashboards.

**RESOLVED: That the Shared Services Joint Committee:**

- a) **Approved the proposed Service Plan for Public Health – Health Intelligence and STP.**

19. **Urgent Business**

There were none.

The meeting closed at 2.18 pm

Chair: \_\_\_\_\_

Date: \_\_\_\_\_

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## Shared Services Joint Committee Wednesday 21<sup>st</sup> September 2022

<b>Report Title</b>	Libraries Support Services Variation Notice
<b>Report Author</b>	<b>Kerry Purnell (NNC) – AD Housing, Communities &amp; Wellbeing Jane Carr (WNC) – Director Communities &amp; Opportunities Carl Dorney (WNC) – Library Service Manager</b>
<b>Executive Member</b>	<b>Cllr Adam Brown, Cabinet Member for Housing, Culture &amp; Leisure, WNC Cllr Helen Howell, Executive Member for Sport, Leisure, Culture &amp; Tourism, NNC</b>

<b>Key Decision</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is the decision eligible for call-in by Scrutiny?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Are there public sector equality duty implications?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b>	

### Contributors/Checkers/Approvers

<b>Approver</b>	<b>Officer Name</b>	<b>Date Officer Approved Report</b>
North MO West MO	Adele Wylie Catherine Whitehead	18th August 2022
North S151 West S151	Janice Gotts Martin Henry	18th August 2022
Other Director/SME	Kerry Purnell Joanne Barrett	18th August 2022

List of Appendices - None

### 1. Purpose of Report

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To seek approval to proceed with the disaggregation of the Library Service Business Support service which is currently hosted by West Northamptonshire Council (WNC) and provided to North Northamptonshire Council (NNC).

## **2. Executive Summary**

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- 2.1 Since April 2021 the front-line library service and associated staff have been disaggregated and have been operating as separate North and West Northamptonshire services.
- 2.2 This report specifically focuses on the Library Support Service which is currently hosted by West Northamptonshire Council. There are 15.7 FTE non-frontline posts that provide management, development and support to the front-facing disaggregated Library Service.
- 2.3 At its meeting on 8<sup>th</sup> June 2022 the Shared Services Joint Committee resolved to reprofile the Libraries Support Services disaggregation timeline from 30<sup>th</sup> September 2022 to 31<sup>st</sup> March 2023. (See background papers section 8). The recommendation was approved to provide time for a detailed impact assessment to be completed with a view to presenting options for disaggregating the service to a future meeting of the Committee.
- 2.4 The report tabled at Committee on 8<sup>th</sup> June 2022 also noted a number of Statutory Requirements, Dependent Services, Partner Agencies and risks associated with splitting some IT services.
- 2.5 The recommended option for disaggregating the service is to disaggregate the Strategic Management function and some supporting professional and administrative functions with continued collaboration in commissioning of business support services (including Business and IP Centre Northamptonshire). Service structures in both WNC and NNC would be reviewed following disaggregation.

## **3. Recommendations**

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It is recommended that the Shared Services Joint Committee:

- a) Approve the disaggregation of strategic management function and some supporting professional and administrative functions of Libraries Support Service on an equal basis by 31<sup>st</sup> March 2023, noting the budget, staffing, contracts and cost implications as set out within Sections 5 & 7 of the report.
- b) Grant delegated authority to the Monitoring Officers for North and West Northamptonshire Councils to put into place a deed of variation to the Inter Authority Agreement (IAA) for the service to exit the IAA schedule 2D2.
- c) Approve that both WNC and NNC will act in accordance with service Plans and any Collaborative Working Agreements agreed by both WNC and NNC



service leads and approved by Monitoring Officers until such time as a formal Deed of Variation has been completed.

### **3.1. Reason for Recommendations –**

- a) The proposed option to disaggregate Libraries Support Services most closely aligns with the agreed requirement to disaggregate the service by March 2023, as set out in the Local Government Reform (LGR) Blueprint and in the Transformation Task and Finish Group Priority Disaggregation timeline, taking into account risks and constraints associated with IT system requirements.
- b) Ensures the Councils and customers receive the most benefit from the delivery of the Libraries Support service, by enabling the organisations to enable each Council to have strategic control of its Library Service and thereby tailor the service, to the local demographics and address the needs and priorities of the individual authorities.
- c) Ensures that there is minimal disruption to the provision of statutory duty. The options appraisal uses the principles for disaggregation set out by NNC and WNC and focuses on the following key areas:
  - ❖ Avoid negative impact on customers of both Councils
  - ❖ Provide best value for the taxpayer
  - ❖ Disaggregate the service as far as possible to enable each Council to have strategic control of its Library Service
  - ❖ Ensure that there is no disruption to the statutory duty of delivering a “comprehensive and efficient Library Service”

The recommended option offers no negative impact on the customers of the Councils as they will still have full access to all libraries countywide and the combined resources of the entire collection of stock. They will also have continued access to the full Business & IP Centre Northamptonshire offer. There should be no service disruption as a result of this proposal as contracts and systems will remain in place with WNC ensuring continuity.

### **3.2. Alternative Options Considered**

Three options have been considered

Option 1: To change the arrangement of the host model to a lead model whereby WNC would become the lead authority delivering the Strategic Management, Professional and Business Support services for both WNC and NNC councils.

Option 2: To fully disaggregate the remaining Strategic, Management, Professional and Business Support Services, effectively splitting the library service, its collections and customer database in two creating two much smaller library services.

Option 3 (The recommended Option) to disaggregate the library management and some professional services. Continued commissioning of business support services including Business and IP Centre Northamptonshire.

#### **4. Report Background**

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4.1. Provision of management, professional and support services for Northamptonshire Libraries and Information Service (NLIS) is currently hosted in West Northants Council (WNC) and delivers the statutory duty of running the public library service for WNC and delivers services to North Northants Council (NNC) that enable them to meet their statutory duty.

4.2. In accordance with the Blueprint agreed by the Shadow Authorities in September 2020, The Library Service Management and Support element was due for disaggregation in September 2022.

4.3. A change request was approved by the Shared Services Joint Committee (SSJC) on 8<sup>th</sup> June 2022 to extend the timeframe for disaggregation so that an options appraisal and impact assessment could be completed.

4.4. There are 15.7 FTE staff providing support to all 34 libraries across the county. This includes one service manager, two strategic managers and various posts that maintain the IT systems and provide business support, professional services, coordination and support to the community managed libraries.

##### **4.5. Service Functions**

An outline of the service functions currently undertaken are:

- Strategic Leadership of the Library Service
- Provision, support and maintenance of key systems including the Library Management System, self-service machines, public computers and tablets and public wi-fi.
- Provision of stock including managing suppliers, procurement, processing, delivery of all physical book stock.
- Provision and maintenance of all electronic resources delivered by third parties including e-book and e-audiobook platforms.
- Provision of the Business & IP Centre Northamptonshire.
- Provision of support to all Community Managed Libraries.

#### **5. Issues and Choices**

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- 5.1. In looking at the best way forward for the disaggregation of the Library Service the following principles were used to test the viability and effectiveness of each option:
- Avoid negative impact on customers of the Councils
  - Provide best value for the taxpayer
  - Disaggregate the service as far as possible to enable each Council to have strategic control of its Library Service
  - Ensure that there is no disruption to the statutory duty of delivering a “comprehensive and efficient Library Service”
- 5.2. The Library Service has undergone a significant transformation since 2018 following a Judicial Review and the transfer to the community managed model for those libraries not required as part of the statutory provision. This had a substantial impact on council customers who were concerned about losing their local libraries and the provision of services from these. On this basis, further disruption to services should be avoided where possible.
- 5.3. Full disaggregation of the service would require the splitting and reallocation of the circa 600,000 items in the library collections which are currently available to all council customers countywide.
- 5.4. The Business and IP Centre Northamptonshire (BIPC) provides support, advice, resources and events for small businesses in NNC and WNC in partnership with the British Library. The BIPC network is a regional model and separate BIPCs for North and West Northamptonshire would not be supported as the funding model relies on economies of scale and joint buying power. On full disaggregation, North Northamptonshire would lose access to this service, disadvantaging small businesses in the North and losing potential funding.

**Option 1 (Not recommended)– Move to a lead service arrangement with WNC as providing and NNC as receiving Authority**

The support service would continue and would become a lead service arrangement with WNC as the provider and NNC as the receiver.

Whilst there are some benefits in terms of retention of skills and knowledge within one team, and no additional need for warehouse facilities if the Library support services remain centralised, this option is not recommended as it is not in accordance with the future service provision Blueprint and would negatively affect the ability of both WNC and NNC to tailor services to meet corporate priorities and the strategic vision of the individual authorities.

## **Option 2 – Full disaggregation of Library management, professional support and business support services**

This option would essentially create two completely separate library services for each of the local authorities giving them maximum control over the service and fulfils the strategic vision to disaggregate these services and form two independent services.

However full disaggregation of the customer database and collections would lead to reduced service levels, reduced access to physical stock, and increased costs or reduction in lending resources. Additional budget would be required if levels of stock turnover are to be maintained as there will be some loss of economies of scale plus additional costs for duplication of supplier selection and servicing costs for stock.

The existing e-stock contracts will need to be split leading to duplication in platform costs and halving of the available stock for customers as e-books are purchased in the same way as physical books. i.e. They can only be lent to one customer at a time. The majority of countywide heritage and local history resources are housed at the Northampton Central Library. This includes many unique books, publications and microfilms that could not be split or duplicated and would therefore disadvantage NNC customers.

There are 2204 Virtual members of the library service who solely access online services. On the Library Management System, these belong to the service rather than any individual library. If the service is disaggregated, then these members will need to be contacted as their memberships will have to cease and they would need to re-join either NNC or WNC.

The Business & IP Centre Northamptonshire (BIPC) which supports hundreds of local SMEs is a countywide resource which cannot be split between authorities. The British Library model for the network is regional and they would not support two separate BIPCs within one county as this would be detrimental to the funding model, requiring duplication of resource. There has also been a significant investment of grant funding in the past year to create a BIPC delivery space within the new Cornerstone project in Kettering Library and the enhancement of these services was a key part of the original funding bid for the Cornerstone project. This might lead to challenge from the funding bodies if a BIPC service is no longer delivered.

This is the most expensive option requiring an additional investment between the two authorities, to duplicate staffing, contracts and systems. Some of the IT services and online resources work on licencing models which will need to be duplicated or re-negotiated at additional cost.

The Library Management System including the stock and customer databases would need to be split into two Library Management Systems. To split and run two systems would increase this cost significantly. The first break point in the current contract is July 2024, so full disaggregation of the system would not be possible until then.

If the library service fully disaggregates with duplicate support teams and separate collections then a new warehouse/office facility will need to be sourced and funded by NNC in order to house the support team, Bookstart stock, general library deliveries and parking for a delivery vehicle at additional cost.

There is a high risk of service disruption and inability to deliver on the statutory duty

**Option 3 – Disaggregation of Library management and some professional services. Continued commissioning of business support services including Business and IP Centre Northamptonshire.**

This option is a hybrid of the other options and provides a way to maintain a seamless customer experience with no perceived reduction in service whilst enabling the two authorities to have full strategic control of their services. It would also mean that the significant majority of the service area is disaggregated, around 95%.

This option would see the Library Management System including the stock and customer databases and virtual Library remain as is. The business support functions including the Business & IP Centre (BIPC) Northamptonshire remain in WNC and be provided to NNC on a commissioned basis.

Strategic Management, Community Library support, professional support and admin functions will disaggregate. This will require some duplication of roles where only one post exists to ensure capacity, expertise and skills in each structure. The specific roles that may require duplication are the Library Service Manager, the Admin assistant, the Programme Co-ordinator for Universal Services and the Performance Analyst dependent on the staffing structure that North Northants wishes to implement.

## **6. Next Steps**

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- 6.1 Subject to the recommendations in this report being approved, the process to disaggregate the service functions will begin and will be completed by April 2023.
- 6.2 An exit plan would be developed in accordance with the requirements of the Inter Authority Agreement (IAA) for the hosted provision of functions and services between NNC and WNC.
- 6.3 Staff consultation will be undertaken, and final staffing structures will be proposed by the NNC AD Housing, Communities & Wellbeing and WNC AD Housing & Communities and agreed by both authority's leadership teams.

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

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### **7.1. Resources and Financial**

- 7.1.1. The recommended option requires additional investment for staffing. Resources and systems remain shared enabling both councils to benefit from economies of scale.

Of the roles in scope, these will be split on an equitable basis between NNC and WNC. Up to 4 posts may need to be duplicated to ensure adequate capacity and skills in both authorities. These are the Library Service Manager, an admin assistant, the Programme Co-ordinator for Library Universal Services, and a performance analyst. If the 4 posts are duplicated, then the associated additional costs are £156,797 per annum including oncosts between the two authorities. The actual split in additional costs will be dependent on the staffing structures adopted by NNC and WNC which will be determined during the staff disaggregation process. Whilst there is an additional cost in creating the two management structures, each authority will determine how it can meet those costs within its current budget envelope, whether directly from within the service or elsewhere within the organisation.

### **7.2. Legal and Governance**

- 7.2.1. A variation to the current IAA between NNC and WNC will need to be agreed.

### **7.3. Relevant Policies and Plans**

- 7.3.1. The delivery of Library Services is a key factor in the successful delivery of both the West Northamptonshire Corporate Plan and the North Northamptonshire Corporate Plan (including the Corporate Plan - Covid-19 Recovery Plan)
- 7.3.2. The Public Libraries and Museums Act 1964 places the statutory duty for the council to provide "a comprehensive and efficient" library service.

#### **7.4. Risk**

- 7.4.1. Risks around the recommended option are minimal. They include the risk that it may be difficult to recruit to the new posts and upskill them by April 1<sup>st</sup>, 2023. Mitigation around this would be an agreement to shadow staff in each council during the transition for a fixed period of time beyond April 1<sup>st</sup>.

#### **7.5. Consultation**

- 7.5.1. N/A

#### **7.6. Consideration by Executive Advisory Panel**

None

#### **7.7. Consideration by Scrutiny**

- 7.7.1. N/A

#### **7.8. Equality Implications**

- 7.8.1. The recommended option will have no adverse effects on council customers as the current service level will be maintained.

#### **7.9. Climate Impact**

- 7.9.1. The continued shared access to the library collections countywide will mean that resources are not required to be duplicated and customers would not need to make unnecessary journeys to access materials from across the county.

#### **7.10. Community Impact**

- 7.10.1. The recommended option will ensure that vital services provided to the community by both statutory and community managed libraries are able to continue seamlessly.

#### **7.11. Crime and Disorder Impact**

- 7.11.1. N/A

### **8. Background Papers**

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[Shared Service Joint Committee 8th June 2022; Library Support Services - Change Request](#)

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## Shared Services Joint Committee

### Wednesday 21<sup>st</sup> September 2022

<b>Report Title</b>	Personal Budget Support System (PBSS) Disaggregation – Variation Notice
<b>Report Author</b>	Samantha Fitzgerald – Assistant Director, NNC <a href="mailto:Samantha.Fitzgerald@northnorthants.gov.uk">Samantha.Fitzgerald@northnorthants.gov.uk</a>  Ashley Leduc – Assistant Director, WNC <a href="mailto:Ashley.Leduc@westnorthants.gov.uk">Ashley.Leduc@westnorthants.gov.uk</a>
<b>Executive Member</b>	Cllr Helen Harrison, Executive Member for Adults, Health and Wellbeing, NNC Cllr Matt Golby, Portfolio Holder for Adult Care, Wellbeing and Health Integration, WNC

<b>Key Decision</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Is the decision eligible for call-in by Scrutiny?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Are there public sector equality duty implications?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b>	

#### Contributors/Checkers/Approvers

Approver	Officer Name	Date Officer Approved Report
North MO	Adele Wylie	18 <sup>th</sup> August 2022
North S151	Janice Gotts	18 <sup>th</sup> August 2022
Other Director/SME	Lisa Hyde	18 <sup>th</sup> August 2022
West MO	Catherine Whitehead	18 <sup>th</sup> August 2022
West S151	Martin Henry	18 <sup>th</sup> August 2022

## List of Appendices

None

### 1. Purpose of Report

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1.1. To seek approval to disaggregate the Personal Budget Support Service (PBSS) that is currently hosted by North Northamptonshire Council (NNC) and provided to West Northamptonshire Council (WNC).

### 2. Executive Summary

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1.2. The Personal Budget Support Service is intended to be disaggregated by 31 March 2023.

1.3. At its meeting on 15 December 2021 the Shared Services Joint Committee resolved to re-profile the hosted Adult Social Care service, Personal Budget Support Service (PBSS) disaggregation timeline from 30 September 2021 to 31 March 2023. (see background papers section 8)

1.4. This recommendation was approved to enable sufficient time to disaggregate the service in a safe and legal manner whilst ensuring there was minimum disruption to the service and customers and noted that service provision was life-altering for people who used the service.

1.5. The report also noted a number of significant risks to disaggregation arising from the volume and complexity of data and IT systems used by the service, which need to be addressed to facilitate the disaggregation of the service in a safe and legal manner. The Personal Budget Support Service is a non-statutory service, however elements of the services undertaken through the Council's function as Employer Agent have statutory requirements, for example HMRC returns and Pensions Regulations.

### 3. Recommendations

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3.1 It is recommended that the Shared Services Joint Committee

- a) Approve the disaggregation of the Adults Services Personal Budget Support Service in its current form and on an equal basis by 31 March 2023, noting the budget, staffing, contracts and cost implications as set out within Option 2 (section 5) of the report;
- b) Grant delegated authority to the Monitoring Officers for North and West Northamptonshire Councils, in consultation with the Section 151 officers, to take any further decisions and actions necessary to implement recommendation a) above and conclude the requirements of the exit plan for IAA schedule 2A9;

- c) Approve that both WNC and NNC will act in accordance with Service Plans and any Collaborative Working Agreements agreed by both WNC and NNC Executive Directors and approved by Monitoring Officers.

### 3.2 Reason for Recommendations

- The proposed option to disaggregate Adults Services Personal Budget Support Services aligns with the agreed requirement to disaggregate the service by 31 March 2023, as approved by Shared Services Joint Committee in December 2021.
- This option adopts the LGR Blueprint, whereby a service has been hosted for a period before it can safely and legally disaggregate.
- Ensures the Councils and customers receive the most benefit from the delivery of the service, by enabling the organisations to tailor the service, to the local demographics and address the needs and priorities of the individual authorities.

### 2.0. Alternative Options Considered

- Not to disaggregate and remain as a service hosted by North Northamptonshire Council and provided to West Northamptonshire Council.
- To disaggregate after 31 March 2023.

These options would be counter to the approval and adoption of the Disaggregation Blueprint by North Northants Shadow Executive Committee on 24 September 2020.

## 4. Report Background

- 1.6. A Personal Budget is an agreed amount of money that is allocated to eligible residents personally by the Council following an assessment of care and support needs.
- 1.7. A Personal budget is the route to achieving independent living based on the social model of disability. It assists disabled people to live an active life and participate in society. The PBSS team support administering this service for 1,358 customers across Northamptonshire (723 active holding accounts and 368 inactive but require actions to finalise).
- 1.8. Since the launch of the two new unitary authorities in April 2021, the Personal Budget Support Service (a team consisting of 14 posts, with 1 current vacancy) has been hosted by North Northamptonshire Council (NNC) and currently delivers the duty of running the service for both NNC and West Northamptonshire Council (WNC.)
- 1.9. An Options Appraisal and an Impact Assessment have been completed. Options and recommendations for future service structures and the impact of

disaggregating the services, based on time and cost implications, are set out within section 5 below. The outcomes have meant that post disaggregation each authority has a slightly different preferred approach towards the formation of the service for the future. Both authorities recognise the need to balance the provision of service delivery against other factors and are therefore working to initially implement viable service delivery models from the outset.

1.10. To facilitate this approach, it is therefore recommended to disaggregate the existing service in its current form, allowing for additional posts and for each authority to move separately towards two new delivery models after disaggregation, which will be reported to each individual council for approval according to their individual corporate governance.

1.11. The services provided by the team include:

1. Direct Payment Payroll – full payroll advice and support including delivery from timesheet to payslip including all statutory reporting, provision, and management of pension schemes
2. Direct Payment Employers - HMRC Real Time Information reporting. On-line HMRC reporting for all Direct Payment employers to statutory deadlines
3. Direct Payment employers HMRC PAYE/NI payments. Actual payment of tax/NI deductions to HMRC for Holding Account customers. Monthly/quarterly instruction and advice around payment of Tax/NI deductions to HMRC for all other DP employers
4. Direct Payment Employers HMRC Quarter-End Reporting. QE HMRC reporting for all employers
5. Direct Payment Employers HMRC Year-End Reporting. YE HMRC reporting for all employers.
6. Direct Payment Employers Pensions Assessments, Declarations, Enrolment, Re-enrolment and employee letters. Direct Payment Payroll Pensions Assessments and reporting; Direct Payment Pensions Scheme Administration and enrolment. Pensions Regulator Declaration and Reporting
7. Direct Payment Employers Pension contributions deduction and payments. Calculation of pension contributions, direct management of employer pension schemes. Processing of all contributions payments.
8. Direct Payment Holding Accounts. Payment of workers employed by Direct Payment recipients. Actual payment of employee wages for Holding account Direct Payment employers.
9. Direct Payment employers' advice service - proper treatment of workers employed by Direct Payment recipients under employment law. Wide range of advice around best practice for employers including support around employment law advice.

10. Holding Accounts service for Direct Payment recipients. The Personal Budget Support Service systems govern income, Purchase Ledger, and banking to deliver all transactional processes for Holding Account users. To include payment of providers, employees, HMRC, pension contributions, expenses etc. Includes oversight across all Holding Accounts. Oversight service for North Northamptonshire Council/West Northamptonshire Council: all payments checked against support plan

11. Advice and support for Direct Payments customers. Direct Payment Customer Support - Managing the Direct Payment. Record Keeping and Data Retention. Direct Payment Advice and Support around returns/financial monitoring. General Advice.

12. Service recharges of employee pension contributions to employers. Invoice based ledger system ensuring that customers repay employee contributions appropriately from their Direct Payment accounts.

1.12. The Personal Budget Support Service also provide Direct Payment Holding Accounts Support Delivery to Northamptonshire Children's Trust (NCT) and to jointly funded services with Health (Personal Health Budgets). This includes all the services detailed above.

1.13. After disaggregation, WNC will provide all services to the Children's Trust. This decision is made because the WNC Direct Payments team currently manage the Children's Trust Direct Payments service and this links to the services provided by PBSS. This service is recharged to the Children's Trust at £45,000 per annum.

## **5.Issues and Choices**

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1.14. The following options have been considered:

- Option 1 - Retain Hosted Service provision for a period prior to a move to a lead authority delivery model.
- Option 2 – Disaggregate Services by April 2023, with time limited, mutually agreed joint Collaborative Working Arrangements to be put into place.
- Option 3 - Disaggregate after April 2023

1.14.1. Option 2 – Approval of disaggregation by April 2023 - is the recommended option. The benefits and disbenefits of each option are summarised in Table 5.1.2 below.

Table 5.1.2

Options	Benefits	Dis-benefits
<p>Option 1 – Retain Hosted Service provision for a definite period prior to a move to a lead authority delivery model.</p>	<p>Status Quo</p> <ul style="list-style-type: none"> <li>The service arrangements remain as-is with no change to service delivery</li> <li>The Status quo will provide staff with job certainty</li> </ul> <p>Data Governance</p> <ul style="list-style-type: none"> <li>The service will not be required to split personal data as NNC will provide the service to WNC</li> </ul>	<p>Business Plan:</p> <ul style="list-style-type: none"> <li>WNC will not be able to develop the service and strategy in line with its business plan.</li> <li>Keeping the service hosted by NNC is against the plans and principles set out in the Future Northants Blueprint and not in line with the decision made by the Shared Service Joint Committee to disaggregate the service.</li> </ul> <p>Data Governance:</p> <ul style="list-style-type: none"> <li>The service will continue to store personal data belonging to both NNC and WNC customers in North system instances. Should the service choose to disaggregate in the future there will be more data to cleanse and split</li> </ul>
<p>Option 2 – Disaggregate Services by April 2023, with time limited, mutually agreed joint Collaborative Working Arrangements to be put into place.</p>	<p>Resource:</p> <ul style="list-style-type: none"> <li>The proposed structure builds resilience into the service team by amalgamating two posts and providing additional posts. This new structure will allow the two services to operate in a safe and legal manner.</li> <li>The new structures will enable WNC and NNC to develop the service in line with their overall strategies.</li> </ul> <p>Set governance timetable:</p> <ul style="list-style-type: none"> <li>The disaggregation of the PBSS service will be to the agreed timeline set by Members</li> </ul>	<p>Cost:</p> <ul style="list-style-type: none"> <li>The proposed structure is more expensive for NNC and WNC to operate due to the requirement for additional posts to deliver services in a safe and legal manner.</li> <li>There will be additional procurements costs associated with disaggregation of the service.</li> <li>Additional I.T procurement charges for NNC are a one-off payment of £740.00+VAT, an annual charge of £315.00 +VAT and a monthly reoccurring charge of £408.26 +VAT</li> <li>Additional I.T procurement charges for WNC are a one-off payment of £370.00 +VAT, an annual charge of</li> </ul>

Options	Benefits	Dis-benefits
<p>Option 2 – Disaggregate Services by April 2023, with time limited, mutually agreed joint Collaborative Working Arrangements to be put into place.</p>	<p>Business Plan:</p> <ul style="list-style-type: none"> <li>Disaggregation will allow each Council to develop the service in line with its business plan.</li> <li>It will enable each Council to provide a more personalised and connected service.</li> <li>It will allow each Council to develop an enhanced understanding of the community being served, to develop and improve the service offer.</li> </ul> <p>Data Governance:</p> <ul style="list-style-type: none"> <li>Personal data contained within systems (e.g. payroll and pensions) required for the operational delivery of the service can be split before 31<sup>st</sup> March 2023. Furthermore, the service will be able to fulfil the statutory obligations required by HMRC before the service are due to disaggregate in March.</li> <li>While there is a large quantity of unstructured personal data in the Shared Drive, splitting of this data is not detrimental to delivering the service. The risks of NNC withholding personal data belonging to West customers beyond the go-live date has been documented in the DPIAs and includes a comprehensive set of mitigating actions. Furthermore, the service intends to produce a memorandum of understanding between</li> </ul>	<p>£315.00 + VAT and a monthly reoccurring charge of £329.76 +VAT.</p> <ul style="list-style-type: none"> <li>To split personal data files across the I.T systems may require additional resource that will come at a cost to the organisation</li> </ul> <p>Training:</p> <ul style="list-style-type: none"> <li>Training will be required for the postholder of the amalgamated role (Senior Finance Officer and Senior Support worker) and any new roles recruited to within the new structure.</li> <li>It is likely that training will be required for the person(s) reviewing and splitting personal data records due to the data being unstructured or if the person(s) completing the tasks are external to the service team.</li> </ul> <p>Data governance:</p> <ul style="list-style-type: none"> <li>Before work commences to split data held in the shared drive, the service will need to ensure operational business critical systems are in place for NNC and WNC by the go-live date. therefore, splitting of the current case load data in the shared drive may not be achievable for March 2023. This will be mitigated by way of a shared access/collaborative working arrangement post disaggregation for this work to be finalised. A list of this data can be found in the DPIA. For other I.T systems (including the shared drive but with the exception of the financial system) historical data (defined as more than 6 years old) which includes West customer data will remain on the North system by the time the service disaggregates. In this circumstance</li> </ul>

Options	Benefits	Dis-benefits
<p>Option 2 – Disaggregate Services by April 2023, with time limited, mutually agreed joint Collaborative Working Arrangements to be put into place.</p>	<p>NNC and the WNC service setting out the scope of sharing data for a time limited period to enable the continued delivery of the service. Where there are risks that are certain to materialise the service has accepted these and Information Governance teams across NNC and WNC have been informed</p>	<p>a memorandum of understanding will be in place to cover this sharing of personal data. This however does not change or reduce the matter that there is no legal basis for NNC or WNC to be sharing this information once disaggregated.</p> <ul style="list-style-type: none"> <li>Data in the shared drive is for the most part unstructured and requires expert knowledge to identify and reconcile personal data records to perform the data splitting activity. The preparation of the data will far exceed the time it will take to perform the data split.</li> </ul> <p>Competing work pressures:</p> <ul style="list-style-type: none"> <li>Due to the short timescale to disaggregate the service, staff are likely to experience increased pressure to balance BAU and disaggregation activity</li> </ul>
<p>Option 3 – Disaggregate after April 2023</p>	<p>Data Governance:</p> <ul style="list-style-type: none"> <li>Will enable more personal data to be split before the service disaggregates reducing the risk of any potential unlawful access or data breach occurring</li> <li>Opportunity to review how personal data is stored to stop the task of splitting personal data from expanding</li> </ul> <p>Time:</p> <ul style="list-style-type: none"> <li>Staff will be in a more advantageous position to balance BAU service delivery and disaggregation activity</li> </ul>	<p>Data Governance:</p> <ul style="list-style-type: none"> <li>The service may not yield the benefit of delaying the disaggregation because personal data records first need to be identified and reconciled. The preparation of the data will far exceed the time it will take to perform the data split.</li> <li>Continued storage of North and West customer data into the current North I.T systems will cause additional work to split in the future</li> </ul> <p>Staff uncertainty:</p> <ul style="list-style-type: none"> <li>Delay could cause staff uncertainty about future service arrangements</li> </ul>



Options	Benefits	Dis-benefits
	<ul style="list-style-type: none"><li data-bbox="495 244 1160 312">• Enables time to review the service needs in light of the social care reform</li></ul>	

- 2.1. **Timing** – The original Blueprint proposal was to disaggregate the service by March 2022. At the Shared Services Joint Committee of 15th December 2021, a change request to disaggregate the service by 31 March 2023 was approved, to allow for further consideration around the complexities of the IT systems and data management. There are still unknown complexities around the IT systems and data management and the service area are working alongside the enabling services to understand timescales, resource and tasks involved. The Personal Budget Support Service intend to disaggregate on/by 1st April 2023 and will ensure that appropriate measures are in place should the disaggregation of IT systems not be achievable within the timeframe.
- 2.2. **Resources** – As a joint project between North and West Northamptonshire Councils, it has been agreed that the North Transformation Team provide a lead Project Manager, with a Project Manager also assigned in the West as a supporting role. Enabler resource across both authorities will provide support to the project within the expected timescales however, this is dependent on capacity and has been included as a risk.
- 2.3. **Budget** – Both Councils will need to meet the funding requirements through a review and realignment of existing budgets across the teams as required. The Service does not have sufficient budget for the proposed structure, therefore will need to go through the budget approval system to request for further funding for the 2023/24 budget allocation, there is a risk that this will not be achieved meaning that the service will fail to operate safe and legally post disaggregation.
- 2.4. **Procurement** – Additional procurement costs are associated with software purchases and licence fees of I.T systems for NNC and WNC.
- 2.5. **Financial System remote server** – There may be an additional cost for continuing to host the historical remote server instance to retain customer data that cannot be split. The service are currently determining any cost implications with the supplier.

### 3. Next Steps

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- 3.1. Staff and Union consultation will be undertaken, and final staffing structures will be proposed by the Director of People (WNC) and the Executive Director Adults, Communities and Wellbeing (NNC) and agreed by both authority's leadership teams.
- 3.2. A plan to disaggregate the service and systems will be produced in collaboration with enablers and then implemented.

3.3. An exit plan will be developed in accordance with the requirements of the Inter Authority Agreement (IAA) for the hosted provision of functions and services between NNC and WNC.

3.4. Where required, a Collaborative Working Agreement will be developed for NNC and WNC to jointly work together to ensure service delivery.

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

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##### **4.1. Resources and Financial**

- 4.1.1. The bank account which manages all holding accounts will need to remain active for a period after disaggregation. WNC will process all payments due to PBSS for transactions up to 31st March 2023, however the existing service (NNC) will be responsible for processing any legacy transactions relating to 22/23.
- 4.1.2. Post disaggregation there will need to be a reconciliation of unused 2022/23 monies in the holding account with excess returned to WNC.
- 4.1.3. Resources will be required from the enabler services in both authorities to support the disaggregation of the services and systems and TUPE of staff.
- 4.1.4. Employees will undergo a consultation period where the outcome of employee allocation will be determined, and some employees will transfer across to West Northamptonshire Council under TUPE rules, and in accordance with the disaggregation principles agreed with the Trade Unions.
- 4.1.5. The current staff will be split equally according to service need. Following disaggregation there will be a need to restructure the services. This will require further investment to ensure the service can deliver the priorities and objectives of each authority. Where there are resources and financial implications arising from the new proposals, a request for further budget approval will be required.
- 4.1.6. The 2022/2023 Personal Budget Support Service Budget for the combined service delivery is £350,176. The budget for North Northamptonshire Council is £171,577 and the budget for West Northamptonshire Council is £178,599. The budget is insufficient to fund the current staff structure, and this is being addressed with finance.
- 4.1.7. To ensure service delivery, it is necessary to duplicate and reorganise some existing roles to be able to disaggregate the teams, ensuring the resilience of the service. The net effect of these changes is to increase the total staff FTE from 12.46 to 18 (an additional 2.77 FTE per authority).
- 4.1.8. Considering the current budget shortfall, and in order to provide funding for the proposed structures means that:

- The cost for NNC's service structure including on-costs totals **£297,112**.
- The cost for WNC's service structure including on-costs totals **£300,261**.

Therefore:

- Anticipated growth for North Northamptonshire Council will require an additional £125,535 for staff budget to operate safely and legally.
- Anticipated growth for West Northamptonshire Council will require an additional £121,662 staff budget to operate safely and legally. £45,000 will be offset from the income from the Children's Trust.

4.1.9. Funding for the additional costs to ensure this proposal to disaggregate is safe and legal, are being identified with finance business partners in the individual authorities and any processes will be adhered to by each authority to secure funding, once the recommended option has been agreed. Such funding could be allocated from existing budgets or could be sought by bidding for budget growth, to be considered during the budget-setting process for each authority.

## 4.2. Legal and Governance

4.2.1. The Shared Services Joint Committee is responsible for "ensuring there are robust plans for any disaggregation of services and that there is a smooth transition to new service delivery arrangements". They are also responsible for ensuring that statutory arrangements are in place for each Council.

4.2.2. The Personal Budget Support Service is a non-statutory service which is currently hosted by North Northamptonshire Council and provided across North and West Northamptonshire. It does however perform some statutory functions such as HMRC returns and pensions regulatory services.

4.2.3. As part of the disaggregation process, employees will undergo a consultation period where the outcome of employee allocation will be determined, and some employees will transfer across to West Northamptonshire Council under TUPE rules and in line with the disaggregation principles agreed with the Trades Unions.

4.2.4. Changes to the relevant elements of the existing IAA Schedule 2 will need to be made through an agreed Exit Plan. Provisions will be made for Collaborative Working Agreements between the North and the West Northamptonshire Authorities to ensure that service delivery to either authority is not jeopardised by any residual matters that cannot be resolved after the full disaggregation of the service has been completed.

4.2.5. Work has already commenced on the completion of Data Protection Impact Assessments (DPIAs) and Data Sharing Agreements that are required because of disaggregation. Information Governance Officers have already been engaged with to ensure full compliance with relevant Data Protection legislation.

### **4.3. Relevant Policies and Plans**

- 4.3.1. The disaggregation of the Personal Budget Support Service complies with the requirements of the approved Blueprint, whereby it outlines the hosted services in each authority that require disaggregating.
- 4.3.2. The proposal will assist delivery of the North Northamptonshire Corporate Plan 2021-2025 “Active and Fulfilled Lives & Better Brighter Futures” priorities
- 4.3.3. The proposal will assist delivery of the West Northamptonshire Council Plan 2021-2025 “Improved Life Choices”. This will be achieved by providing independent services for both authorities.

### **4.4. Risk**

- 4.4.1. The split of the service needs to ensure a balance of skills, knowledge, and experience. An increase in staff resources and funding is required to ensure a safe and legal service can be delivered as outlined in Section 5 above. If this is not achieved there is a risk of disruption to the service negatively impacting on our vulnerable customers accessing support for their vital care.
- 4.4.2. Due to the number of business-critical systems that the service use which store large quantities of personal data, the service will need to either procure a new instance or replicate the systems, prior to data being reviewed, split and migrated to the new instance and cleansed from the old instance. There is a risk that due to the scale of data management, short timescales and unknown complexities, the service may not be able to split the data within short timescales and a Collaborative Working Agreement may need to be put in place for an agreed period of time for both NNC and WNC to migrate and cleanse their data to ensure data compliance and no disruption to service delivery.
- 4.4.3. A full risk log is maintained by the project team and reviewed regularly. Risks will be monitored and escalated as per current project governance routes.

### **4.5. Consultation**

- 4.5.1. Consultation with affected employees, supported by Trade Unions, will be undertaken and the team members will be involved in the process via 1:1s and team meetings, with the opportunity to raise questions and concerns.
- 4.5.2. Consultation with affected employees, supported by the Trades Unions, commences on 26<sup>th</sup> September 2022 and will finish no earlier than 16<sup>th</sup> December 2022.
- 4.5.3. There is no statutory requirement for public consultation.

### **4.6. Consideration by Executive Advisory Panel**

4.6.1. No considerations arising from this report.

#### **4.7. Consideration by Scrutiny**

4.7.1. No considerations arising from this report.

#### **4.8. Equality Implications**

4.8.1. At this point in the process, it is not possible to fully assess the actual impact on all protected characteristic groups. An initial Equalities Screening Assessment will be undertaken during the disaggregation process and discussed with the Equalities Officer. The situation will be reviewed during staff consultation and for any equality implications that are identified, appropriate mitigating actions will be taken (where possible).

4.8.2. Corporate HR policies and procedures will apply to the disaggregation and consultation processes.

#### **4.9. Climate Impact**

4.9.1. None arising from this report.

#### **4.10. Community Impact**

4.10.1. This proposal will deliver a positive community impact because the disaggregated NNC team will be relocated to offices within North Northants, enabling them to be located closer to their customers and to gain greater awareness of local service demands.

Webpages, customer journeys and referral pathways will be reviewed to establish separate information and processes. Stakeholders will be communicated with to ensure there is clarity over how to access the services.

#### **4.11. Crime and Disorder Impact**

4.11.1. None arising from this report

### **5. Background Papers**

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5.1. [011 Change Request - Personal Budget Support Service.pdf \(moderngov.co.uk\)](#)



## Shared Services Joint Committee 21st September 2022

<b>Report Title</b>	Digital Disaggregation and ICT Discovery update
<b>Report Author</b>	Nana Barfi-Sarpong, Chief Information Officer (NNC) Chris Wales, Chief Information officer (WNC)
<b>Executive Member</b>	Cllr Lloyd Bunday, Executive Member for Finance and Transformation NNC Cllr Mike Hallam, Cabinet Member for HR and Corporate Services WNC

<b>Key Decision</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Is the decision eligible for call-in by Scrutiny?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Are there public sector equality duty implications?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b>	

### Contributors/Checkers/Approvers

Approver	Officer Name	Date Officer Approved Report
North MO West MO	Adele Wylie Catherine Whitehead	18th August 2022
North S151 West S151	Janice Gotts Martin Henry	18th August 2022
Other Director/SME	Lisa Hyde Sarah Reed	18th August 2022

### List of Appendices

None

## **1. Purpose of Report**

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- 1.1 To provide an update to the Shared Services Joint committee (SSJC) on the progress in accordance with the disaggregation timeline of the;
  - Disaggregation of the Digital service from West Northamptonshire Council
  - Disaggregation of Strategy and Architecture from West Northamptonshire Council
- 1.2 To provide an update to the SSJC on the progress of the discovery exercise for the report on IT disaggregation from West Northamptonshire council of the Service Delivery and Operations and Infrastructure teams

## **2. Executive Summary**

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- 2.1 Following the approval of the DTI change request report on the 8<sup>th</sup> of June, 2022, there is a requirement as per the disaggregation timeline to update members on the various areas of work.
- 2.2 This update is to give the latest position on the agreed timelines on progress and to provide assurance of progress on the disaggregation of the agreed service areas and early sight of the potential delay to the disaggregation of Digital.
- 2.3 To update members on the progress on recruitment of the Programme Team and external consultancy to deliver the proposed options to disaggregation the wider DTI service; report due in Feb 2023.
- 2.4 To raise the position of the hosted Programme team with members and next steps.

## **3. Recommendations**

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- 3.1 It is recommended that the Shared Services Joint Committee:
  - Note that the disaggregation of the *Digital* team timeline is likely to move to Feb 2023.
  - Note that the discovery timeline for *Service Delivery* and *Infrastructure & Operations* is likely to move to Mar 2023.
  - Approve extending the hosted arrangement for the Programme Team for 18 months.



## 4. Report Background

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- 4.1 The present shared ICT service was formed in WNC on 1<sup>st</sup> April 2021 as part of local government re-organisation in Northamptonshire. It provides a hosted ICT service to NNC as well as providing services to WNC, the Northamptonshire Children's Trust ("NCT"), and to former LGSS partners (e.g., Cambridgeshire County Council and Milton Keynes Council) as part of both NNC and WNC's participation in the inherited shared services from LGSS.
- 4.2 The original blueprint for North and West Northamptonshire ICT service specified six services:
- Business Systems – ERP (lead)
  - Operations & Infrastructure – Former NCC systems (lead)
  - Service Delivery – Former NCC systems (lead)
  - Programme Team – Former NCC systems (hosted)
  - Strategy & Architecture (hosted)
  - Digital (lead)
- 4.3 A report was brought forward to the Shared Services Joint Committee (SSJC) on June 8<sup>th</sup> 2022, where members approved the following:
- To immediately disaggregate the *Strategy & Architecture* function
  - To fully disaggregate the *Digital* function by Dec 2022.
  - To remove the *Business Systems* function from the IAA as this is already operating under the separate governance of the Lead Authority Board (LAB) to which both WNC and NNC are party
  - To commission a discovery team and external consultancy (for assurance) to deliver a report to members on the options for disaggregation of the *Service Delivery* and *Operations & Infrastructure* teams by February 2023.
- 4.4 Following the approval of the SSJC paper, work has begun with the teams to deliver the recommendations.
- 4.5 **Strategy & Architecture** - This service has no people or budget and as such is going through the governance exercise to complete disaggregation.
- 4.6 This will have no material impact on the delivery of this function within North Northamptonshire Council (NNC).

- 4.7 **Digital** – The disaggregation of this service has an impact on finance, people and delivery of the function for NNC, with the disaggregation being led by Transformation and IT colleagues from NNC and WNC.

The disaggregation work started immediately following approval, however we are awaiting final financial data to be confirmed in order to review and complete due diligence on what has been provided. Colleagues in both authorities are working together to resolve this.

The delay to confirming the financial data and in scope roles has led to an ongoing delay of the disaggregation work, which is likely to put the disaggregation of the digital service in Dec 2022 at risk. The budget as laid out earlier in the previous report was;

- WNC: £272,008 of which £76,162 pays for NCT services.
- NNC: £272,008 of which £59,842 pays for NCT services.

- 4.8 **Business Systems** - The removal of the *Business Systems* function from the IAA has also been discussed by the disaggregation team and similar to the *Strategy & Architecture* function, as it has no impact to NNC, is to be aligned with the disaggregation of the *Strategy & Architecture* function, in order to present this to the SSJC at the same time.

- 4.9 **Programme Team** – The Programme team, which consists of 1 FTE, is a hosted arrangement with WNC. This post looks after shared projects between both authorities and ensures that projects are delivered and on time.

The hosted arrangement of this post as per the blueprint expired at the end of Q1 in 2022. As this role is still supporting shared projects for both WNC and NNC, it is recommended that the arrangement is extended for another 18 months till March 2024.

- 4.10 **Service Delivery and Operations & Infrastructure** – These teams are key to delivery of service and as such the approval of the recommendation is for a Programme Manager and supporting staff to engage in the discovery element of the project to provide a report with options, costs, timelines, risks and a delivery plan for various models of disaggregation. This work would be in line with the procurement of an independent ICT consultancy.

There had been two previous unsuccessful recruitment rounds to appoint the Programme Manager, with the third round leading to an appointment on August 8<sup>th</sup> 2022. The Programme Manager has now commenced and recruitment of the supporting staff has also been completed on August 19<sup>th</sup> 2022. The discovery work timeline has since commenced on August 22<sup>nd</sup> 2022.

The work to appoint the consultancy is currently ongoing as we work with our procurement teams.

## 5. Issues and Choices

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5.1 The following issues and choices were considered.

The delay of the appointment of the Programme Team for the ICT disaggregation means that the start of the discovery work is likely to be impacted and this may likely move the delivery date of a full disaggregation report to March 2023.

5.2 The delay of final financial data relating to the disaggregation of Digital is likely to have an impact on the agreed timeline for disaggregation of circa two months.

## 6. Next Steps

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6.1 To continue to work together to reduce the impact on the timeline to achieve the approved outcomes.

## 7. Implications (including financial implications)

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### 7.1 *Resources and Financial*

- Financial implications to Digital, Service Delivery and Operations & infrastructure to be determined and final data to be shared with NNC for review.

### 7.2 *Legal and Governance*

- For WNC and NNC to continue to contract in accordance with the IAA until service areas are fully disaggregated.

### 7.3 *Relevant Policies and Plans*

- This supports NNC's plans to deliver effective ICT services to its residents.
- This supports the Corporate and transformation plans for the organisation.
- This will allow NNC to build the service required to respond to the council's ambitions.

### 7.4 *Risk*

- The final financial data is currently impacting the *Digital* function's disaggregation and if unresolved, may also impact the full discovery report due for February 2023.
- There is a risk to staff morale and retention due to the delays in disaggregation and discovery work for service.

### 7.5 *Consultation*

- Consultation will be undertaken with service areas that have been approved for disaggregation, namely the Digital team in WNC

7.6 *Consideration by Scrutiny*

- None arising from this report.

7.7 *Equality Implications*

- No negative impacts or implications arising from this report.

7.8 *Climate Impact*

- No negative impacts arising from this report.

7.9 *Community Impact*

- No negative impacts arising from this report.

7.10 *Crime and Disorder Impact*

- No negative impacts arising from this report.

**8. Background Papers**

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8.1 DTI Change Request- Shared Service Joint Committee- 8<sup>th</sup> June



## Shared Services Joint Committee Wednesday, 21<sup>st</sup> September 2022

<b>Report Title</b>	<b>Inter Authority Agreement – 2022 / 2023 Quarter 1 Performance Report</b>
<b>Report Author</b>	<p><b>Sarah Reed – Executive Director – Corporate, West Northamptonshire Council</b></p> <p><b>Guy Holloway – Assistant Chief Executive, North Northamptonshire Council</b></p> <p>Report author: Philip Bavister – WNC Performance and Governance (<i>on behalf of West Northamptonshire and North Northamptonshire Councils</i>)</p>
<b>Executive Member</b>	

<b>Key Decision</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Is the decision eligible for call-in by Scrutiny?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Are there public sector equality duty implications?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Does the report contain confidential or exempt information (whether in appendices or not)?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972</b>	N/A

### Contributors/Checkers/Approvers

Approver	Officer Name	Date Officer Approved Report
<b>North MO</b>	Adele Wylie	18th August 2022
<b>North S151</b>	Janice Gotts	18th August 2022

Approver	Officer Name	Date Officer Approved Report
<b>West MO</b>	Catherine Whitehead	18th August 2022
<b>West S151</b>	Martin Henry	18th August 2022

## List of Appendices

### Appendix A – Draft IAA Quarterly Performance Report – Quarter 1 2022/23

#### 1. Purpose of Report

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- 1.1. To provide the Joint Officer Board with the draft quarter one performance report for services delivered via the Inter-Authority Agreement (IAA) arrangements between North Northamptonshire Council (NNC) and West Northamptonshire Council (WNC) (see section 8. Background Papers).

#### 2. Executive Summary

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- 2.1. This report provides Members an overview of performance for those services delivered via the Inter-Authority Agreement in place between North Northamptonshire Council and West Northamptonshire Council. The report covers the period between April and June 2022 inclusive (quarter 1).

#### 3. Recommendations

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- 3.1. It is recommended that the Board:
  - a) Note the quarter 1 performance report shown in Appendix A.

#### 4. Report Background

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- 4.1. Performance indicators included in the report have been approved by the Shared Services Joint Committee as part of the development of IAA schedule 3 service plans.
- 4.2. Each agreed schedule 3 service plan includes a suite of performance indicators that will be used to measure the service delivered to the receiving authority by the providing authority.
- 4.3. On a quarterly basis a performance report will be produced to provide Members with assurance that services are being delivered in line with the previously agreed target measures. Where performance has not met agreed targets an overview of the reasons why, along with any mitigating actions taken, will be presented by a senior officer from the associated service.
- 4.4. Table 1, below, details the services which are included within the quarter 1 performance report, split by providing authority.

**Table 1: Services reported within the Q1 IAA Performance Report**

<b>Services provided by NNC to WNC:</b>
<ul style="list-style-type: none"><li>➤ Approved Mental Health Providers</li><li>➤ Countywide Traveller Unit</li><li>➤ Digital Infrastructure</li><li>➤ Household Waste Recycling Centres</li><li>➤ Information, Advice and Support Service for SEND</li><li>➤ Learning and Development</li><li>➤ Minerals and Waste Planning</li><li>➤ Northamptonshire Archaeological Resource Centre</li><li>➤ The Virtual School</li></ul>
<b>Services provided by WNC to NNC:</b>
<ul style="list-style-type: none"><li>➤ Archives and Heritage, including Historic Environment Records and Portable Antiquities Scheme</li><li>➤ Assistive Technology</li><li>➤ Library Support Services</li><li>➤ Shared Lives</li><li>➤ Streetlighting</li><li>➤ Visual Impairment</li></ul>

## **5. Issues and Choices**

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5.1. There are no issues or choices to consider.

## **6. Next Steps**

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6.1. Following review at the Joint Officer Board the performance report will be presented to the following Board/Committee meetings:

6.1.1 Joint Member Briefing – 31<sup>st</sup> August 2022.

6.1.2 Shared Services Joint Committee – 21<sup>st</sup> September 2022.

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

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### **7.1. Resources and Financial**

7.1.1 Performance and Service area resources are required to produce the associated quarterly performance reporting, set out within this report. This is being delivered within existing resource across both West and North

Northamptonshire Councils and there are no resources or financial implications arising from the proposals.

## **7.2. Legal and Governance**

7.2.1 The Shared Services Joint Committee are responsible for “Reviewing the performance of the services and initiating additional/remedial action where appropriate”.

## **7.3. Relevant Policies and Plans**

7.3.1. The Administrative Agreement between West Northamptonshire Council and North Northamptonshire Council for the Hosted / Lead Provision of Functions and Services between the two authorities dated 30 March 2021. A link to this document can be found in section 8.1 of this report.

## **7.4. Risk**

7.4.1 There are no risks arising from the recommendations within this report.

## **7.5. Consultation**

7.5.1 No consultation activity is required because of this report/activity.

## **7.6. Consideration by Executive Advisory Panel**

7.6.1. No consideration by EAPs has been requested.

## **7.7. Consideration by Scrutiny**

7.7.1. No consideration by scrutiny has been requested.

## **7.8. Equality Implications**

7.8.1. There are no equality implications associated with this report.

## **7.9. Climate Impact**

7.9.1. There is no anticipated climate impact because of this report.

## **7.10. Community Impact**

7.10.1 There is no anticipated community impact because of this report.



## 7.11. Crime and Disorder Impact

7.11.1. There is no anticipated crime and disorder impact because of this report.

## 8. Background Papers

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### 8.1. Administrative Agreement -

<https://northnorthants.moderngov.co.uk/documents/s1068/7.%20Appx%20B%20-%20IAA%20and%20Schedules.pdf>

### 8.2. **Shared Services Joint Committee - Wednesday 15th December, 2021 2.00 pm – Item 8 (Appendix C) -**

<https://northnorthants.moderngov.co.uk/ieListDocuments.aspx?CId=152&MId=498&Ver=4>

### 8.3. **Shared Services Joint Committee - Wednesday 23<sup>rd</sup> March, 2022 2.00 pm – Item 7b (Appendix A) -**

<https://northnorthants.moderngov.co.uk/ieListDocuments.aspx?CId=152&MId=501&Ver=4>

### 8.4. **Shared Services Joint Committee, List of Meetings -**

<https://northnorthants.moderngov.co.uk/ieListMeetings.aspx?CommitteId=152>

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**North  
Northamptonshire  
Council**



**West  
Northamptonshire  
Council**

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**Inter-Authority Agreements  
Quarterly Performance Report  
Quarter 1 2022/23 (April to June 2022)**

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## Introduction

This report provides an overview of performance for services delivered via Inter-Authority Agreements (IAA). This report covers the quarter 1 reporting period for 2022/23 (April to June 2022).

The report is split into two key sections:

**Section 1:** Performance information for services provided by North Northamptonshire Council to West Northamptonshire Council.

**Section 2:** Performance information for services provided by West Northamptonshire Council to North Northamptonshire Council.

The tables below outline the services for which Q1 performance information has been, or is due to be, reported:

Section 1: Services provided by North Northamptonshire Council to West Northamptonshire Council	Section 2: Services provided by West Northamptonshire Council to North Northamptonshire Council
Approved Mental Health Providers	Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)
Countywide Traveller Unit	Assistive Technology
Digital Infrastructure	Library Support Services
Household Waste Recycling Centres	Shared Lives
Information, Advice and Support Service for SEND	Streetlighting
Learning and Development	Visual Impairment
Minerals and Waste Planning	
Northamptonshire Archaeological Resource Centre	
The Virtual School	



## Section 1: Services provided by NNC to WNC



## Q1 KPI overview - services provided by North Northamptonshire Council to West Northamptonshire Council

The table below provides an overview of the KPI outturns across nine NNC service areas who deliver services to WNC via an Inter-Authority Agreement. Of the 24 measures reported to date for Q1, all 24 have met or exceeded target, with none missing target. In addition there were a further 12 measures that recorded no activity or were not due to be reported during quarter 1.

NNC Service Area	Outturn			No activity or Not due
	G	A	R	
<a href="#">Approved Mental Health Providers</a>	3			2
<a href="#">Countywide Traveller Unit</a>				3
<a href="#">Digital Infrastructure</a>	2			
<a href="#">Household Waste Recycling Centres</a>	3			2
<a href="#">Information, Advice and Support Service for SEND</a>	2			1
<a href="#">Learning and Development</a>	5			1
<a href="#">Minerals and Waste Planning</a>	3			
<a href="#">Northamptonshire Archaeological Resource Centre</a>	3			3
<a href="#">The Virtual School</a>	3			
<b>Total:</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>12</b>

## Approved Mental Health Professionals (AMHPs)

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
KPI01	Completion of return to advise on the number of people subject to Section 7 guardianship	National/ Statutory	Annual	Return Submitted within timescale	N/A	N/A	N/A		
AMHP1	Respond to referrals within 3 hours of receipt (and agree action plan with referrer)	Local	Quarterly	95%	97.0%				
AMHP2	Provision of resource to fully staff the AMHP rota and ensure appropriate shift cover on a weekly basis	Local	Quarterly	23 Shifts Per Week	24.8 shifts				
AMHP3	Numbers of new AMHPs trained and warranted per year.	Local	Annual	4	N/A	N/A	N/A		
AMHP4	AMHP quarterly service review meeting to take place.	Local	Quarterly	Service Review Meeting Held	Service Review Meeting Held				

### Supporting commentary

AMHP1 - 335 referrals were responded to during the first quarter, 325 of these were responded to within 3 hours of receipt.

## Countywide Traveller Unit

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn		
					Apr to Sept 2022	Oct 2022 to Mar 2023	YTD
NTU01	% of new encampments to be visited within one working day of notification; unless operational difficulties prevent this	Local	Six-monthly	95%			
NTU02	% of enquiries dealt with a contact within 3 working days	Local	Six-monthly	90%			
NTU03	Advise partner agencies of current encampment status on a weekly basis	Local	Six-monthly	95%			

**Supporting commentary:**

Not due to be reported until quarter 2.



## Digital Infrastructure

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
DI1	Overall Superfast Northamptonshire project (RAG) status as at end of quarter	Local	Quarterly	Green status	Green status				
DI2	A project update report on all Digital Infrastructure projects and activity (excluding Superfast Northamptonshire project) is provided to WNC within 20 working days from end of quarter	Local	Quarterly	Report provided	Report provided				

### Supporting commentary

Excellent progress continues to be made against countywide speed and coverage targets. At the end of Q1 2022/23, full fibre coverage had almost reached 50% (49.2%). The target of at least 40% full fibre coverage by the end of 2023 was reached in Q4 of 2021/22. Full fibre coverage continues to grow with Openreach, CityFibre and Gigaclear in particular extending their commercial investment in the county. Gigaclear is also continuing to build subsidised coverage in the more difficult to reach rural areas for the Superfast Northamptonshire project. Gigabit capable broadband coverage had almost reached 80% of premises at the end of Q1 2022/23 (79.9%), having exceeded the 75% target at the end of Q3 2021/22. Sights are now set on the end of 2028 targets to see at least 80% and 90% of premises countywide able to access full fibre and gigabit capable broadband respectively.

BDUK are continuing to progress Project Gigabit. Four Lots are of interest to Northamptonshire, namely Lot 5 (Cambridgeshire and surrounding areas including parts of North Northants), Lot 11 (Warwickshire and Leicestershire (including some border areas in Northamptonshire), Lot 12 (Bedford, Milton Keynes, most of West Northants and the east of North Northants); and Lot 13 (Oxfordshire and Berkshire, including the southern tip of West Northants). A Spring progress update was published by BDUK in May 2022. Updates can be found at <https://www.superfastnorthamptonshire.net/how-we-are-delivering/Pages/building-digital-uk-project-gigabit.aspx>. The Lot 5 contract is expected to be awarded before the end of the year. The Lot 12 procurement is expected to be launched between December 2022 and February 2023. Work to confirm the intervention area is well underway. The Lot 11 and 13 procurements are expected to start in Spring 2023 and Autumn 2022 respectively.

E-Scooter trial - ministers have approved an 18-month extension on the trials to 31 May 2024. Trial areas can choose to withdraw from the trials or continue with an extension to 31 May 2024. Since the start of the trials across Northamptonshire, the first of which was launched in Northampton in September 2020, there have been over 2.17m rides with over 73,000 registered users (9.4% of total population of Northamptonshire) to end Q1.

Voi attended the Merged Futures 4 event in June 2022 at University of Northampton Waterside Campus. The level of enquiries and complaints remains low.

Starship robot deliveries - over 122,600 deliveries to date with 100 robots serving 9 communities in Northampton to end Q1. These are Wootton, Hardingstone, Upton, Billingham, Spinney Hill, Limehurst, Bellinge, Birchfield and Bushfield.

## Household Waste Recycling Centres

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
HWRC1	% of payments made to Urbaser Ltd within agreed contractual timescales for services received	Local	Quarterly	100.00%	100%				
HWRC2	Number of monthly contract monitoring meetings attended by relevant NNC representatives	Local	Annually	10	N/A	N/A	N/A		
HWRC3	Provision of the following key contractual information monthly: <ul style="list-style-type: none"> <li>• Audit information (if required)</li> <li>• Monthly revenue financial forecasts</li> <li>• Contractual performance data.</li> </ul>	Local	Monthly	Yes	Yes				
HWRC4	Provision of annual tonnage figures for the previous year by August to enable WNC to calculate the annual growth forecast figures by September of each year.	Local	Half Yearly	Forecast provided	N/A		N/A		
HWRC5	Provide any required data for WNC Corporate performance dashboards by agreed dates	Local	Quarterly	Data provided within deadline	Data provided within deadline				

**Supporting commentary**

## Information, Advice and Support Service for SEND

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
IASS1	A joint agreement for the provision of IASS is in place between all partners in accordance with the CFA 2014	National	Annual	Formal agreement in place	N/A	N/A	N/A		
IASS2	% of referrals and enquiries responded to within 3 working days	Local	Quarterly	90%	100%				
IASS3	A quarterly progress report is provided to the North and West Directors for Children's Services (DCS) providing an overview of the IASS service delivery	Local	Quarterly	Quarterly report produced and provided	Quarterly report produced and provided				

[Supporting commentary](#)

## Learning and Development

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
LD1	Completion and submission of Individualised Learner Record (ILR) return for WNC	National	Quarterly	ILR submitted	Yes				
LD2	Apprenticeship Public Sector Target	National	Annual (Q4)	2.3%	N/A	N/A	N/A		
LD3	Annual Apprenticeships self-assessment report and quality improvement plan produced and submitted to Ofsted	National	Annual	Report and Plan submitted	Yes	N/A	N/A	N/A	
LD4	Quarterly L&D management information dashboard produced and provided to WNC	Local	Quarterly	Dashboard provided	Yes				
LD5	% of WNC apprentices that start qualification who go onto successfully complete	Local	Quarterly	75%	On Track				
LD6	% of WNC delegates rating that the learning intervention was of a 'direct value to my work' was recorded as a 3 or above	Local	Quarterly	80%	98.0%				

### Supporting commentary

LD5 - 143 apprentices on programme currently, 7 have completed. Of the 143 people on an apprenticeship 103 have planned end dates before the end of 2024

## Minerals and Waste Planning

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
MWP1	% of County Matter planning decisions made within required timescales	Local	Quarterly	95%	100%				
MWP2	% of responses made in relation to Duty to Co-operate matters with other minerals and waste planning authorities within time period requested	Local	Quarterly	95%	100%				
MWP3	% of responses to planning archaeology consultations from the area planning offices of NNC/WNC within timescales	Local	Quarterly	95%	98%				

**Supporting commentary:**

MWP1 - 3 County Matter planning decisions were made during the first quarter

MWP2 - 1 response was made in relation to Duty to Co-operate with other minerals and waste planning authorities within time period requested.

MWP3 - 234 responses to planning archaeology consultations from the area planning offices of NNC/WNC were made, 230 of these were made within agreed timescales.

## Northamptonshire Archaeological Resource Centre (ARC)

[Return to summary](#)

					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	Q1	Q2	Q3	Q4	YTD
ARC1	Standards associated with ACE Museum Accreditation Scheme (applicable from the date of joining the Scheme)	Local	Quarterly	ACE standards met	<i>ARC as CHE has not yet applied for ACE Museum Accreditation. Likely will be in 2023. However, ARC is following ACE standards for loans/accessions/storage.</i>				N/A
ARC2	Provision of a report to WNC detailing the number of visits to the ARC split by: 1. Academic visits, and 2. Other visits	Local	Quarterly	Report provided to WNC	Report provided to WNC				
ARC3	Provision of a report to WNC on the number of new accessions	Local	Quarterly	Report provided to WNC	Report provided to WNC				
ARC4	Provision of a report to WNC indicating the number of total archive boxes in the ARC identified by origin	Local	Quarterly	Report provided to WNC	Report provided to WNC				
ARC5	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>				N/A
ARC6	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	TBD	<i>Initial survey to be conducted in 2022/23 as benchmark. The satisfaction scale to be used will range from very satisfied to very dissatisfied.</i>				N/A

**Supporting commentary:**

**ARC1:** The Northamptonshire Archaeological Resource Centre (ARC) has not yet applied for Arts Council England (ACE) Museum Accreditation. The application to seek accreditation is likely to be submitted in 2023. However, it should be noted that the ARC is following ACE standards for loans, accessions and storage.

**ARC 5 and ARC 6:** Surveys to be conducted during 2022/23 in order to establish a benchmark.

## School Swimming Service

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SWS01	Quarterly performance review meeting to take place with Northamptonshire Sport	Local	Quarterly	Quarterly Meeting Undertaken	Quarterly Meeting Undertaken				
SWS02	Provision of a performance report to WNC, including: <ul style="list-style-type: none"> <li>• Number of Schools accessing the service</li> <li>• Number of pupils who accessed the service.</li> </ul>	Local	Quarterly	Report Provided	Report Provided				

SWS01 - the service have liaised with the School Swimming Manager as Northamptonshire Sport are overseeing the service from afar and I have had more involvement with the service as it now comes under Leisure in North Northants

We are currently going through disaggregation of the service and the future of the school swimming service will be decided in the next few weeks.

## The Virtual School

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
VS1	Number of Learning, Skills and Education performance scorecards produced and presented to the Director of Children's Services and their Senior Leadership Team on a monthly basis	Local	Quarterly	3 per quarter	3				
VS2	Provision of relevant information to NCT to facilitate the completion of the Corporate parenting performance scorecard which is produced and presented to the Corporate Parenting Board on a bi-monthly basis	Local	Quarterly	Bi monthly CPB performance report produced and presented	Bi monthly CPB performance report produced and presented				
VS3	A Virtual School Head Annual Report is produced and presented at WNC Senior Leadership Team and the joint Corporate Parenting Board and published on the Virtual School website within agreed timescales.	Local	Annual (February)	Annual report produced and published	N/A	N/A	N/A		
VS4	Performance updates are presented to the Virtual School Advisory Panel (VSAP) on a termly basis and made available to the Corporate Parenting Board.	Local	Termly	Performance updates presented	Performance updates presented				

**Supporting commentary:**





## Section 2: Services provided by WNC to NNC



## Q1 KPI overview - services provided by West Northamptonshire Council to North Northamptonshire Council

The table below provides an overview of the KPI outturns across six WNC service areas who deliver services to NNC via an Inter-Authority Agreement. Further details for these measures can be found by viewing the service specific page within the report. Of the 21 measures reported for Q1, 20 have met or exceeded target, with just one missing target (an amber measure reported for Shared Lives). In addition there were a further 14 measures that recorded no activity or were not due to be reported during quarter 1.

Service	Outturn			No activity or Not due
	G	A	R	
<a href="#">Archives and Heritage (including PAS and HER)</a>	3			6
<a href="#">Assistive Technology</a>	5			
<a href="#">Libraries Support Services</a>	1			5
<a href="#">Shared Lives</a>	4	1		1
<a href="#">Streetlighting</a>	6			1
<a href="#">Visual Impairment</a>				1
<b>Total:</b>	<b>20</b>	<b>1</b>	<b>0</b>	<b>14</b>

## Archives and Heritage (including Historic Environment Records and Portable Antiquities Service)

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn					
					Q1	Q2	Q3	Q4	YTD	
AH1	Accredited status with The National Archives	National	To be reported in 2023	Accredited	<i>To be reported in 2023 following application to The National Archives</i>					N/A
AH2	Provision of a report to NNC detailing quarterly activity, including: 1. Number of visits to County Archive 2. Number of enquiries responded to 3. Number of website hits 4. Number of outstanding TNA/HE recommendations	Local	Quarterly	Report provided to NNC	Report provided to NNC					
AH3	An annual survey to capture user net satisfaction with service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
AH4	An annual survey to capture user perception of VfM of service (5-point scale)	Local	Annual	Survey completed	N/A	N/A	N/A			
PAS1	Compliance with PAS MOU with the British Museum	Local	Annual (Q4)	Full compliance	N/A	N/A	N/A			
PAS2	Number of Finds 'Surgeries' and outreach events held across the year (Countywide).	Local	Annual (Q4)	10 per annum	N/A	N/A	N/A			
HER1	Historic England audit status	National	Quarterly	Satisfactory audit status	Next Audit due 2024					N/A
HER2	Percentage of commercial and non commercial enquiries processed promptly (within 10 working days)	Local	Quarterly	95%	100%					
HER3	To ensure all grey literature is included on the HER database promptly (within three months)	Local	Quarterly	95%	100%					

### Supporting commentary

The Service cannot start work on the Accreditation standard in earnest until the new staffing structure is in place. Adverts for the agreed extra capacity will now go out in July, with the intention to fill posts by the autumn. Meanwhile, the National Archives as the regulatory body, will inspect the service in Quarter 2 and offer initial feedback to help with preparatory work required. There are 13 key requirements to be addressed in order to gain Accredited status and considerable amounts of evidence need to be gathered; all policies will need to be reviewed or rewritten to take account of new governance arrangements as well as professional developments.

## Assistive Technology

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
AT1	Average response time (working days) to standard referrals received	Local	Quarterly	7 working days	4.9 days				
AT2	Average response time (working days) to urgent referrals received	Local	Quarterly	2 working days	0.3 days				
AT3	Number of referrals to be processed by assistive technology team (excluding customer contact centre) which are open as at quarter end	Local	Quarterly	<150	49				
AT4	Provision of a quarterly service performance report to be presented at a quarterly review meeting. <ul style="list-style-type: none"> <li>• Number of installations completed</li> <li>• Number of people supported by AT rentals</li> <li>• Establishment review and any proposed changes.</li> <li>• Policy and procedure changes.</li> </ul>	Local	Quarterly	Quarterly report provided	Quarterly report provided				
AT5	Number of services users awaiting Adult Social care Lifeline response utilization (Social care response)	Local	Quarterly	Zero	0				

**Supporting commentary**

## Library Support Services

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				YTD
					Q1	Q2	Q3	Q4	
LIB01	Annual CIPFA return completed and submitted for North Northamptonshire Local Authority area within required timescale (31st July)	National	Annual (Q2)	Return submitted	N/A		N/A	N/A	
LIB02	% of book stock deliveries completed against planned schedule	Local	Quarterly	95%	100%				
LIB03	Number of Northamptonshire BIPC interventions supported	Local	Annual (Q4)	170	75				
LIB04	Number of new businesses started with support from the BICP Northamptonshire	Local	Annual (Q4)	25	7				
LIB05	Number of sessions/activities/ workshops accessible in the North Northamptonshire area	Local	Annual (Q4)	60	38.00				
LIB06	% of annual SLA Reviews completed for each Community Managed Library (within NNC area)	Local	Quarterly	100%	None Due				

### Supporting commentary

A good first quarter, largely due to the Kick Start Grants programme which requires attendance at a number of sessions to access, this may reduce in later quarters but the service is well on track to exceed the target for all indicators.

## Shared Lives

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	Number of reported breaches of the Care Quality Commission regulations	National	Quarterly	Zero	Zero				
SL2	% of initial referrals responded to within 3 working days	Local	Quarterly	95%	100%				
SL3	% of emergency respite referrals known to the service responded to on same working day	Local	Quarterly	95%	None responded to				
SL4	Provision of monthly service review/performance report to Receiver authority	Local	Quarterly	3 per quarter	Face to face				
SL5	% of scheduled 12- week full compliance reviews completed (All carers & placements are monitored to ensure compliance)	Local	Quarterly	100%	94.1%				
SL6	Shared Lives quarterly service review meeting to take place with receiving authority	Local	Quarterly	Service Review held	Service Review held				

### Supporting commentary

SL2 - 10 referrals were responded to all within 3 working days.

SL3 - No emergency respite referrals were received during the quarter.

SL4 - Monthly meetings are held and reciever authority updated face to face.

SL5 - 3 out of 51 compliance reviews were not completed within the 12 week target due to increased COVID absence within the team.

## Streetlighting

[Return to summary](#)

KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	2022/23 Performance Outturn				
					Q1	Q2	Q3	Q4	YTD
SL1	% of payments made to Connect Roads within contractual timescales for services received	Local	Quarterly	100.00%	100%				
SL2	Number of monthly contract monitoring meetings attended by relevant WNC representatives	Local	Quarterly	3 per quarter	3				
SL3	Quarterly Network Board meeting attended by relevant WNC representatives	Local	Quarterly	Quarterly meeting attended	Attended				
SL4	Provision of key contractual information within required timescales: Audit information (as required) / Monthly revenue financial forecasts / Annual growth forecasts	Local	Quarterly	Provided	Provided				
SL5	Provision of an updated asset register on an annual basis to inform charging for the next financial year	Local	Annual	Asset register provided	N/A	N/A	N/A		
SL6	Reports on the average length of time for lamp repair in North Northamptonshire	Local	Quarterly	5 days	1 day				
SL7	Reports on the number of occasions on which lighting points are not in light during the Lighting Up Period in North Northamptonshire (excluding intentionally switched-off lights)	Local	Quarterly	N/A - for info	1				
SL8	Percentage of lights in Light during the Lighting Up Period in North Northamptonshire	Local	Quarterly	99%	99.8%				

### Supporting commentary

SL1 - 3 payments were made to Connect Roads within contractual timescales.

## Visual Impairment

[Return to summary](#)

					2022/23 Performance Outturn				
KPI ID	KPI	National or Local KPI	Reporting Frequency	KPI Target	April to September		October to March		YTD
VI01	% of Certified Visually impaired receivers added to the visual impairment register once user consent received	National	Six-monthly	100%					
VI02	% of referrals responded to within agreed timescales (5 working days)	Local	Quarterly	90%					
VI03	Visual Impairment quarterly service review meeting to take place	Local	Quarterly	Service review meeting held					

**Supporting commentary**

Not due to be reported until quarter 2.



Report collated on behalf of North Northamptonshire Council and West Northamptonshire Council by the WNC Performance and Governance team.

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