

The background of the cover features a pair of glasses with a magnifying glass effect. The lenses are positioned over a document with a grid pattern. The top lens is tilted upwards, and the bottom lens is larger and more prominent. The overall color scheme is dark with highlights on the glasses and the document.

Report of the  
**Overview & Scrutiny**  
Committee

Annual Report  
2015/2016



NORTHAMPTON  
BOROUGH COUNCIL

# *Overview and Scrutiny Annual Report 2015/2016*

## **A Message from Councillor Jamie Lane, Chair, Overview and Scrutiny Committee**

This Annual Report is a summary of just some of the work Overview and Scrutiny (O&S) has done this year, what has worked well and what issues we need to concentrate more on next year.

It has been another busy year for O&S with three comprehensive reviews being undertaken:

Health Check of the Local Economy  
The Impact of Anti-Social Behaviour on the Town  
Enforcement of the Licensing Policy for Taxis and Private Hire

Overview and scrutiny work is member-led and evidence-based. It is vital that the work of scrutiny adds value and improvement and I feel the conclusions and recommendations from the in-depth Reviews undertaken this year have really demonstrated that. All of the Scrutiny Panels have completed their reviews and the findings will be presented to Cabinet early in the Municipal year 2016/2017.

The O&S Committee also set up a Working Group that undertook a short, sharp review - NBC Owned Street Lighting. This Working Group is still evidence gathering and will report its findings to the Overview and Scrutiny Committee in the Municipal year 2016/2017.

I have continued to promote the good work of Overview and Scrutiny at Northampton wider, a number of the processes and procedures being noted nationally as examples of best practice. This year, Scrutiny Councillors and Officers from a nearby District Council visited NBC, spoke with members of the Committee and observed a meeting of our Overview and Scrutiny Committee.

Again this year, we asked the citizens of Northampton to suggest topics for Scrutiny reviews. There were more than fifty suggestions from the public. Councillors carefully considered the suggestions at a workshop held in March 2016. From these ideas, Cabinet's priorities for the year and suggestions put forward by Councillors, the Overview and Scrutiny Committee approved its Work Programme 2016/2017 at its April meeting.

The Committee scrutinised the Council's budget proposals by delegating work to its Reporting and Monitoring Working Group who identified three budget proposals for the Committee to scrutinise in-depth.

I would like to thank all those who have been involved in and have supported Scrutiny over the past year. In particular, I would like to thank my colleagues who chaired the Scrutiny Panels and Working Groups last year. These achievements are recognised in this report.

I would also like to convey my thanks to the many witnesses that have contributed to scrutiny's work this year. Their participation brings knowledge, ideas and enthusiasm to the work of Scrutiny.

I do hope that you find this report informative and interesting.



**Councillor Jamie Lane**  
**Chair, Overview and Scrutiny Committee**

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## **Achievements**

### **How was this impact made during 2015-2016?**

The Scrutiny Panels carry out in-depth Scrutiny reviews, whilst the Overview and Scrutiny (O&S) Committee concentrates on strategic issues, including holding the Cabinet to account, performance management and scrutiny of crime and disorder. This structure attracts increased public participation and the involvement of non-Executives in Scrutiny reviews.

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

The O&S structure enables non-Executives, who are not members of the O&S Committee, to be fully involved in the O&S process.

Two of the three Scrutiny Panels this year had non-Executive Councillors who were not O&S Councillors as members of the Panels.

**Key Example:** The Scrutiny Panel that investigated the Health Check of the Town was made up of six non-Executives, of which three were not O&S Councillors, demonstrating involvement of non-Executives in the O&S process.

### **Crime and Disorder Scrutiny**

**Key Example:** Crime and Disorder Scrutiny is an example of excellent working relationships between non-Executives and partners.

The scrutiny of crime and disorder was formalised in 2010, putting in place clear working arrangements between the Chair of the Community Safety Partnership (CSP) and the Committee. A bi-annual report from the CSP informs the O&S Committee of work undertaken; non-Executives decide whether further review or scrutiny is required. This report focuses on the levels of performance in the light of reduced resources, if so what measures have been taken to meet any shortfall in performance. This demonstrates excellent working relationships between non-Executives and partners.

Also, this year Overview and Scrutiny focussed on the impact of anti-social behaviour on the town and further details are provided at a later section in this report.

*Overview & Scrutiny continues to show great interest in the Community Safety agenda, and the issues that are at the forefront of our communities concerns. Their input is much valued, and contributes towards the future delivery of the service*

**Debbie Ferguson**  
**Community Safety Partnership Manager**

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The O&S Committee has also looked at:

- The multi-Agency approach to Street Drinking
- Code of Practice for Betting Shops
- Flooding, 1:200 flood risk
- Sheltered Housing Review

### **Performance Management Scrutiny**

A process enabling the Committee to identify key performance measures earlier on was introduced in 2013/14. The Committee informs the Chair prior to a meeting of the O&S Committee of performance measures that it feels warrant future scrutiny.

The scrutiny of specifically identified measures is included on the agenda of meetings of the O&S Committee. This results in measures being reviewed on an exception basis with relevant Cabinet Members being called to present information to the Committee. Cabinet Members are scrutinised on performance, the causes of underperformance and the corrective actions being taken. Active debate is undertaken and support and challenge is offered to the recommendations being made to deliver service improvements.

**Key example:** Performance management scrutiny of:-

- NI154 – Net additional homes provided
- HML05 – Total number of people sleeping rough on the streets
- PP53 – Percentage service requests responded to within three days
- ESC09 – Percentage of fly-tipping incidents removed within two working days of notification
- ESCO1n – Total bins/boxes missed in period

### **Critical Friend to Cabinet**

#### **Call-In**

At Northampton call-in is used sparingly. During 2015/2016 the facility was not used at all.

### **Influencing Policy Development**

Three in-depth Scrutiny reviews were undertaken during 2015/2016:

Health Check of the Local Economy

Impact of Anti-Social Behaviour on the Town

Effectiveness of the enforcement of the Licensing Policy in respect of Taxis and Private Hire

Review work of 2014/2015 has received Cabinet's response. Almost all of the recommendations were accepted, which highlights that Overview and Scrutiny is continuing to make significant

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influence of Council policy, both in terms of holding the Cabinet to account and contributing to policy development, and the well-being of the citizens of Northampton.

### **Raising the profile of Overview and Scrutiny at Northampton**

The profile of O&S has continued to be raised with a number of important and successful reviews carried out during 2015/2016. O&S is keen to keep this up and invites suggestions for the work programme from various partners, Agencies and members of the public.

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

The O&S Work Programme received extensive press coverage, locally, which just under 50 individuals responded to, suggesting more than 55 ideas for future Scrutiny review.

### **Paperless Overview and Scrutiny**

As reported in last year's Annual Report, the innovation attracted national interest. External interest in the innovation has continued this year, with a number of enquiries regarding the success of the innovation.

Councillors and Officers from Wychavon District Council visited the Council in April 2016, met with Overview and Scrutiny Councillors and observed one of our meetings.

### **Public engagement within the Overview and Scrutiny process at Northampton**

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

#### **Key Example of review work:**

#### **Effectiveness of the Enforcement of the Licensing Policy for Taxis and Private Hire**

The purpose of the Scrutiny Panel was to investigate the pattern of provision of licensing in respect of taxis and private hire.

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### **Key lines of Inquiry:**

- To review the policies and strategies for licensing
- To assess the effectiveness of the legislation for licensing
- To raise awareness of the licensing and planning framework around the regulation of private hire and taxi licensing
- To assess what mechanisms are in place for the exchange of information between the Council, the Police and licence holders.
- To examine what options are available and any best practice or solutions that other Local Authorities have successfully implemented
- To assess the provision and usage of taxi ranks in the borough

The Overview and Scrutiny Committee, at its work programming event in June 2015, agreed to include a review of the effectiveness of the enforcement of Licensing Policy in respect of Taxis and Private Hire. The Overview and Scrutiny Committee commissioned Scrutiny Panel 3 to undertake the review. An in-depth review commenced in July 2015 and concluded in March 2016.

A Scrutiny Panel was established comprising five Councillors.

The review attracted interest from the public, with a number of members of the public attending meetings of the Scrutiny Panel.

Recommendations of this Scrutiny review were around the themes:

- Provision and Usage of Taxi ranks in the borough
- Policies and Strategies for Licensing and the effectiveness of the legislation for licensing
- Information Exchange
- Raising the awareness of the licensing and planning framework around the regulation of private hire and taxi licensing
- Taxi Marshals
- Highways

This report will be presented to Cabinet in the Municipal year 2016/2017.

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*The Scrutiny Panel was made up from members of the Overview and Scrutiny Committee – Councillor Graham Walker (Deputy Chair); Councillors James Hill, Suresh Patel and Brian Sargeant and myself.*

*The Panel received both written and spoken evidence from a wide variety of expert advisors. Desktop research was carried out by the Scrutiny Officer. All of which produced a wealth of information that informed the evidence base of this high profile Scrutiny review.*

*Following the collation of the evidence, the Scrutiny Panel drew various conclusion and recommendations that are contained in the report.*

*The Review took place between July 2015 and March 2016.*

***Councillor Gareth Eales***  
***Chair, Scrutiny Panel 3***

## **Co-Opted Members**

This year, the Scrutiny process chose not to engage the expertise and knowledge of co-optees in its review process but fully utilised expert advisors in the witness evidence process.

## **Scrutiny Panels**

The Scrutiny Panels obtain information to inform the Review through a variety of methods, including:

- Research and briefings commissioned from officers
- Select committee-style meetings with external experts and relevant officers
- Informal interviews
- Site visits
- Surveys

Some meetings of the Scrutiny Panels are often held in a ‘Select Committee’ format, with the Scrutiny Panels seeking evidence through a question and answer session with senior officers, Cabinet Members, external experts, representatives of interested groups or members of the public who have relevant experience.

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

Accepted recommendations from previous Scrutiny reviews, undertaken during 2013/14 and 2014/2015, are being monitored by the O&S Committee.

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## **Key examples**

### **Management and Regulation of Private Sector Housing (Including HIMOs)**

The purpose of this review was to investigate the regulation and management of private lettings, both by landlords and Agencies.

Recommendations were around the themes:

- Licensing and Legislative options
- Priorities for the Private Rental Sector
- Best Practice Guide

Cabinet received the Overview and Scrutiny report and accepted all of the recommendations contained within it. The Overview and Scrutiny Committee monitored the implementation of its recommendations and monitoring is now complete.

### **Impact of the Welfare Reform Act**

This was a high profile Scrutiny review that received a wealth of evidence from key Agencies, partners and the general public.

The findings from the review were reported by the local press.

19 recommendations were included in the report. They were broadly focussed on:

- Northamptonshire Credit Union
- Voluntary Sector
- Food Banks
- Monitoring

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee will begin the monitoring process in June 2016.

### **Poverty in the Town**

The purpose of the Scrutiny Panel was to review poverty in the town to ascertain whether it is a serious issue:

Recommendations were around the themes:

Promoting the work and initiatives of various organisations and charities  
Working with the Director of Public Health, Northamptonshire County Council in promoting national awareness campaigns



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Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee will begin the monitoring process in June 2016.

### **Interpersonal Violence**

The purpose of the Scrutiny Panel was to review Northampton Borough Council's response in addressing issues around interpersonal violence (domestic abuse, sexual abuse and child exploitation) centring on domestic abuse.

Recommendations were broadly focussed on:

- Funding
- Training
- Housing related issues

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee will begin the monitoring process in June 2016.

### **Keep Northampton Tidy**

The purpose of the review was:

- To undertake a review regarding implementing a 'Keep Northampton Tidy' campaign with an accent on preserving wildlife and encouraging children (and adults) to take an interest in their surroundings, to include Community Clean Ups and 'Northampton in Bloom.'
- A review of the problem of littering and fly-tipping, particularly in un-adopted roads and the gateways into the town.
- To explore opportunities to enhance the gateways into the town.

Recommendations of the Scrutiny Panel were around the themes:

- Keep Northampton Tidy
- Keep Northampton Tidy Campaign
- Gateways into the town
- Purple Flag Accreditation

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee will begin the monitoring process in June 2016.

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## **Tree Maintenance**

Following a motion that had been carried at full Council at its meeting on 15 September 2014:

"There are many areas of the Eastern District where historic planting of the wrong kind of trees in the residential areas cause a number of problems for residents - from light being blocked from homes, to fallen debris, to damage to property from roots.

'This Council resolves to develop a plan to consider removing trees that are identified as problematic and consider replacing them with smaller trees more suited to residential areas.

'This Council recognises this issue is complex and many trees are located on housing land that will soon be managed by Northampton Partnership Homes so therefore refers this matter to the Overview and Scrutiny Committee to consider."

The Overview and Scrutiny Committee agreed that an Overview and Scrutiny Working Group would be set up to look at tree maintenance issues.

The recommendations were around:

- Right to light
- Reporting mechanisms
- Tree Inspection Programme
- S106/CIL process
- Revised Tree Maintenance Policy

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee will begin the monitoring process in June 2016.

## **O&S Parking Working Group**

Cabinet received this report in the autumn 2015 and its response is expected to be received in the spring 2016.

## **Review work 2015/2016**

O&S at Northampton has undertaken some excellent review work again this year.

The best practice Scrutiny review work has continued to be built upon. Over the last year, Scrutiny reviews have attracted interest from both external organisations and the public.

Overview and Scrutiny at Northampton continues to be Councillor-led and focuses on the major issues affecting the town. It has therefore carried out some very high profile reviews this year, the impact of which will be reported in next year's O&S Annual Report:

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## **Health Check of the Local Economy**

The purpose of the review was to look at how partners locally, including the private sector, can work together to influence the local economy.

### **Key lines of Inquiry:**

- How can schemes, such as Apprenticeship Programmes, be developed and expanded so that they deliver for both local employees, employers and local residents?
- What is the vision for skills and learning issues, particularly low skills?
- What support is there for those that are in long term unemployment?
- What are the areas for potential growth in jobs?
- What can other organisations/groups/individuals do to help?
- Whether a mapping skills gap exercise has been undertaken to identify the type of skills that are in short supply; and what the findings of this exercise are
- How specific services can be used to generate business investment
- How can the offer of commercial land in the borough be improved to ensure a steady stream of quality premises that are accessible by new and established organisations?
- What could feasibly be done to improve the physical infrastructure in and around the town?
- How it can be ensured that those who are seldom heard or isolated are engaged with?

The Overview and Scrutiny Committee, at its work programming event in June 2015, agreed to include a review of the health check of the local economy. The Overview and Scrutiny Committee commissioned Scrutiny Panel 1 to undertake the review. An in-depth review commenced in July 2015 and concluded in March 2016.

A Scrutiny Panel was established comprising six Councillors.

Recommendations of the Scrutiny Panel were around the themes:

- Raising the profile and the economic growth in Northampton.
- Raising the profile of organisations assisting with the economic growth of the town.

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- Addressing the future skills requirements of each sector of the local economy within Northampton.
- Raising the profile of apprenticeships and vocational training in Northampton.
- Developing a Skills Strategy for Northampton.

The report will be presented to Cabinet in the Municipal year 2015/2016.

*The Scrutiny Panel was made up of Members from the Overview and Scrutiny Committee: myself (Chair); Councillor Samuel Shaw (Vice Chair); Councillor Terrie Eales; together with other non-Executives Councillors Janice Duffy, Elizabeth Gowen and Cathrine Russell.*

*A comprehensive review took place between July 2014 and March 2016. A wealth of background data and information was received by the Scrutiny Panel. A series of interviews with a number of key expert advisors were held. A number of organisations and groups provided written information. Desktop research was undertaken by the Scrutiny Officer, the findings of which informed the review.*

*I highlight that information gathering was very important to this review so that the Scrutiny Panel could inform its health check of the local economy. This enabled the Scrutiny Panel to devise its key findings, conclusions and recommendations that will be considered by Cabinet later this year.*

*As part of the monitoring regime, Overview and Scrutiny will review this report six months after Cabinet has received it.*

**Councillor Rufia Ashraf**  
**Chair, Scrutiny Panel 1 – Health Check of the Local Economy**

### **Impact of Anti-Social Behaviour on the Town**

The purpose of the Scrutiny Panel was to investigate the impact of anti-social behaviour on the town.

#### **Key lines of Inquiry:**

- To investigate the levels of anti-social behaviour in the town, such as tackling psychoactive substances, alcohol, littering (including chewing gum), graffiti, fly-tipping, street urination and dog fouling
- To consider the nature of the psychoactive substances market and any health consequences
- To review the policies and strategies for dealing with the impact of anti-social behaviour in the town
- To consider the paper/Bill that is currently being drafted by the Home Office to address the issue of psychoactive substances

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- To identify the prevention strategies that can help to address anti-social behaviour on the town
- To identify 'hotspots' of the impact of anti-social behaviour on the town
- To consider the enforcement powers that the Council and other Agencies has in respect of anti-social behaviour
- To consider how Northampton Borough Council can work in partnership with local groups, Agencies, organisations and residents to reduce and prevent the impact anti-social behaviour has on the town

The Overview and Scrutiny Committee, at its work programming event in June 2015, agreed to include a review of the impact of anti-social behaviour on the town. The Overview and Scrutiny Committee commissioned Scrutiny Panel 2 to undertake the review. An in-depth review commenced in July 2015 and concluded in March 2016.

A Scrutiny Panel was established comprising nine Councillors.

Recommendations of the Scrutiny Panel were broadly around the themes:

- Promotion of the activities available in relation to prevention of anti-social behaviour
- Training for Councillors and front line Officers
- Awareness Raising Sessions – psychoactive substances
- Neighbourhood Wardens
- Assistance for vulnerable people
- Multi-Agency working

The report will be presented to Cabinet in the Municipal year 2015/2016.

*The Scrutiny Panel was made up from members of the Overview and Scrutiny Committee: myself, Councillor Phil Larratt (Deputy Chair); Councillors Rufia Ashraf, Jamie Lane, Brian Oldham, Zoe Smith and Graham Walker together with other non-Executive Councillors Tony Ansell, Anamul Haque (Enam).*

*The Review took place between July 2015 and March 2016.*

*It was a very interesting and informative Review; with clear evidence received. I thank all those who gave up their time to attend a meeting of the Scrutiny Panel to provide this information and all those who provided comprehensive written evidence.*

*The Scrutiny Panel held interviews with the Cabinet Members, Senior Staff at Northampton Borough Council and a number of external expert witnesses. Desktop research was carried out by the Scrutiny Officer.*

*The result is a piece of work, which recommends to Cabinet a number of improvements to dealing with anti-social behaviour on the town. I highlight that from the wealth of evidence*

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*received it became apparent that addressing anti-social behaviour is not just the responsibility of one Agency, but several and one that requires a partnership approach.*

***Councillor Dennis Meredith***

***Chair, Scrutiny Panel 2 – Impact of Anti-Social Behaviour on the Town***

### **Effectiveness of the Enforcement of the Licensing Policy in respect of Taxis and Private Hire**

Please refer to page 4 for a precis of this review.

The Overview and Scrutiny Committee also commissioned one Working Group to undertake short, sharp Scrutiny activity:

#### **NBC Owned Street Lighting**

A Working Group was set up comprising members of the Overview and Scrutiny Committee. The purpose of this Scrutiny activity was to:

- Investigate all NBC owned street lighting, not just those in situ on housing land
- Differentiate between NCC and NBC owned street lighting
- Ascertain how the public can report problems and issues with street lighting
- Ascertain the cost of NBC owned street lighting and energy consumption

This Working Group is still mid-evidence gathering and will report its findings to the Overview and Scrutiny Committee in the Municipal year 2016/2017.

#### **Budget Scrutiny**

Each year, the Overview and Scrutiny Committee sets up the Reporting and Monitoring Working Group to:

- Review the revenue budget proposals and the Council's medium term financial plans.
- Recommend a short list to Overview and Scrutiny for detailed consideration.
- Consider suggestions from the public and other Councillors for items to be included in the short list for scrutiny.

Overview and Scrutiny finds it helpful for a small Working Group of Councillors to take a brief overview of all the budget proposals and bring a small selection to the Committee for detailed scrutiny.

This year the Working Group comprised six Councillors from the Overview and Scrutiny Committee.

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The Overview and Scrutiny Committee, at its meeting in January 2016, undertook budget scrutiny of the following issues:

- Rent decrease based on Government Policy -1% for 4 years: Impact on the Capital Programme Impact on the Repairs and Maintenance Budget
- Welfare Reform: Details of provisions in place for support and how this is reflected in the budget
- Environmental Services Contract: Review and plans for a possible new contract and the mitigation against potential increase in costs

### **Looking ahead**

The Work Programme for 2016/2017 will be approved by the Overview and Scrutiny Committee in the spring 2016. Three Scrutiny Panels will be set up and will scope the reviews.

Details of the Overview and Scrutiny Work Programme for 2016/2017 will be published on the Overview and Scrutiny [webpage](#) as soon as it is finalised.

### **What are our Challenges for 2016-2017?**

- To build on Overview and Scrutiny's achievements by setting stretching targets to broaden our impact. An example would be to ensure the Committee continues to undertake pre-decision scrutiny activities.
- To ensure that Overview and Scrutiny continues to make a positive contribution to the development of policy and the continuous improvement of the Council's operations.
- To continue to ensure the O&S work programme reflects concerns of service users, community and public – ensuring that a wide range of organisations, partners and the public are consulted with for suggestions for scrutiny review and then on the actual work programme.
- To ensure O&S is able to respond effectively to legislative requirements, such as the new powers, for example, wider powers to influence policy and public service delivery in their area – for example investigated issues beyond its traditional remit but affect local people.
- To continue to ensure O&S works with the community and key partners to respond to concerns.
- To continue to ensure that the work of O&S has a positive effect on decision-makers and provide evidence that it has made a real difference.
- To continue to increase public participation in O&S at Northampton by increased public suggestions for scrutiny review and increased attendance at O&S Committee and Panel meetings. This process has continued to increase year on year.

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## **Glossary of Terms**

### **Call-In**

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

### **Cabinet (Executive)**

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

### **Councillor (Member)**

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

### **Pre-decision Scrutiny:**

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

### **Review**

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

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



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### **Contact details for more information**

Tracy Tiff, Scrutiny Officer, is always very happy to speak to local people about the activities of the Overview and Scrutiny Committee. If you have any comments or queries, or would like to suggest areas which may be appropriate topics for future work, you can speak to her by calling 0300 330 7000 or by [email](#).

You can view recent agendas and minutes on the Council's website at [www.northampton.gov.uk](http://www.northampton.gov.uk) or by contacting [Democratic Services](#)

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

### **Suggest an item for Overview and Scrutiny to investigate?**

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

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

Email: [Scrutiny](#)

### Suggest an item for Overview and Scrutiny to investigate

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

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

Email: [Scrutiny](mailto:Scrutiny@northampton.gov.uk)

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

Overview and Scrutiny cannot help in the following areas:

Individual complaints about specific issues - these should be taken up through Northampton Borough Council's Customer Care Procedure.

Proper accounting for money of the Council - this is the responsibility of the Audit Committee - for information, contact 01604 837722

The conduct or behaviour of a councillor or officer - this is the responsibility of the Standards Committee - for information, contact 01604 837722.

It cannot be guaranteed that items raised in this way will actually be considered by Overview and Scrutiny.

#### Suggested Issue for Overview and Scrutiny

Name:

Email:

Telephone

**Issues suggested for inclusion on the Overview and Scrutiny Work Programme**

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If English is not your first language and you need help in translating this document please contact Tracy Tiff on 01604 837408.

Jesli angielski nie jest Twoim jezykiem ojczystym  
a potrzebujesz pomocy w przetlumaczeniu tego

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

Haddii afka Ingriisigu aanu ahayn luuqad-daada  
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turjumidda warqaddan fadlan kala xidhidh Tracy  
Tiff tilifoonka 01604 837408

如果英語不是你的主要說用語言而需要幫助將這  
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提出要求。

যদি ইংরেজী আপনার মাতৃভাষা না হয় এবং এই দলিলটি অনুবাদে  
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সাথে 01604 837408 এই টেলিফোন নম্বরে যোগাযোগ করুন।

### LARGE PRINT AND TAPE

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