

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL 2

Recommendations from Scrutiny Panel 2 (**Poverty in the Town**) completed in March 2015

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Response received by Overview and Scrutiny Committee	Monitoring activity	Monitoring complete
15 July 2015	25 November 2015	13 June 2016	

Recommendation 1: The definition of poverty, as devised by the Scrutiny Panel (Poverty in the Town), is used by Northampton Borough Council:

- Have nothing set aside for emergencies
- Cannot replace broken goods or furniture
- Can't afford their children's school uniforms, or the cost of school trips
- Have no spare money for holidays, hobbies or leisure activities
- Can't afford to keep their homes warm
- Can't afford to participate in social activities and customs of their community

Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
This definition is now adopted and in use.	December 2015	n/a		Completed

Recommendation 2: Northampton Borough Council actively promotes the work of Voluntary Sector organisations such as Charity Link, Citizens Advice Bureau and Community Law via the Council's website, within the One Stop Shop, as part of outreach activities, such as tenants' conferences and by having a regular information stand on the town's market.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>The customer service team work closely with voluntary sector organisations including charity link, CA, Community Law and Credit Union to offer face to face, telephone and on-line support. Barclays Digital Eagles offer digital training and support and have floor walkers in the One Stop Shop to assist customers with making claims and applying for assistance. Market stalls are offered free of charge to registered</p>	<p>April 2016</p>	<p>Support from voluntary sector organisations</p>	<p>Completed</p>	

<p>charities and voluntary sector organisations to promote awareness and support. Community Law and CA now have permanent offices in the One Stop Shop offering a seamless service to customers.</p>					
<p>Recommendation 3: Northampton Borough Council works with the Director of Health, Northamptonshire County Council, in the promotion of national health awareness campaigns in Council facilities such as the One Stop Shop and through links available on the Council's website.</p>					
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed	
<p>Partnership working arrangements are in place to support public health promotions within the one stop shop and on the council's website.</p>	<p>December 2015</p>	<p>Public Health Officers</p>		<p>Completed</p>	

Recommendation 4: Northampton Borough Council works with the Voluntary and Community Sector regarding the introduction of a strong referral network amongst Agencies.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
A review is underway to strengthen the current referral network. The review has taken longer than originally envisaged due to the creation of the Wellbeing CiC but the co-location of Citizens Advice and Community Law within the One Stop Shop is promoting increased and stronger referrals meanwhile.	October 2016	Project management support, representatives of agencies, customer services and housing services.	January 2017	

Recommendation 5: Northampton Borough Council allotment holders are informed of the Restore Northampton Project and provided with details of how they can provide assistance to the Project.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
The Committee of Northampton Allotment Network have provided members with details of the project.	December 2015	n/a		Completed
Recommendation 6: Northampton Borough Council and Voluntary Impact Northampton work together to inform people of, and promote both the smaller charities and the high profile charities.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Promotion is ongoing.		n/a		Completed
Recommendation 7: Northampton Borough Council promotes the work of smaller scale charities in the Council's One Stop Shop, through links on the Council's website and considers how it can link businesses with smaller charities.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Promotion is ongoing.		n/a		Completed

Recommendation 8 Northampton Borough Council promotes the work of Northamptonshire Credit Union to encourage people to use it as an alternative to payday loans.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Northamptonshire Credit Union are now based within the One Stop Shop and have regular sessions with customers referred from customer services, Housing and Revenues and Benefits. Since the Credit Union have been based in the One Stop Shop referrals have increased significantly.		n/a		Completed

Recommendation 9: Northampton Partnership Homes is asked to provide budget management training and money advice for its tenants; ahead of the introduction of Universal Credit.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Northampton Borough Council housing money advice team		n/a		Completed

<p>offer financial inclusion and advice on behalf of NPH and the review of referrals for information and advice and include an analysis of tenants support and training required to support customers with Universal Credit claims. A welfare reform working group monitor the impact and success.</p>				
<p>Recommendation 10: Northampton Partnership Homes is asked to promote the work of Northamptonshire Credit Union to its tenants.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Northampton Borough Council Customer Services on behalf of Northampton Partnership Homes promote the Credit Union to tenants by ongoing referrals as appropriate. The</p>		<p>n/a</p>		<p>Completed</p>

Credit union now have a permanent base in the One Stop Shop.				
Recommendation to the Overview and Scrutiny Committee				
Recommendation 11 : A copy of the final report is sent to the Environment, Development and Transport Scrutiny Committee, Northamptonshire County Council.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
A copy of the finalised report was sent to the Environment, Development and Transport Scrutiny Committee, Northamptonshire County Council.	July 2015	n/a		completed

Recommendation 12: The Overview and Scrutiny Committee considers commissioning a Scrutiny review on equalities between estates and wards within the Borough of Northampton.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
The suggestion of this Scrutiny Panel to commission a Scrutiny review on equalities between estates and wards within the Borough of Northampton will be put forward at the O&S Work Programming event in March 2016	March 2016 – Overview and Scrutiny Committee	n/a	March 2016	Consideration at the O&S Work Programming event in March 2016

Recommendation 13: The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Included onto the O&S Monitoring Work Programme 2015/2016	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in June 2016	