



Glossary

September 2020

Acronym / Term	Detail	Description
ALMO	Arms Length Management Organisation	An ALMO is a company set up by a local authority to manage and improve all or part of its housing stock. The company is owned by the local authority and operates under the terms of a management agreement between the authority and the ALMO.
AP	Accounts Payable	Accounts payable is money owed by a business to its suppliers, shown as a liability on a company's balance sheet. It is distinct from notes payable liabilities, which are debts created by formal legal instrument documents
APPS	Applications	These are the business systems used to support service transactions, process applications and record and store relevant information
AR	Accounts Receivable	Accounts receivable are legally enforceable claims for payment held by a business for goods supplied and/or services rendered that customers/clients have ordered but not paid for. These are generally in the form of invoices raised by a business and delivered to the customer for payment within an agreed time frame
BAU	Business as usual	The normal working arrangements and practice of a business or service
BID	Business Improvement District	A Business Improvement District is a defined area in which a levy is charged on all business rate payers in addition to the business rates bill. This levy is used to develop projects which will benefit businesses in the local area



CAM ARC	Cambridge Arc	The Cambridge Arc is a notional arc of agricultural and urban land at about 80 kilometres (50 miles) radius of London, in south central England. It contains some of the UK's most productive and innovative towns and cities that deliver growth and prosperity for the whole country. Government recognises the potential of Arc area as a strategically important area to stimulate economic growth in the national interest. The South East Midlands LEP area is located at the core of the Arc
CCG	Clinical Commissioning Group	CCGs commission most of the hospital and community NHS services in the local areas for which they are responsible, including: <ul style="list-style-type: none">• most planned hospital care• rehabilitative care• urgent and emergency care (including out-of-hours)• most community health services• mental health and learning disability services.
CIL	Community Infrastructure Levy	The Community Infrastructure Levy (the 'levy') is a charge which can be levied by local authorities on new development in their area. It is an important tool for local authorities to use to help them deliver the infrastructure needed to support development in their area
CMS	Case Management System	CMS is a system that is used to record, track and complete a task, request or action within a service or function
CRM	Customer Relationship Management	CRM systems generally manage and record the details of all customer contacts and queries so that we know what contacts, discussions and interactions we have had with our residents and businesses



CSN	Cherwell and South Northants	These are the joint services that Cherwell and South Northants Council have placed into a teckal company as a shared service
CTR	Council Tax Reduction	A reduction given against the Council Tax bill for people eligible because they are on a low income, or claim benefits
CVS	Community and Voluntary Sector	This is the name given to all the voluntary organisations that support residents across the county and who are variously funded through private donation or grants from councils or other bodies
DA	Domestic Abuse	Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence
DfE	Department of Education	Government department responsible for education and schools
DPIA	Data Protection Impact Assessment	A Data Protection Impact Assessment (DPIA) is a process to help you identify and minimise the data protection risks of a project
DSG	Dedicated Schools Grant	This is the Government grant that pays for the building and provision of school places
DTA	Discharge to assess	This is where a patient in an acute hospital who needs some further assessment or time to recover but no longer needs to stay in an acute hospital bed, is transferred to a facility and bed at another location to be assessed and receive any treatment
DWP	Department of Work and Pensions	Government department responsible for the state pension and all benefits and allowances for those of low income, or receiving government assistance for their living costs
EHCP	Education & Health and Care Plan	A support plan that outlines any special educational needs a child has, and the provision a local authority must put in place to help them



ERP	Enterprise Resource Planning (system)	ERP is the name given to systems that are used to manage human resources and workforce processes (like leave, sickness, starting and leaving) as well as maintaining staff records and managing the finance, invoicing, payments and financial monitoring of an organisations expenditure
EY	Early Years	Educational support and services for children aged 2-4 years
FN	Future Northants	This is the name of the programme responsible for managing all the projects and actions required to deliver the two new councils for 1st April 2021
FTE	Full time equivalent (staff)	This is the number of full-time staff we would have, taking into account the combined hours worked across all our staff, including part time hours worked
GIS	Geographical Information System	Geographic information system is a conceptualised framework that provides the ability to capture and analyse spatial and geographic data
GPC	Government Procurement Cards	These are purchasing cards used to buy some items for day-to-day business, one-off expenditure or emergency spend within defined rules and only for use by nominated and limited staff
H&S	Health & Safety	The functions and responsibility for the safety of employees and their wellbeing within a workplace or when undertaking work related activities
HMO	House of Multiple Occupation	A HMO is a house which is occupied by people who do not form a single household. This includes a house let as individual bedsitting rooms, a group of rooms on each floor let to single occupants, hostels, some hotels and guesthouses
HRA	Housing Revenue Account	The Housing Revenue Account (HRA) is intended to record expenditure and income on running a council's own housing



		stock and closely related services or facilities, which are provided primarily for the benefit of the council's own tenants
ICF	Intelligent Client Function	This is the name given to teams that are responsible for monitoring externalised or commissioned contracts for services delivered
ICO	Information Commissioner's Office	ICO upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals. ICO is an executive non-departmental public body, sponsored by the Department for Digital, Culture, Media & Sport
ICT	Information Computer Technology	The computers, systems and infrastructure used to process information and undertake automated transactions
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KGH	Kettering General Hospital	Acute care hospital in Kettering
KPI	Key Performance Indicators	Measures that will be used to test performance
LD	Learning Disability	Learning disabilities are due to genetic and/or neurobiological factors that alter brain functioning in a manner which affects one or more cognitive processes related to learning. These processing problems can interfere with learning basic skills such as reading, writing and/or maths
LGO	Local Government Ombudsman	The Local Government and Social Care Ombudsman, formerly the Local Government Ombudsman, is a service that investigates complaints from the public about councils and some other bodies providing public services in England
LGPS	Local Government Pension Scheme	The pension scheme for all council employees and run on their behalf



LGSS	Local Government Support Services	LGSS is the jointly owned support services company that Northamptonshire County Council, Milton Keynes Council and Cambridgeshire County Council own and receive services from
LRF	Local Resilience Forum	This is the regionally recognised joint partner forum responsible for emergency planning and incident response
MHCLG	Ministry of Housing, Communities and Local Government	The government department responsible for local government
MI	Management Information	This is the name given to data that we use to inform decisions, understand what is happening and to help inform business and service decisions
MKC	Milton Keynes Council	The Council of Milton Keynes
MOU	Memorandum of Understanding	A MOU is a type of agreement between two (bilateral) or more (multilateral) parties. It expresses a convergence of will between the parties, indicating an intended common line of action
MS365	Microsoft 365	IT platform providing business applications such as email, video conferencing, collaboration tools and data analytics
MTFP	Mid Term Financial Plan	This is the 3 year plan for the council's budget and assumed level of expenditure, income and savings anticipated going forward
NASS	Northamptonshire Adults Social Services	The services responsible for the delivery of adult social services to all eligible people over 18 years old who require personal support to be safe, stay well or protect them from harm
NCC	Northamptonshire County Council	Northamptonshire County Council
NGH	Northampton General Hospital	Acute care hospital in Northampton



NHFT	Northamptonshire Health Foundation Trust	The local community health trust which provides mental health and community services (such as district nurses) across Northamptonshire
OAS	One Angel Square	The current head office used by Northamptonshire County Council in Northampton
OOH	Out of Hours	Services provided outside normal business operating hours
PFI	Private Finance Initiative	These are contracts with the private sector for the design, build and operate of buildings and services in which the private sector and their investors provide the finance up front to construct the buildings. The fee for this and interest is reclaimed over the term of the contract. The asset returns to the council at the end of the term
PMO	Project Management Office	The staff responsible for the administration of programmes, maintenance of risk registers, issuing of reports, tracking actions and escalation of risks, issues and concerns
POS	Point of Service	Systems that allow customers to complete transactions, find information and search for forms using a computer or kiosk
PR	Public Relations	This is the council's interaction with other bodies and management of these relationships, interactions and promotions
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	RIDDOR regulates the statutory obligation to report deaths, injuries, diseases and 'dangerous occurrences', including near misses that take place at work or in connection with work
S106	Section 106	Planning obligations under Section 106 of the Town and Country Planning Act 1990 (as amended), commonly known as s106 agreements, are a mechanism which make a development proposal acceptable in planning terms, that would not otherwise



		be acceptable. They are focused on site specific mitigation of the impact of development. S106 agreements are often referred to as 'developer contributions' along with highway contributions and the Community Infrastructure Levy
SDC	Service Delivery Contract	This is the name given to the main contract with the children's trust and sets out its overall responsibilities, scope of services and obligations as well as those of the council.
SEMLEP	The South East Midlands Local Enterprise Partnership	The South East Midlands Local Enterprise Partnership (SEMLEP) was established in 2011, and is one of 39 Local Enterprise Partnerships set up by the Government to drive economic development in England
SEND	Special Education Need & Disability	A child or young person has special educational needs and disabilities (SEND) if they have a learning difficulty and/or a disability that means they need special health and education support
SLA	Service Level Agreements	The levels of performance that will be provided, e.g. how long things will take, time to respond or volume of things that will be completed
TUPE	Transfer of Undertakings (Protection of Employment) Regulations	TUPE's purpose is to protect employees if the business in which they are employed changes hands. Its effect is to move employees and any liabilities associated with them from the old employer to the new employer by operation of law
UON	University of Northampton	University in Northampton
VCS	Voluntary and Community Sector	This is the name given to all the voluntary organisations that support residents across the county and who are variously funded through private donation or grants from councils or other bodies



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