

# Northampton Borough Scrutiny Panel 2 -Retail Experience



**NORTHAMPTON**  
**BOROUGH COUNCIL**

Please find enclosed the agenda and supporting papers for Scrutiny Panel 2 -Retail Experience

Date: **Wednesday, 27 June 2012**

Time: **6:00 pm**

Place: **The Jeffrey Room, St. Giles Square, Northampton, NN1 1DE.**

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer on 01604 837408 or email [ttiff@northampton.gov.uk](mailto:ttiff@northampton.gov.uk) who will be able to assist with your enquiry. For further information regarding Scrutiny Panel 2 -Retail Experience please visit the website [www.northampton.gov.uk/scrutiny](http://www.northampton.gov.uk/scrutiny)

## Members of the Panel

Chair	Councillor Matthew Lynch
Deputy Chair	Councillor Suresh Patel
Panel Members	Councillor Dennis Meredith Councillor Tony Ansell Councillor Elizabeth Gowen Councillor Suresh Patel Councillor Danielle Stone Councillor Sally Beardsworth
Co-opted Member	Sheridan New

# Northampton Borough Scrutiny Panel 2 -Retail Experience

## Calendar of meetings

Date	Room
5 July 2012 8 August 2012 18 October 2012 5 December 2012 14 February 2013 24 April 2013	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

## Agenda

Item No	Title	Pages	Action required
1	Apologies		Members to note any apologies and substitutions.
2	Minutes	1 - 6	Members to approve the minutes of the meeting held on 25 <sup>th</sup> April 2012.
3	Deputations/ Public Addresses		<p>The Chair to note public address requests.</p> <p>The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak.</p>
4	Declarations of Interest (including Whipping)		Members to state any interests.
5	Baseline Data	7 - 8	<p>The Scrutiny Panel to consider data on:-</p> <ul style="list-style-type: none"> <li>• National and local statistics</li> <li>• Demographics- local and national</li> <li>• Definition of the Town Centre</li> <li>• Vision for the Town Centre</li> </ul>
6	Performance Data	9 - 16	<p>The Scrutiny Panel to consider data on</p> <ul style="list-style-type: none"> <li>• Town Centre Footfall</li> <li>• Vacancy Rates</li> <li>• Numbers and Types of retail within the town</li> <li>• Car Park Usage</li> </ul>

## Northampton Borough Scrutiny Panel 2 -Retail Experience

7	<b>Briefing Note: Potential site visits</b>	<b>17 - 18</b>	The Scrutiny Panel to consider a briefing note suggesting potential site visits.
8	<b>Equality Impact Assessment for the Review</b>	<b>19 - 28</b>	The Scrutiny Panel to approve the Equality Impact Assessment for this Review.
9	<b>Background data- Executive Summaries of Published Documents</b>	<b>29 - 40</b>	<p>The Scrutiny Panel to receive Executive Summaries of various published documents:</p> <ul style="list-style-type: none"> <li>• The Portas Review</li> <li>• The Right to Retail: Can Localism save Britain's small retailers</li> <li>• Understanding High Street Performance</li> <li>• Core Strategy – Northampton's Strategic Planning Policies</li> <li>• Sustainable Community Strategy</li> </ul>

# Agenda Item 2

## NORTHAMPTON BOROUGH COUNCIL

### MINUTES OF SCRUTINY PANEL 2 -RETAIL EXPERIENCE

Wednesday, 25 April 2012

**COUNCILLORS** Councillor Matthew Lynch (Chair), Councillors Tony Ansell, Sally  
**PRESENT:** Beardsworth, Elizabeth Gowen and Dennis Meredith  
**Officers** Marion Goodman Head of Customers and Cultural Services  
Tracy Tiff Overview and Scrutiny Officer  
Joanne Birkin Democratic Services Officer

#### 1. APOLOGIES

An apology for absence was received from Councillor Suresh Patel.

At this point the Chair suggested that it would be useful for a Vice Chair to be elected for the life of this Review. It was therefore proposed and seconded that Councillor Suresh Patel be appointed Vice Chair of Scrutiny Panel 2 (Retail Experience). Upon a vote it was

**AGREED:** That Councillor Suresh Patel be appointed Vice Chair of the Panel.

#### 2. DEPUTATIONS/ PUBLIC ADDRESSES

There were none.

#### 3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

Councillor Tony Ansell declared a Personal interest as the proprietor of the All Saints Bistro in the Town Centre.

This interest is for the life of the Review.

#### 4. SCOPE OF THE REVIEW

The Panel considered a report on the scoping of the Customer Services Review.

The main points of the discussion were as follows: -

##### **Purpose /Objectives of the Review.**

- Members felt that there were many proposed changes to the Town Centre coming up and that this review gave them the opportunity to influence decisions and make the most of the new opportunities.

### **Information Required.**

- Members felt that it was vital to examine the improvement that BID makes to the Town Centre Street Scene.
- Part of the baseline data should include a definition of the Town Centre, numbers of shop types and vacancy rates.
- Members considered that other Councillors and Officers should be sent a short questionnaire asking them why they go to shop and what they liked about it.
- Members had some suggestions for site visits, such as Market Harborough, and agreed that they would take other suggestions from the Town Centre Manager as to other locations, particularly town centres that are vibrant and successful. They also considered that it would be useful to visit any developments which Legal and General had developed in the last few years.
- Members also considered that the impact of car parking changes should be considered.

### **Format of Information.**

- Members considered that it would be useful to ask the Chair of the Hackney Carriage/Private Hire Association to attend to give evidence.
- Members also felt that the work of the Community Safety Partnership had been central to the improving the town centre dealing with problems from beggars etc. They therefore thought that the Community Safety Partnership Manger should also be invited to come and give evidence.
- Sheridan New, the former manager of the Grosvenor Centre was suggested as co-optee. He will be approached after Overview and Scrutiny Committee has formally approved the scope.
- The Market Chairman, Raymond Martin be invited to join the Panel as a Co-optee.

**AGREED** That the Scope of the Review as attached at Appendix A will be submitted to the Overview and Scrutiny Committee on 28<sup>th</sup> May 2012 for approval.

The meeting concluded at 6:42 pm



## OVERVIEW AND SCRUTINY

### SCRUTINY PANEL 2 – RETAIL EXPERIENCE

#### 1. Purpose/Objectives of the Review

- To investigate how NBC can support the town centre business community.
- To investigate how NBC can support local businesses throughout the development period of any major building projects in and close by to the town centre (i.e. Grosvenor; bus interchange; university accommodation etc).
- To identify and examine good practice from other boroughs
- To identify ways to develop greater involvement / engagement with local, regional and national businesses in public land improvement initiatives

#### 2. Outcomes Required

- To enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre
- To provide short, medium and long term recommendations, which supports and develops the retail experience.

#### 3. Information Required

- Context:
  - Local statistics
  - Demographics – local and national
- Baseline data:
  - National statistics
  - Definition of the Town Centre
  - Vision for the Town Centre
- Synopses of various research documents and other published documents

- Evidence from expert internal witnesses
- Evidence from expert external witnesses
- Evidence from residents
- Evidence from Councillors regarding their shopping experience
- Best practice data
- Site visits
- Desktop research

#### 4. Format of Information

- Officer reports/presentations
- Baseline data such as:
  - Performance data - town centre footfall
  - Vacancy rates
  - Numbers and types of retail within the town
  - Car park usage
- Published reports (precis's) such as:
  - The Portas Review
  - The Right to Retail: Can Localism save Britain's small retailers
  - Understanding High Street Performance
  - Core Strategy – Northampton's Strategic Planning Policies
  - Sustainable Community Strategy
- NBC – Cabinet Member (Regeneration, Planning and Enterprise) evidence
- NBC – Cabinet Member (Environment)
- Evidence from Northampton BID
- Evidence from Mr Overall, former Director, Northampton BID
- Evidence from various local businesses and retailers
- Evidence from NCC - Highways
- Evidence from Northampton Community Forums
- Evidence from Enterprise Management Services
- Evident from Northants Police
- Evidence from Neighbourhood Warden (town centre), NBC
- Evidence from ACTM
- Evidence from Councillors regarding their shopping experience
- Evidence from Councillors regarding their shopping experience
- Evidence from the Chair, of the Hackney Carriage and Private Hire Association
- Evidence from the Community Safety Manager, NBC
- Evidence from University of Northampton
- Expert advice
- Best practice
- Witness interviews/evidence

## **5. Methods Used to Gather Information**

- Minutes of meetings
- Desktop research
- Site Visits (if applicable)
- Officer reports
- Presentations
- Examples of best practice
- Witness Evidence:-
  - Key Partners as detailed in section 4 of this scope
  - Northampton Town Centre BID
  - Northampton Chamber of Commerce
  - Key Officers – Northampton Borough Council
  - Key Officers – Northamptonshire County Council
  - Cabinet Member (Regeneration, Planning and Enterprise) – Northampton Borough Council
  - Cabinet Member (Environment) – Northampton Borough Council
  - Surveyors/Valuers
  - Director, EMS

## **6. Co-Options to the Review**

- Sheridan New, former Manager, Grosvenor Centre, and Simon Rushden, Legal and General to be approached suggesting that she is co opted to this Review for its life.

## **7 Equality Impact Screening Assessment**

- An Equality Impact Screening Assessment to be undertaken on the scope of the Review

## **8 Evidence gathering Timetable**

April 2012 to April 2013

- 25 April 2012 - Scoping Meeting
- 27 June – Evidence gathering
- 5 July - Evidence gathering
- 8 August – Evidence gathering
- 18 October – Evidence gathering
- 5 December – Evidence gathering



- 14 February 2013 – Evidence gathering (if required)
- 24 April – Approval of final report

Various site visits will be programmed during this period if required.

Meetings to commence at 6.00 pm

### **7. Responsible Officers**

Lead Officer            Marion Goodman, Head of Customer and Cultural Services

Co-ordinator           Tracy Tiff, Scrutiny Officer

### **8. Resources and Budgets**

Marion Goodman, Head of Customer and Cultural Services, to provide internal advice.

### **9 Final report presented by:**

Completed by 24 April 2013. Presented by the Chair of the Panel to the Overview and Scrutiny Committee and then to Cabinet.

### **10 Monitoring procedure:**

Review the impact of the report after six months (January/February 2013)



## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY

#### SCRUTINY PANEL 2– RETAIL EXPERIENCE

27<sup>TH</sup> JUNE 2012

#### BRIEFING NOTE: BASELINE DATA PERFORMANCE DATA

#### **1 Introduction**

- 1.1 The Panel, at its initial scoping meeting, agreed that there was a need for baseline data to be provided to inform the evidence base:

National and local statistics

Demographics- local and national

Definition of the Town Centre

Vision for the Town Centre

- 1.2 It was further agreed that that performance data also be provided:

Town Centre Footfall

Vacancy Rates

Numbers and Types of retail within the town

Car Park Usage

#### **2 Information**

- 2.1 The definition of Town Centre: The boundary includes the commercial hub of the town centre inside the inner ring road comprising of Lower & Upper Mounts, York Road, Cheyne Walk, Victoria Promenade, St Peter's way, Gas Street, Horsemarket Street, Broad Street & Campbell Street.

- 2.2 The Vision for Town Centre is currently in draft format: Northampton town centre to be recognised as the economic and cultural hub for Northamptonshire and the destination of choice for people within the county and beyond.

- 2.3 Population figures for Northampton: In 2009 the town's population was c210,000 but by 2026 it is expected to grow to nearer 240,000.

2.4 Appended to this briefing note are details of car park statics and data in relation to footfall.

2.5 It is expected that data in relation to national and local demographics and vacancy rates will be provided at the meeting.

### **3 Conclusions**

3.1 That the information provided inform the evidence base of this Scrutiny Review.

# Agenda Item 6

## Footfall Statistics for Abington Street Weekly

Week Number	2008	2009	2010	2011	2012
<b>JANUARY</b>					
1	94293	106853	29418	23822	6736
2	173969	151277	124287	145187	117238
3	156815	140013	138524	162327	159420
4	158175	141228	154470	153516	145408
5	162979	148163	150823	161094	142646
	<b>746231</b>	<b>687534</b>	<b>597522</b>	<b>645946</b>	<b>571448</b>
<b>FEBRUARY</b>					
6	186804	107164	147318	163212	137935
7	214283	151550	149670	157127	139424
8	223071	193975	158008	162199	161177
9	216016	192871	170514	211958	171177
	<b>840174</b>	<b>645560</b>	<b>625510</b>	<b>694496</b>	<b>609713</b>
<b>MARCH</b>					
10	213248	190400	202933	207016	168241
11	224587	200524	178575	211755	176530
12	285491	248253	194188	224268	193485
13	223507	203188	202620	235065	249434
14	259473	231672	175956	231974	242132
	<b>1206306</b>	<b>1074037</b>	<b>954272</b>	<b>1110078</b>	<b>1029822</b>
<b>APRIL</b>					
15	228831	208028	266586	279574	192994
16	255582	228198	297862	225731	233492
17	270091	245537	290444	242818	203432
18	238049	212544	245242	285124	181336
	<b>992553</b>	<b>894307</b>	<b>1100134</b>	<b>1033247</b>	<b>811254</b>
<b>MAY</b>					
19	226452	222151	220063	247312	205767
20	231870	204819	239775	224121	225702
21	252496	237096	260345	231110	201339
22	269573	280118	275307	225399	303684
	<b>980391</b>	<b>944184</b>	<b>995490</b>	<b>927942</b>	<b>936492</b>
<b>JUNE</b>					
23	222319	211954	262271	292892	203066
24	256841	234290	245761	226711	183278
25	255432	221725	260477	217597	
26	269638	240298	320344	229479	
27	263842	246637	273636	222544	
	<b>1268072</b>	<b>1154904</b>	<b>1362489</b>	<b>1189223</b>	<b>386344</b>

<b>JULY</b>					
28	230575	236243	265825	208679	
29	235665	218987	234683	214147	
30	260440	207251	253845	206561	
31	266811	221924	244009	240615	
	<b>993491</b>	<b>884405</b>	<b>998362</b>	<b>870002</b>	<b>0</b>
<b>AUGUST</b>					
32	211765	201180	243605	224578	
33	224623	219786	264189	215483	
34	238082	229941	253813	214883	
35	229563	232929	277144	218729	
36	233014	232178	290492	229365	
	<b>1137047</b>	<b>1116014</b>	<b>1329243</b>	<b>1103038</b>	<b>0</b>
<b>SEPTEMBER</b>					
37	203676	215210	235311	212578	
38	209055	190279	219324	224671	
39	216079	199103	227397	207386	
40	211121	196971	208612	225181	
	<b>839931</b>	<b>801563</b>	<b>890644</b>	<b>869816</b>	<b>0</b>
<b>OCTOBER</b>					
41	208072	188707	241865	209479	
42	189863	176330	216097	186857	
43	182619	166573	162813	160061	
44	187855	203566	208159	191854	
	<b>768409</b>	<b>735176</b>	<b>828934</b>	<b>748251</b>	<b>0</b>
<b>NOVEMBER</b>					
45	168537	137215	157325	165633	
46	159658	156382	177270	176513	
47	164523	159845	173219	177209	
48	194287	169732	173571	173116	
	<b>687005</b>	<b>623174</b>	<b>681385</b>	<b>692471</b>	<b>0</b>
<b>DECEMBER</b>					
49	117047	169754	162991	218252	
50	215192	186511	174682	164261	
51	213171	192380	216322	164135	
52	216318	188239	205912	229970	
53	93685	125810	179917	184864	
	<b>855413</b>	<b>862694</b>	<b>939824</b>	<b>961482</b>	<b>0</b>
Week 1	6 days	4 days	3 days	2 days	1 day
Week 53	3 days	4 days	5 days	6 days	

## Footfall Statistics for Abington Street

## Monthly

	2008	2009	2010	2011	2012
<b>Jan</b>	746231	687534	597522	645946	571448
<b>Feb</b>	840174	645560	625510	694496	609713
<b>Mar</b>	1206306	1074037	954272	1110078	1029822
	<b>2792711</b>	<b>2407131</b>	<b>2177304</b>	<b>2450520</b>	<b>2210983</b>
<b>Apr</b>	992553	894307	1100134	1033247	811254
<b>May</b>	980391	944184	995490	927942	936492
<b>Jun</b>	1268072	1154904	1362489	1189223	
	<b>3241016</b>	<b>2993395</b>	<b>3458113</b>	<b>3150412</b>	<b>1747746</b>
<b>July</b>	993491	884405	998362	870002	
<b>Aug</b>	1137047	1116014	1329243	1103038	
<b>Sep</b>	839931	801563	890644	869816	
	<b>2970469</b>	<b>2801982</b>	<b>3218249</b>	<b>2842856</b>	<b>0</b>
<b>Oct</b>	768409	735176	828934	748251	
<b>Nov</b>	687005	623174	681385	692471	
<b>Dec</b>	855413	862694	939824	961482	
	<b>2310827</b>	<b>2221044</b>	<b>2450143</b>	<b>2402204</b>	<b>0</b>
	<b>11315023</b>	<b>10423552</b>	<b>11303809</b>	<b>10845992</b>	



Northampton Town Centre

Footfall - Market Square 2009 - 2012

Week Number	2009	2010	2011	2012	2009	2009-2010	2010	2010 - 2011	2011	2011 - 2012	2012
<b>JANUARY</b>					<b>Jan</b>	0	245008	53827	298835	22588	321423
1	0	29593	9326	2909	<b>Feb</b>	0	217371	71601	288972	-12325	276647
2	0	47052	70481	81576	<b>Mar</b>	0	365528	57447	422975	2810	425785
3	0	52249	69076	90586		0	<b>827907</b>	<b>182875</b>	<b>1010782</b>	<b>13073</b>	<b>1023855</b>
4	0	59693	79478	71646							
5	0	56421	70474	74706	<b>Apr</b>	0	344496	38942	383438	-50935	332503
	0	<b>245008</b>	<b>298835</b>	<b>321423</b>	<b>May</b>	0	379305	-30529	348776	8461	357237
<b>FEBRUARY</b>					<b>Jun</b>	308224	604640	-94132	510508		0
6	0	54311	72933	68335		<b>308224</b>	<b>1328441</b>	<b>-85719</b>	<b>1242722</b>		<b>689740</b>
7	0	54988	67593	63128							
8	0	53834	63830	72002	<b>July</b>	461306	-44763	506069	-90073	415996	0
9	0	54238	84616	73182	<b>Aug</b>	535192	20468	514724	-28825	485899	0
	0	<b>217371</b>	<b>288972</b>	<b>276647</b>	<b>Sep</b>	377881	-4787	382668	-21007	361661	0
<b>MARCH</b>						<b>1374379</b>	<b>-29082</b>	<b>1403461</b>	<b>-139905</b>	<b>1263556</b>	<b>0</b>
10	0	66232	78909	69713							
11	0	60157	73170	74467	<b>Oct</b>	319160	-27314	346474	-4751	341723	0
12	0	65352	80896	75451	<b>Nov</b>	432056	89103	342953	5583	348536	0
13	0	66634	86328	102790	<b>Dec</b>	592311	171481	420830	97156	517986	0
14	0	107153	103672	103364		<b>1343527</b>	<b>233270</b>	<b>1110257</b>	<b>97988</b>	<b>1208245</b>	<b>0</b>
	0	<b>365528</b>	<b>422975</b>	<b>425785</b>							
<b>APRIL</b>											
15	0	109318	108459	82916							
16	0	82909	81227	91035							
17	0	79579	89030	83206							
18	0	72690	104722	75346							
	0	<b>344496</b>	<b>383438</b>	<b>332503</b>							
<b>MAY</b>											
19	0	77371	89038	87176							
20	0	84545	85060	83164							
21	0	110049	90835	84196							
22	0	107340	83843	102701							
	0	<b>379305</b>	<b>348776</b>	<b>357237</b>							
<b>JUNE</b>											
23	0	112650	117464	92474							
24	0	113411	102548	78080							
25	79390	103010	97895								
26	112720	138375	96430								
27	116114	137194	96171								
	<b>308224</b>	<b>604640</b>	<b>510508</b>	<b>170554</b>							
<b>JULY</b>											
28	125563	146247	91131								
29	112207	111078	99386								
30	118995	128004	103382								
31	104541	120740	122097								
	<b>461306</b>	<b>506069</b>	<b>415996</b>	<b>0</b>							
<b>AUGUST</b>											
32	95284	98627	110538								
33	104751	89792	103817								
34	110441	104723	92314								
35	108081	122304	89657								
36	116635	99278	89573								
	<b>535192</b>	<b>514724</b>	<b>485899</b>	<b>0</b>							
<b>SEPTEMBER</b>											
37	98157	91207	88661								
38	87801	97159	92842								
39	96399	103120	86196								
40	95524	91182	93962								
	<b>377881</b>	<b>382668</b>	<b>361661</b>	<b>0</b>							
<b>OCTOBER</b>											
41	86402	87947	91263								
42	82450	80045	76998								
43	71019	87042	84413								
44	79289	91440	89049								
	<b>319160</b>	<b>346474</b>	<b>341723</b>	<b>0</b>							
<b>NOVEMBER</b>											
45	97630	81407	84802								
46	79369	76011	81841								
47	98294	85475	83928								
48	156763	100060	97965								
	<b>432056</b>	<b>342953</b>	<b>348536</b>	<b>0</b>							
<b>DECEMBER</b>											
49	152317	84252	102217								
50	142212	97427	101063								
51	138472	87505	106203								
52	107054	82083	118835								
53	52256	69563	89668								
	<b>592311</b>	<b>420830</b>	<b>517986</b>	<b>0</b>							
Week 1	4 days	3 days	1 day	1 day							
Week 53	4 days	5 days	7 days	2 days							



Car Parking - Off Street

Week No	W/C Mon	2007-2008		2008-2009		2009 - 2010		2010-2011		2011-2012		2011-2012		wk %	year %
		Volume	To Date	Volume	To Date	Volume	To Date	Volume	To Date	Volume	To Date	Volume	To Date		
1	2-Apr-12	43516	43516	34451	34451	33873	33873	10810	10810	37273	37273	36905	36905	-1.0	-1.0
2	9-Apr-12	33577	77093	32371	66822	27155	61028	16374	27184	36154	73427	35848	72753	-0.8	-0.9
3	16-Apr-12	40264	117357	33655	100477	32276	93304	17548	44732	33449	106876	39826	112579	19.1	5.3
4	23-Apr-12	40018	157375	31353	131830	32397	125701	18523	63255	29008	135884	36675	149254	26.4	9.8
5	30-Apr-12	43473	200848	33698	165528	28884	154585	20016	83271	30281	166165	35125	184379	16.0	11.0
6	7-May-12	38568	239416	30781	196309	33024	187609	19014	102285	41042	207207	28354	212733	-30.9	2.7
7	14-May-12	38984	278400	32284	228593	34913	222522	21030	123315	39574	246781	35882	248615	-9.3	0.7
8	21-May-12	39789	318189	31830	260423	31735	254257	18983	142298	38700	285481	33938	282553	-12.3	-1.0
9	28-May-12	38676	356865	33174	293597	33006	287263	24819	167117	34323	319804			-100.0	-100.0
10	4-Jun-12	38974	395839	31238	324835	35410	322673	28045	195162	38007	357811			-100.0	-100.0
11	11-Jun-12	41066	436905	31043	355878	32773	355446	28947	224109	38786	396597			-100.0	-100.0
12	18-Jun-12	40262	477167	32777	388655	33785	389231	31796	255905	35534	432131			-100.0	-100.0
13	25-Jun-12	43336	520503	34316	422971	31599	420830	29811	285716	38924	471055			-100.0	-100.0
14	2-Jul-12	41765	562268	34684	457655	37421	458251	26617	312333	36598	507653			-100.0	-100.0
15	9-Jul-12	41063	603331	33578	491233	35368	493619	33189	345522	33843	541496			-100.0	-100.0
16	16-Jul-12	40057	643388	30502	521735	33950	527569	34527	380049	36770	578266			-100.0	-100.0
17	23-Jul-12	41302	684690	37643	559378	28419	555988	34221	414270	38445	616711			-100.0	-100.0
18	30-Jul-12	40252	724942	34564	593942	38269	594257	35437	449707	32673	616733			-100.0	-100.0
19	6-Aug-12	36775	761717	35925	629867	31680	625937	33522	483229	31701	648434			-100.0	-100.0
20	13-Aug-12	36319	798036	32100	661967	31443	657380	25325	508554	33187	681621			-100.0	-100.0
21	20-Aug-12	39217	837253	32089	694056	33667	691047	22868	531422	37975	719596			-100.0	-100.0
22	27-Aug-12	37417	874670	31451	725507	29083	720130	36497	567919	34779	754375			-100.0	-100.0
23	3-Sep-12	38753	913423	35117	760624	28836	748966	32,789	600708	37825	792200			-100.0	-100.0
24	10-Sep-12	38970	952393	31007	791631	26978	775944	33,301	634009	36599	828799			-100.0	-100.0
25	17-Sep-12	36982	989375	33139	824770	26673	802617	32,572	666581	38745	867544			-100.0	-100.0
26	24-Sep-12	42239	1031614	35009	859779	13287	815904	31,507	698088	36758	904302			-100.0	-100.0
27	1-Oct-12	41349	1072963	33752	893531	28056	843960	38,926	737014	32514	936816			-100.0	-100.0
28	8-Oct-12	40656	1113619	37584	931115	31643	875603	35,041	772055	30988	967804			-100.0	-100.0
29	15-Oct-12	38970	1152589	28701	959816	30346	905949	39,436	811491	33338	1001142			-100.0	-100.0
30	22-Oct-12	43472	1196061	26734	986550	35092	941041	39,740	851231	40221	1041363			-100.0	-100.0
31	29-Oct-12	42767	1238828	35831	1022381	30467	971508	39,330	890561	39838	1081201			-100.0	-100.0
32	5-Nov-12	42415	1281243	38155	1060536	32712	1004220	53,097	943658	38497	1119698			-100.0	-100.0
33	12-Nov-12	44706	1325949	35432	1095968	36519	1040739	37,296	980954	37036	1156734			-100.0	-100.0
34	19-Nov-12	40341	1366290	41022	1136990	43723	1084462	45,169	1026123	39061	1195795			-100.0	-100.0
35	26-Nov-12	41871	1408161	36679	1173669	40697	1125159	39,706	1065829	43484	1239279			-100.0	-100.0
36	3-Dec-12	42434	1450595	45026	1218695	45889	1171048	44,273	1110102	44396	1283675			-100.0	-100.0
37	10-Dec-12	49845	1500440	42505	1261200	39886	1210934	46,527	1156629	49103	1332778			-100.0	-100.0
38	17-Dec-12	52265	1552705	47181	1308381	34437	1245371	47,958	1204587	58150	1390928			-100.0	-100.0
39	24-Dec-12	40628	1593333	43134	1351515	33964	1279335	36,780	1241367	41180	1432108			-100.0	-100.0
40	31-Dec-12	36810	1630143	40994	1392509	27669	1307004	33,956	1275323	32953	1465061			-100.0	-100.0
41	7-Jan-12	33952	1664095	31138	1423647	27610	1334614	32,952	1308275	40091	1505152			-100.0	-100.0
42	14-Jan-12	33218	1697313	31047	1454694	30692	1365306	35,371	1343646	35890	1541042			-100.0	-100.0
43	21-Jan-12	33547	1730860	33768	1488462	30926	1396232	31,500	1375146	37341	1578383			-100.0	-100.0
44	28-Jan-12	33920	1764780	35839	1524301	32708	1428940	31,500	1406646	35111	1613494			-100.0	-100.0
45	4-Feb-12	35944	1800724	22509	1546810	31951	1460891	31,500	1438146	35594	1649088			-100.0	-100.0
46	11-Feb-12	36381	1837105	31815	1578625	31114	1492005	31,500	1469646	38629	1687717			-100.0	-100.0
47	18-Feb-12	34437	1871542	36676	1615301	32245	1524250	31,500	1501146	38336	1726053			-100.0	-100.0
48	25-Feb-12	33887	1905429	32844	1648145	28671	1552921	31,500	1532646	39513	1765566			-100.0	-100.0
49	3-Mar-12	34436	1939865	33088	1681233	33136	1586057	31,500	1564146	38058	1803624			-100.0	-100.0
50	10-Mar-12	18269	1958134	34374	1715607	32743	1618800	31,500	1595646	40701	1844325			-100.0	-100.0
51	17-Mar-12	33096	1991230	33341	1748948	41539	1660339	31,500	1627146	37228	1881553			-100.0	-100.0
52	24-Mar-12	28283	2019513	34960	1783908	12718	1673057	31,500	1658646	39968	1921521			-100.0	-100.0
53	31-Mar-12	34451	2053964	34066	1817974		1673057	31,500	1690146					#DIV/0!	#DIV/0!

average

**Northampton Borough Council**  
**1 Hour - Free Parking in MSCP**

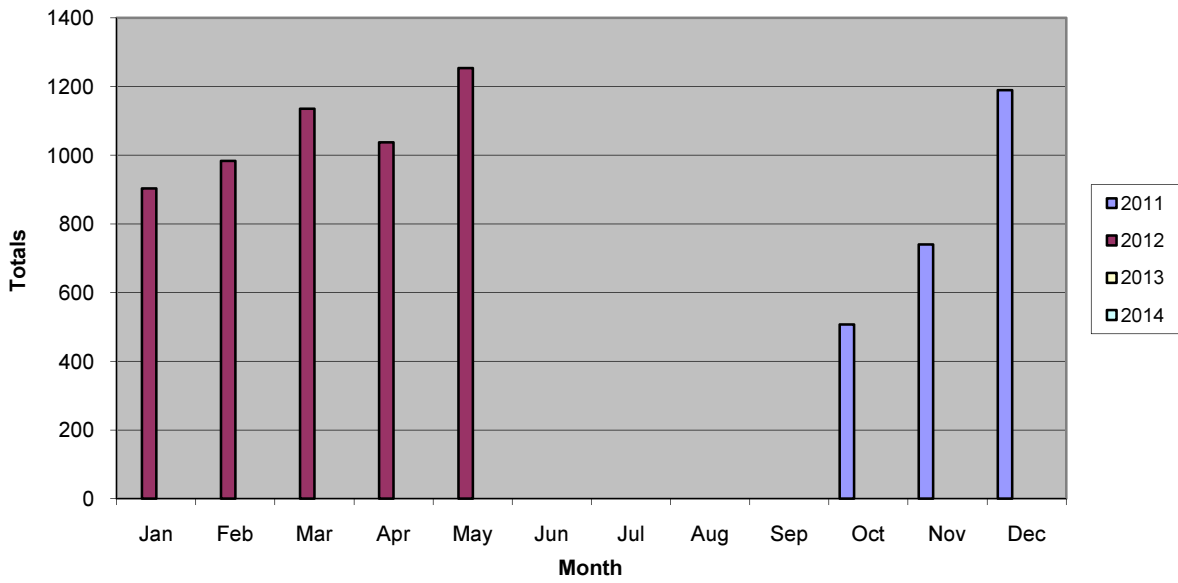
<b>Mayorhold</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Jan	0	8521	0	0
Feb	0	8603	0	0
Mar	0	10564	0	0
Apr	0	8983	0	0
May	0	10766	0	0
Jun	0	0	0	0
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	5057	0	0	0
Nov	7324	0	0	0
Dec	8330	0	0	0
<b>Total</b>	<b>20711</b>	<b>47437</b>	<b>0</b>	<b>0</b>

<b>St Michaels</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Jan	0	2860	0	0
Feb	0	3041	0	0
Mar	0	3492	0	0
Apr	0	2895	0	0
May	0	3557	0	0
Jun	0	0	0	0
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	1258	0	0	0
Nov	1979	0	0	0
Dec	2979	0	0	0
<b>Total</b>	<b>6216</b>	<b>15845</b>	<b>0</b>	<b>0</b>

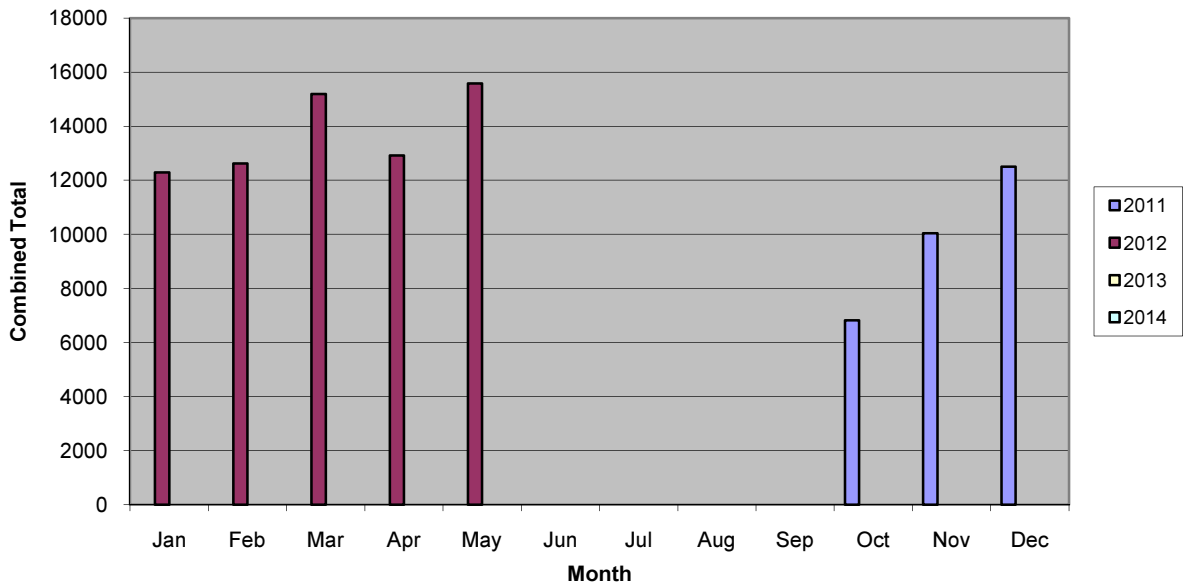
<b>St Johns</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Jan	0	903	0	0
Feb	0	983	0	0
Mar	0	1135	0	0
Apr	0	1037	0	0
May	0	1253	0	0
Jun	0	0	0	0
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	507	0	0	0
Nov	740	0	0	0
Dec	1189	0	0	0
<b>Total</b>	<b>2436</b>	<b>5311</b>	<b>0</b>	<b>0</b>

<b>Combined Figures</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Jan	0	12284	0	0
Feb	0	12627	0	0
Mar	0	15191	0	0
Apr	0	12915	0	0
May	0	15576	0	0
Jun	0	0	0	0
Jul	0	0	0	0
Aug	0	0	0	0
Sep	0	0	0	0
Oct	6822	0	0	0
Nov	10043	0	0	0
Dec	12498	0	0	0
<b>Total</b>	<b>29363</b>	<b>68593</b>	<b>0</b>	<b>0</b>

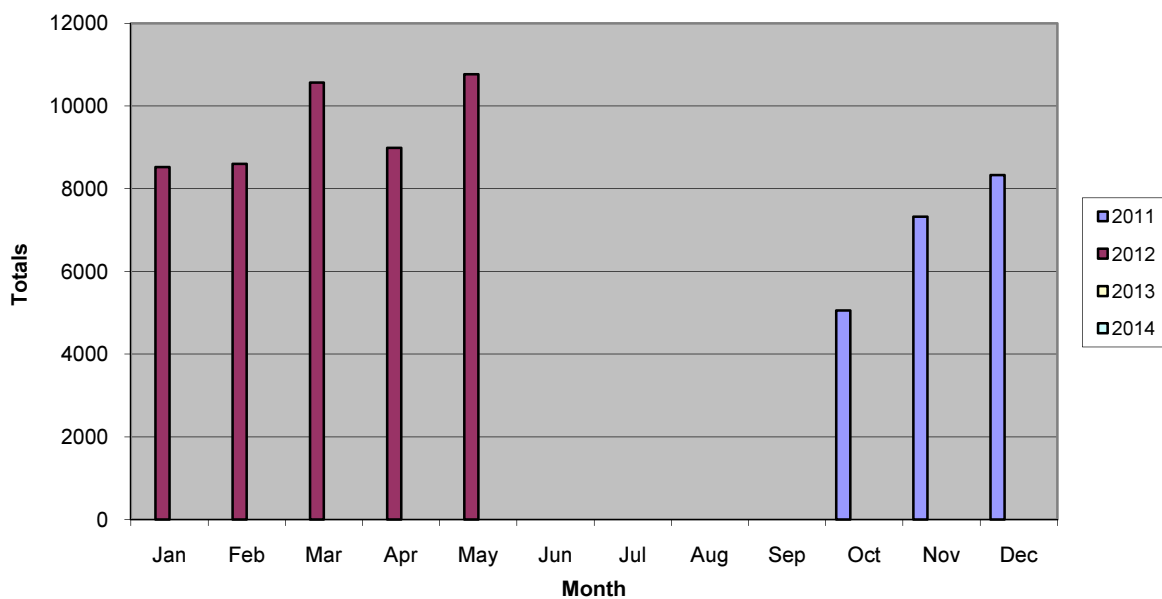
St Johns MSCP - Free Parking



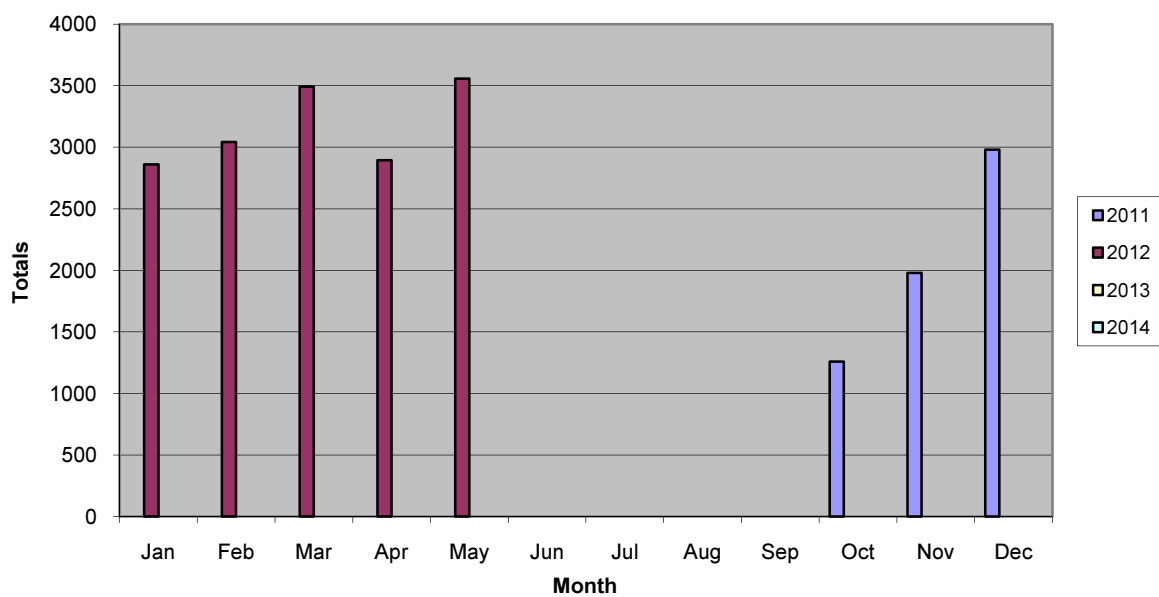
Total MSCP - Free Parking



Mayorhold MSCP - Free Parking



St Michaels MSCP - Free Parking





## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY

#### SCRUTINY PANEL 2– RETAIL EXPERIENCE

27<sup>TH</sup> JUNE 2012

#### BRIEFING NOTE: POTENTIAL SITE VISITS

##### **1 Introduction**

- 1.1 The Panel, at its initial scoping meeting, agreed that there was a need for site visits to take place so that a comparison could be made with other town centres against that of Northampton.

##### **2 Information**

- 2.1 In assessing Northampton with other towns there is a need to ensure that the Panel compares like for like.
- 2.2 It is highlighted that towns such as Corby, Market Harborough and Rugby are not 'like for like' in terms of offer, size, catchment and make-up, therefore what may work in smaller towns will not necessarily be deliverable in Northampton. The same can be said about larger cities such as Manchester, Birmingham and London.
- 2.3 Northampton's family tree towns are Cambridge, Chesterfield, Colchester, Derby, Dudley, Ipswich, Luton, Norwich, Peterborough, Stoke, Swindon and Walsall. These being towns or cities with similar populations. It is highlighted that Cambridge is very much perceived a university city.
- 2.4 There is a need for the Panel to assess the offer, profile, image and catchment in order to fully understand the differences and the attraction of the comparator towns.

##### **3 Site visit proposal**

- 3.1 It is proposed that the Panel undertakes two site visits, selected from the list detailed in paragraph 2.3 above and reports back its findings to a future meeting.

##### **4 Recommendations**

- 4.1 That the Panel selects two towns from those detailed in paragraph 2.3 above but when making its selection is mindful that that Cambridge is very much perceived as a university city.
- 4.2 That the Scrutiny Officer, in consultation with the Panel, arranges two site visits, during July/August and late September.

- 4.3 That the purpose of the site visits is for the Panel to assess the offer of the city/town centre, profile, image and catchment.
- 4.4 That a report back on the findings of the site visits be presented to a future meeting of this Scrutiny Panel.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Matt Lynch, Chair, Scrutiny Panel 2 – Retail Experience

Date: 10<sup>th</sup> May 2012



## Equality Impact Assessment Part 1: Screening

When reviewing, planning or providing Services Northampton Borough Council needs to assess the impacts on people. Both residents and staff, of how it works - or is planning to – work (in relation to things like disability). It has to take steps to remove/minimise any harm it identifies. It has to help people to participate in its Services and public life. “**Equality Impact Assessments**” (EIAs) prompt people to think things through, considering people’s different needs in relation to the law on equalities. The first stage of the process is known as ‘screening’ and is used to come to a decision about whether and why further analysis is – or is not – required. EIAs are published in line with transparency requirements.

A helpful guide to equalities law is available at: [www.northampton.gov.uk/equality](http://www.northampton.gov.uk/equality). A few notes about the laws that need to be considered are included at the end of this document. Helpful questions are provided as prompts throughout the form.

<b>1 Name of policy/activity/project/practice</b>	This is:
<a href="#">Overview and Scrutiny Review - The Retail Experience</a>	<a href="#">Existing provision which will be reviewed by Scrutiny Panel 2 – Retail Experience</a>

<b>2. Screening undertaken (please complete as appropriate)</b>	
Director or Head of Service	<a href="#">Marion Goodman Head of Customer and Cultural Services</a>
Lead Officer for developing the policy/activity/practice	<a href="#">Tracy Tiff, Scrutiny Officer</a>
Other people involved in the screening (this may be people who work for NBC or a related Service or people outside NBC)	<a href="#">Councillor Matt Lynch, Chair, Scrutiny Panel 2 – Retail Experience</a>  <a href="#">Derrick Simpson, Town Centre Manager</a>

<p><b>3. Brief description of policy/activity/project/practice: including its main purpose, aims, objectives and projected outcomes, and how these fit in with the wider aims of the organisation.</b></p> <p>Is it linked to NBC’s Corporate Plan? Service Plan? Other?</p> <p><b>Please explain:</b></p> <p><a href="#">Overview and Scrutiny (O&amp;S) is a means of providing non-Executive Councillors the opportunity to inform policy development and critical friend challenge to the Council’s Executive policy makers and decision makers (Cabinet). It also has a strong role in promoting the engagement of non-Executive Councillors in a diverse range of policy development activities, including performance improvement at the Council. Scrutiny aims to engage the community in its work either by attendance at meetings, public addresses to meetings, witness evidence or co-optees to Scrutiny Reviews.</a></p> <p><a href="#">This Review will hear from a number of key stakeholders to ensure that a wide range of evidence is obtained to inform the Panel’s information base. Evidence from the Council’s Community Forums will be obtained.</a></p>
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The projected outcome of this Scrutiny Review is

- To enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre
- To provide short, medium and long term recommendations, which supports and develops the retail experience.

All Scrutiny Reviews link to the Council's Corporate Plan and details of which are evidenced within the final report. This Scrutiny Review links to corporate priority CP6 – Driving the Development of a confident, ambitious and successful Northampton.

#### 4 Relevance to Equality and Diversity Duties

Is it linked to NBC's Single Equality Scheme? NBC's Public Sector Duties? Equality Framework Criteria? Service or departmental equality priorities?

**Please explain:**

Overview and Scrutiny ensures that it adheres to the Council's statutory duty to provide the public with access to Scrutiny Reports/agendas/minutes and other such documents. Meetings of the Overview and Scrutiny/Scrutiny Panels are widely publicised, i.e.: on the Council's website, copies issues to the local media and paper copies available in the Council's One Stop Shop and local libraries.

Overview and Scrutiny is currently trialling paperless meetings. All information relating to meetings of the Council's Committees is published in both PDF and RTF format to allow for accessibility by Councillors, Officers and the general public. Should individuals not have the provision of a personal PC they will be able to view the data on a PC located in the Council's One Stop Shop and local libraries.

The Scrutiny Panel is mindful of the eight protected characteristics when undertaking scrutiny activity so that any recommendations that it makes can identify potential positive and negative impacts on any particular sector of the community. This will be borne in mind as the Scrutiny Review progresses and evidence is gathered. The final report of the Scrutiny Panels has a standard section entitled Equality Impact Assessment and details the findings

Any potential recommendations proposed by the Scrutiny Panel may have perceived adverse and beneficial effects for all diversity groups.

How will the aims affect our duty to:

Promote equality of opportunity?

Eliminate discrimination, harassment and victimisation?

Promote good community relations?

Promote positive attitudes towards people with protected characteristics?

Encourage participation of people with protected characteristics?

Protect and promote Human Rights?

For example, think about it from the perspectives of different groups in society. Does it cause harm or a benefit to any group(s) differently to others? Will it differentially affect:



Black, Asian or other ethnic minority and/or cultural groups?  
Disabled people? And their carers?  
Transgender people?  
Men and women?  
Lesbians, gay men and/or bisexual people?  
Different religious communities/groups?  
People of a particular age e.g. older people or children and young people?  
Any other groups?  
People with flexible or agreed working patterns?

Are there any aspects, including how it is delivered, or accessed, that could contribute to inequalities? (This should relate to all areas including Human Rights.)

**Please explain:**

The public's lack of understanding of either the Overview and Scrutiny function or the Retail Experience could lead to poorly attended and little public participation in the process.

The more public participation in the Overview and Scrutiny function will increase further participation; for example, should individuals be aware that individuals and representatives from community groups are attending such meeting and notice the difference that they can make; they too could become involved.

A comprehensive Overview and Scrutiny webpage has been developed and a leaflet promoting the work of Overview and Scrutiny and detailing how members of the public can become involved in the process has been issued to the Council's One Stop Shop and the town's main libraries. This leaflet is also distributed to attendees at all Overview and Scrutiny Committee and Scrutiny Panel meetings.

So that the Scrutiny Panel obtains a variety of views, the Chair of Scrutiny Panel 2 (Retail Experience) has contacted a wide range of key witnesses, including

- Cabinet Member (Regeneration, Planning and Enterprise), NBC
- Cabinet Member (Environment), NBC
- Northampton BID
- Former Director, Northampton BID
- Various local businesses and retailers
- NCC - Highways
- Northampton Community Forums
- Enterprise Management Services
- Northants Police
- Neighbourhood Warden (town centre), NBC
- ACTM
- Councillors regarding their shopping experience
- Chair, of the Hackney Carriage and Private Hire Association
- Community Safety Manager, NBC
- University of Northampton

Evidence gathered from the key witnesses will be analysed and contained within the Scrutiny Panel's final report. The comments of the key witnesses will be minuted and published publicly within the Council's meeting management system.

Should the Scrutiny Panel conclude that there are concerns regarding the Council's current Retail Experience and whether it puts forward recommendations for change; the expected impact of these changes will be detailed within the Scrutiny Panel's final report.

The Scrutiny Panel's report, after it has been endorsed by the Overview and Scrutiny Committee will be forwarded to the Council's Cabinet for consideration; Cabinet will then become responsible for delivering the recommendations that it accepts.

Meetings of this Scrutiny Panel are held in easily access locations (wheel chair accessible), with the provision of a hearing loop and start at 6pm; so aiming to enable those with working commitments to attend. It could be found that the timing of Overview and meetings (evenings) may not be suitable to all, for example those who are required to work during the evenings.

There is a standing agenda item on all Overview and Scrutiny Committee and Scrutiny Panel meetings enabling members of the public to address the Committee/Panel. The public does not have to register their intention to speak in advance but is advised to arrive a few minutes prior to the start of the meeting and notify the Scrutiny Officer of their intention to speak. A Scrutiny Public Speaking Protocol has been produced and advice and assistance is offered and available to members of the public wishing to attend and address an Overview and Scrutiny Committee/Panel meeting.

The Council has access to an interpretative Service and therefore such documents can be supplied in formats other than English if required.

Provision has been made for members of public who have a disability, e.g. the agenda will be displayed on a large screen in the Committee room. For those who may suffer from a visual impairment, the blind have access to 'talking' documents, those whose first language is not English have access to translation services and the building in which the meetings will occur contain hearing loops and are accessible by those with severe mobility issues, such as wheel chair users.

If you have indicated there is a negative impact on any group, is that impact:

**Legal?**

No

**Please explain:**

The impact of the Scrutiny report cannot be assessed until, at the earliest, an outline of a report has been developed. Therefore within the Scrutiny Panel's report it could suggest that any impact on the eight protected characteristics be taken into account.

**Intended?**

No

**Please explain:**

The development of a Scrutiny Report regarding the Retail Experience could have adverse and positive impact on the eight protected characteristics. However, as no Equality Impact Assessment can be completed yet for this, its impact on these groups has not been subject to a detailed level of scrutiny.

The Scrutiny Panel will be mindful of the eight protected characteristics when undertaking its Scrutiny Review so that any recommendations that it makes can identify potential positive and negative impacts on any particular sector of the community. The Scrutiny Panel can at the very least however, highlight in its report the need for an Equality Impact Assessment to be carried out at the appropriate time.

## 5 Evidence Base for Screening

List the evidence sources you have used to make this assessment (i.e. the *known evidence*) (E.g. Index of Multiple Deprivation, workforce data, population statistics, any relevant reports, customer surveys, equality monitoring data for the Service area.)

The number of public attending the Scrutiny Panel meetings is recorded

Any feedback received from the above is taken into consideration and used to formulate recommendations to improve the Service.

Baseline data:-

- Context:
  - Local statistics
  - Demographics – local and national
  - National statistics
  - Definition of the Town Centre
  - Vision for the Town Centre
- Synopses of various research documents and other published documents

Details of best practice, external to Northampton, will be presented to the Scrutiny Panel, which will help to inform the evidence base.

Are there any significant gaps in the known evidence base? If so what are your recommendations for how and by when those gaps will be filled?

Equalities profile of public attendees/witnesses/co-optees to the Scrutiny Panel is not currently recorded;

## 6 Requirements of the equality duties:

(remember there's a note to remind you what they are at the end of this form and more detailed information at [www.northampton.gov.uk/equality](http://www.northampton.gov.uk/equality))

Will there be/has there been consultation with all interested parties?

Yes

**Please explain:**

The Scrutiny Panel will be consulted upon this EIA (Screening) document.

Are proposed actions necessary and proportionate to the desired outcomes?

Yes

**Please explain:**

The Scrutiny Panel will after completion of its evidence gathering, formulate conclusions and recommendations as appropriate, which will have the intended purpose of recommending a system of community participation and involvement with other Agencies and interested parties. Recommendations will link to SMART (Specific, Measurable, Achievable, Realistic and Time) Objectives. Should the recommendations be accepted by the Council's Cabinet, they will then be implemented and necessary actions drawn up.

Where appropriate, will there be scope for prompt, independent reviews and appeals against decisions arising from the proposed policy/practice/activity?

N/A

**Please explain:**

Does the proposed policy/practice/activity have the ability to be tailored to fit different individual circumstances?

Yes

**Please explain:**

- To enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre
- To provide short, medium and long term recommendations, which supports and develops the retail experience.
- 

Where appropriate, can the policy/practice/activity exceed the minimum legal equality and human rights requirements, rather than merely complying with them?

No

**Please explain:**

The selection of witnesses to participate in the Review has specifically and deliberately included representatives of Groups working with and for people with protected characteristics.

Overview and Scrutiny will continue to offer facilities, such as language translation,

**From the evidence you have and strategic thinking**, what are the **key risks** (the harm or 'adverse impacts') **and opportunities** (benefits and opportunities to promote equality) this policy/practice/activity might present?

	Risks (Negative)	Opportunities (Positive)
Race	No impact anticipated but there is the need to ensure appropriate access to interpreting Services as necessary	
Disability	No impact anticipated – However there are no arrangements in place such as sign language interpreters at meetings	Meetings of this Scrutiny Panel are held in accessible meeting rooms, normally with the provision of a hearing loop
Gender or Gender Identity/Gender Assignment		Staff training addresses Equality and Diversity.  Meetings of both the Scrutiny Panel and the Neighbourhood meetings are attended by all genders.
Pregnancy and Maternity (including breastfeeding)	Initially no impact anticipated but there is the need to ensure equitable access for all attendees and Councillors at meetings of this Scrutiny Panel	
Sexual Orientation		No impact anticipated
Age (including children, youth, midlife and older people)		No impact anticipated. Meetings of this Scrutiny Panel and Neighbourhood Meetings are normally held during the evening with the aim that they are accessible to all.
Religion, Faith and Belief		No impact anticipated
Human Rights		No impact anticipated

## 8 Decision

Set out the rationale for deciding whether or not to proceed to full impact assessment

**Date of Decision:** 10<sup>th</sup> May 2012

**EITHER: We judge that a full impact assessment is not necessary since:** A Scrutiny Review of the Retail Experience is currently underway, and as part of the evidence gathering process will receive comments from a wide range of stakeholders as detailed in earlier sections of this EIA (Screening). Any changes proposed as a result of the review will be impact assessed before implementation.

**OR: We judge that a full impact assessment is necessary since:**



## **Equality Duties to be taken into account in this screening include:**

### **Prohibited Conduct under The Equality Act 2010 including:**

Direct discrimination (including by association and perception e.g. carers); Indirect discrimination; Pregnancy and maternity discrimination; Harassment; third party harassment; discrimination arising from disability.

### **Public Sector Duties (Section 149) of the Equality Act 2010 for NBC and Services provided on its behalf: (due to be effective from 4 April 2011)**

NBC and Services providing public functions must in providing Services have due regard to the need to: **eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster good relations between different groups.** 'Positive action' permits proportionate action to overcome disadvantage, meet needs and tackle under-representation.

### **Rights apply to people in terms of their "Protected Characteristics":**

Age; Gender; Gender Assignment; Sexual Orientation; Disability; Race; Religion and Belief; Pregnancy; Maternity. But Marriage and Civil Partnership do not apply to the public sector duties.

### **Duty to "advance equality of opportunity":**

The need, when reviewing, planning or providing Services/policies/practices to assess the impacts of Services on people in relation to their 'protected characteristics', take steps to remove/minimise any negative impacts identified and help everyone to participate in our Services and public life. **Equality Impact Assessments** remain best practice to be used. Sometimes **people have particular needs** e.g. due to gender, race, faith or disability that need to be addressed, not ignored. NBC must have due regard to the **duty to make reasonable adjustments** for people with disabilities. NBC must **encourage people who share a protected characteristic to participate in public life** or any other activity in which their participation is too low.

### **Duty to 'foster good relations between people'**

This means having due regard to the need to **tackle prejudice** (e.g. where people are picked on or stereotyped by customers or colleagues because of their ethnicity, disability, sexual orientation, etc) and **promote understanding**.

**Lawful Exceptions to general rules:** can happen where action is proportionate to achieve a legitimate aim and not otherwise prohibited by anything under the Equality Act 2010. There are some special situations (see Ch 12 and 13 of the Equality Act 2010 Statutory Code of Practice – Services, Public Functions and Associations).

### **National Adult Autism Strategy (Autism Act 2009; statutory guidelines) including:**

to improve how Services identify and meet needs of adults with autism and their families.

### **Human Rights include:**

Rights under the European Convention include not to be subjected to degrading **treatment**; **right to a fair trial** (civil and criminal issues); **right to privacy** (subject to certain exceptions e.g. national security/public safety, or certain other specific situations); **freedom of conscience** (including religion and belief and rights to manifest these limited only by law and as necessary for public safety, public order, protection of rights of others and other specified situations); **freedom of expression** (subject to certain exceptions); **freedom of peaceful assembly and to join trade unions** (subject to certain exceptions); **right not to be subject to unlawful discrimination** (e.g. sex, race, colour, language, religion, political opinion, national or social origin); **right to peaceful enjoyment of own possessions** (subject to certain exceptions e.g. to secure payment of taxes or other contributions or penalties); **right to an education**; **right to hold free elections by secret ballot**. The European Convention is given effect in UK law by the Human Rights Act 1998.



## Northampton Borough Council Overview and Scrutiny



### Overview and Scrutiny

#### Scrutiny Panel 2 – Retail Experience

27<sup>th</sup> June 2012

#### Briefing Note: Executive Summaries of published documents

##### 1 Background

1.1 At its inaugural meeting the Scrutiny Panel agreed that as part of its evidence gathering process summaries of various published documents would be provided to the Panel:

- The Portas Review
- The Right to Retail: Can Localism save Britain's small retailers
- Understanding High Street Performance
- Core Strategy – Northampton's Strategic Planning Policies
- Sustainable Community Strategy

##### 2 Information

2.1 Detailed below are the summaries of the above reports for the Scrutiny Panel's information:

##### 2.2 The Portas Review

##### 2.3 Summary

2.3.1 The decline of the local high street was reviewed by Mary Portas in 2011.

2.3.2 The overarching principle of the Review was the need to renew the high street and town centre as social as well as economic spaces. The Review states "they should become places where we go to engage with other people in our communities where shopping is just one small part of a rich mix of activities". The Review set out concerns about the character of high streets and with the way that money is kept within the local economy in order to maximise the benefit to town centres.

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# Northampton Borough Council

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2.3.4 In response to the increase in out of town shopping, the Review stated “the sheer sophistication, speed and scale of both the web and major supermarkets ... pushing new boundaries (meaning independent retailers) will never be able to compete sustainably on price”. The Review went on to note that the decline cannot be blamed on external factors alone, but also on high streets failing to meet consumer needs for convenience, service and entertainment, whilst failing to play to their strengths as physical and social points for a town or area.

2.3.5 The Review comprised twenty eight recommendations on how to reverse the decline of high streets and town centres as drivers of economic growth and social capital. The main focus of the recommendations:

Regulation  
Planning  
Influencing landlords  
Involving local communities in decision making

2.3.6 Summary of the 28 recommendations:

1. Put in place a “Town Team”: a visionary, strategic and strong operational management team for high streets
2. Empower successful Business Improvement Districts to take on more responsibilities and powers and become “Super-BIDs”
3. Legislate to allow landlords to become high street investors by contributing to their Business Improvement District
4. Establish a new “National Market Day” where budding shopkeepers can try their hand at operating a low-cost retail business
5. Make it easier for people to become market traders by removing unnecessary regulations so that anyone can trade on the high street unless there is a valid reason why not
6. Government should consider whether business rates can better support small businesses and independent retailers
7. Local authorities should use their new discretionary powers to give business rate concessions to new local businesses
8. Make business rates work for business by reviewing the use of the RPI with a view to changing the calculation to CPI

# Northampton Borough Council

## Overview and Scrutiny

9. Local areas should implement free controlled parking schemes that work for their town centres and we should have a new parking league table
10. Town Teams should focus on making high streets accessible, attractive and safe
11. Government should include high street deregulation as part of their ongoing work on freeing up red tape
12. Address the restrictive aspects of the 'Use Class' system to make it easier to change the uses of key properties on the high street
13. Put betting shops into a separate 'Use Class' of their own
14. Make explicit a presumption in favour of town centre development in the wording of the National Planning Policy Framework
15. Introduce Secretary of State "exceptional sign off" for all new out-of-town developments and require all large new developments to have an "affordable shops" quota
16. Large retailers should support and mentor local businesses and independent retailers
17. Retailers should report on their support of local high streets in their annual report
18. Encourage a contract of care between landlords and their commercial tenants by promoting the leasing code and supporting the use of lease structures other than upward only rent reviews, especially for small businesses
19. Explore further disincentives to prevent landlords from leaving units vacant
20. Banks who own empty property on the high street should either administer these assets well or be required to sell them
21. Local authorities should make more proactive use of Compulsory Purchase Order powers to encourage the redevelopment of key high street retail space
22. Empower local authorities to step in when landlords are negligent with new "Empty Shop Management Orders"
23. Introduce a public register of high street landlords

# Northampton Borough Council

## Overview and Scrutiny

24. Run a high profile campaign to get people involved in Neighbourhood Plans
25. Promote the inclusion of the High Street in Neighbourhood Plans
26. Developers should make a financial contribution to ensure that the local community has a strong voice in the planning system
27. Support imaginative community use of empty properties through Community Right to Buy, Meanwhile Use and a new "Community Right to Try"
28. Run a number of High Street Pilots to test proof of concept

2.3.7 In February 2012, the Government accepted two of the recommendations to set up Town Teams and give communities the opportunity to pilot the creative plans they have for the future of their high streets. Each of the "Portas Pilot" towns selected will receive a share of £1million and receive support from the Government and Mary Portas.

2.3.8 The Government then formally responded to the Portas Review, accepting virtually all of the 28 recommendations; Grant Shapps, Minister for Housing, reported in March 2012 "Today, I'm accepting virtually all of the recommendations from Mary Portas's review... Her report has provided the catalyst for change that many towns have been craving. I now want to see people coming together to form their own town teams and turning their creative ideas into reality to ensure their high streets thrive long into the future".

2.3.9 The first 12 Portas Pilot towns, together with reported purpose, are:

Bedford, Bedfordshire - offering mentoring support for High Street businesses and community use of empty properties.

Croydon, Greater London - transforming the riot-stricken area's historic Old Town market into a thriving market, food and cultural quarter.

Dartford, Kent - opening up central spaces for use by classes and clubs, from the Scouts to Slimming World and starting a 'school for shopkeepers'.

Bedminster, Bristol - putting Bedminster on the map for Street Art and Street Theatre. A bicycle rickshaw service and a review of parking will also tackle the traffic environment.

# Northampton Borough Council

## Overview and Scrutiny

Liskeard, Cornwall - competing against the edge of town supermarket with a vibrant arts scene, guerrilla gardening and yarn bombing to inject fun back into the town centre.

Margate, Kent - putting education and enjoyment at the heart of the town centre's transformation with courses, 'job club' services and pop up shops.

Market Rasen, Lincolnshire - drawing customers in by restoring the market town look and feel, advertising free parking and mentoring new businesses.

Nelson, Lancashire - attracting local students with a young persons café, sports activities, and a new art and vintage market.

Newbiggin by the Sea, Northumberland - better branding of the town to draw people in, improving local transport and hosting pop up shops.

Stockport, Greater Manchester - realising the character and potential of the Markets and Underbanks area with a creative arts complex, outdoor screenings, a new parking strategy and street champions.

Stockton on Tees, Teesside - live entertainment at the Globe Theatre to boost the evening leisure economy alongside specialist High Street and evening markets.

Wolverhampton, West Midlands - bringing the city will to life with modern day town criers and on-street performers and a 'dragon's den' style competition to support local entrepreneurs.

### **2.4 The Right to Retail: Can Localism save Britain's small retailers**

2.4.1 In 2011, ResPublica published its report "Right to Retail." The report considered the problems faced by high streets. It referred to vacancy rates are rising, the superstores are growing their market share, customers have less money to spend and the cost of regulation is rising. The report details changes to the retail economy, highlighting the power shifts from independent retailers. It reports that the number of larger stores located out of town increased from just under 300 in 1980 to more than 700 by 1990 and just under 1,500 in 2007 and over the same period the number of specialist grocery stores has declined significantly. It provided an example of the reduction of fishmongers from approximately 10,000 in the 1950's to around 2,000 in 2000. Currently over 97% of total grocery sales takes place at the 8,151 supermarkets

2.4.2 ResPublic reports that its recommendations reflect both the Government's wider commitment to local and civic empowerment and the specific commitment to receive the National Planning Policy Framework in order to make it "localist in its approach, handing power back to local communities to decide what is right for them". It goes on

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E-mail: [tiff@northampton.gov.uk](mailto:tiff@northampton.gov.uk)

# Northampton Borough Council

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to say that its recommendations aim to make explicit that a successful localist agenda would be one which not only gave communities and individuals the power to shape to their physical environment, but also, crucially, their local economy.

### 2.4.3 Summary of local and civic recommendations :

Recommendation 1 – Allow Communities to Designate Retail Mix in Neighbourhood Plans

Recommendation 2 – A Community Right to Appeal

Recommendation 3 – Treat Shops as Local Assets

Recommendation 4 – Business Rate Reduction for Designated Retailers

Recommendation 5 – A Community Right to Buy

Recommendation 6 – A Community Right to Try

Recommendation 7: Embed Small and Medium Owners in Local Enterprise Partnerships

### 2.4.4 Summary of national recommendations:

Recommendation 8 – A community Interest Clause In Competition Law

Recommendation 9 – An Annual National Report on “buying power” and “price flexing”

### 2.4.4 Summary of recommendations for a joined up economy:

Recommendation 10 – Encourage Mutual Retail Models

Recommendation 11 – Encourage Community Run Retailers

## 2.5 Understanding High Street Performance

2.5.1 The Department for Business and Innovation and Skills published a report in December 2011 entitled “Understanding High Street Performance.” The Report looks at a number of factors impacting on the economic and social performance of town centres and High Streets. The purpose of the report was to help inform Government and local authority decision-making regarding town centres, high streets and local economic growth. It also provided input to the Portas Review.

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2.5.2 The framework of the report centered on the following areas:

**Externalities** – high streets are influenced by externalities that are generally outside user/occupier control.

**Spatial and physical factors** – high street performance is affected by factors such as the development of new residential areas or demographic changes; changes in the physical environment; accessibility related to car access and car parking and cycle/walking friendliness; amenity in terms of streetscape, public space and private/public space;

**Market forces and competition** – the development of the high street is undoubtedly affected by the emergence/presence of competitive alternatives to the high street, through a range of channels;

**Demographics** – changing demographic trends are likely to have important implications for our high streets. There are implications related to the impact of factors such as: ageing populations; transient populations such as students/immigrants; and the socio-economic catchment/level of disposable income that influence the face of high streets;

**Regulation and legislation** – a range of regulatory and legislative policy initiatives have impacted on high streets including planning policy and licensing legislation and the introduction of financial incentives;

**Management** - the management of high streets has the potential to affect change and can contribute to the differential impact of certain factors or events.

2.5.4 The study defined high street for its purposes as:

high streets in multi-dimensional town centres serving primarily sub-regional markets and driven by catchment and geography. These offer functions such as the provision of labour, a location for business, and an environmental asset;

high streets in 'destination' town centres, where the driver of use can be considered to be a specialist appeal or a particular product and where retail and service provision predominates over the functional roles;

service centre high streets in suburban districts that are serving more localised residential catchments.

# Northampton Borough Council

## Overview and Scrutiny

### **2.6 West Northamptonshire Joint Core Strategy – Pre submission February 2011**

2.6.1 The West Northamptonshire Joint Core Strategy is currently being reviewed and a new version will be published for representation in August 2012.

2.6.2 As soon as this document is available a precis of the salient points will be provided to the Panel.

### **2.7 Sustainable Community Strategy for Northampton 2008 – 2011**

2.7.1 The Sustainable Community Strategy for Northampton covers to the period 2008-2011. It is reported that it outlines the vision up to 2031 and how it will be aimed to achieve this. The Strategy will be refreshed periodically to reflect changes and progress. The Plan focuses on activity that will take place during the first phase of the vision, up to 2011.

2.7.2 Given that the Plan focuses up to 2011, when a refreshed document is published, a precis of the salient points will be provided to the Panel.

### **2.8 Northampton BID – E-Newsletter**

2.8.1 Attached at Appendix A is a copy of the latest E-newsletter published by Northampton BID for the Panel's information.

## **3 Conclusions**

3.1 That the information detailed above informs the evidence base of the Scrutiny Panel's Review.

3.2 That a summary of the updated documents referred to in paragraphs 2.6 and 2.7 above be provided to the Panel when available.





## WELCOME

Spring is on the way signalling new beginnings and fresh opportunities. This new quarterly news bulletin will ensure that every business within the Northampton Town Centre Business Improvement District (Northampton BID) receives regular information on the exciting work that the BID is undertaking on your behalf and other events that are happening in your town centre.

The vitality of Northampton town centre is growing as businesses work together. In contrast to other areas of the country, our town centre footfall is increasing. As new businesses open in the town, we see some business premises being vacated. This is a challenge that we are actively addressing through a wide range of coordinated initiatives.

**If you would like to talk to us about any of the items raised in this newsletter please contact us at [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) or find us on Facebook at Northampton Town BID or on Twitter @NorthamptonBID**

**Looking forward to seeing you soon  
Northampton BID Team**



Northampton By The Sea, 25 July to 2 August 2011

## BID ACHIEVEMENTS IN 2011

**Northampton BID supported and delivered an exciting range of projects in 2011 from Northampton in Bloom to a seaside on the Market Square, increasing visitor numbers and improving perceptions of the town centre.**

Northampton achieved the Gold Award and City Category Winner in the 2011 East Midlands in Bloom regional competition. The town has been chosen to represent the East Midlands in the national Britain in Bloom competition this year. We would like to thank all the businesses that took part and look forward to you all being involved in Bloom 2012.

Many businesses also helped the town become more festive last year with over 120 wall mounted Christmas trees and lights.

**The BID has been involved with many other projects including:**

- Northampton by the Sea – which saw a beach created for the Market Square encouraging families from across the county to visit our town centre
- Northampton Riverside Festival – which celebrated 250 years of the River Nene and attracted over 6000 visitors to Becketts Park and the riverside
- Northampton Music Festival – highlighting the music scene in and around Northants
- Abington Street played host to the national open-air exhibition, Tarnished Earth

■ The introduction of a loyalty card scheme

■ Vinyl window displays on vacant shops making them more attractive. We plan to deliver more vinyl displays this year.

■ Providing two additional PCSOs for Christmas and the New Year

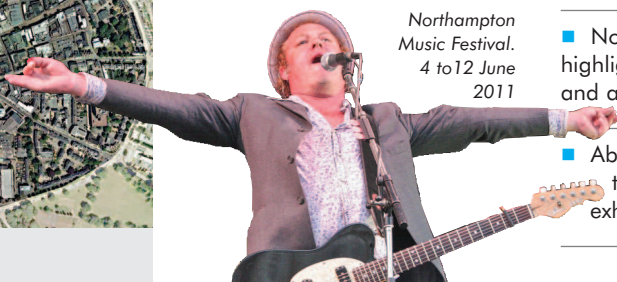
■ A dedicated Christmas website to inform visitors of events in the town centre

Northampton Riverside Festival, 7 August 2011



Northampton BID area

Northampton Music Festival, 4 to 12 June 2011



INSIDE



**NORTHAMPTON IN BLOOM  
HANGING BASKETS**

Pre-book yours for 2012  
**PAGE 2**

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#lovenorthampton

**LOVE NORTHAMPTON  
NEW WEBSITE**

Northampton Promo Guide  
**PAGE 2**

**WHAT  
THE  
TRADERS  
SAY**  
**PAGE 4**



# PRE-BOOK YOUR 2012 BLOOM BASKETS NOW

This year, the town's floral containers will be provided by Moulton College Garden Centre. Watering and maintenance will be carried out K&J Hird, another local company.

For those businesses with existing brackets, baskets can be hired for a discounted rate of £20 plus VAT. To enable more businesses to join in and improve our street scene this year, we will provide hanging baskets including bracket and fitting for £45 plus VAT per unit.

**To reserve your hanging baskets** email [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) or call Julie on **01604 837766**.



## SPOTLIGHT ON:



**The University of Northampton has been named as the Midlands Enterprising University of the Year at a recent awards ceremony, in recognition of its work with social enterprise.**

The honour was awarded at the Midlands Business Awards in recognition of outstanding performance from a university or university department, promoting

entrepreneurship and social enterprise.

A further boost for the town centre is on the horizon. The University of Northampton is planning to build student accommodation on the St John's car park site, close to the Royal & Derngate.

**It is estimated this will generate an extra £2.9 million a year for the town's economy.**

# LOVE NORTHAMPTON CAMPAIGN



**A new website providing information on Northampton's heritage, culture, sport, theatre, events and music launched on Valentine's Day. This website is a one-stop shop for visitors and shoppers and enables Northampton businesses to promote themselves as part of the town's wider offering.**

Numerous private and public organisations including Northampton BID, Northampton Borough and County Councils, Northamptonshire Enterprise Partnership, Saints Rugby Club, Cobblers Football Club and Royal & Derngate have worked in partnership to launch the campaign to promote the town.

To place a business offer For **FREE** or have your business listed please contact [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) or call Julie on **01604 837766**.

To find out more visit: [www.lovenorthampton.co.uk](http://www.lovenorthampton.co.uk)



## CRIME UPDATE



**The Northamptonshire Police Central Sector Safer Community Team in Northampton has realigned to link in with the BID boundaries.**

In partnership with the BID, the Police have agreed to set three policing priorities each quarter in conjunction with the town centre community and Northampton BID. Current priorities are:

1. Street drinking / begging
2. Safer shopping
3. Cycling related issues

From November to January, Northampton BID sponsored two PCSOs to increase police visibility and reduce the risk of anti-social behaviour in the town centre. This delivered the following additional benefits:

- 73 individuals had alcohol seized after being found drinking in the street
- 54 people were dealt with for cycling in pedestrianised areas
- 30 individuals were detained for offences including shoplifting, criminal damage and drunkenness
- Crime prevention advice was provided to several businesses
- People begging/rough sleeping were moved on 45 times and evidence gathered to deal with repeat offenders
- Proactive patrol of the town centre

## HOW TO GET INVOLVED WITH THE



## HOW TO GET INVOLVED WITH THE

BID projects are funded by businesses paying the BID Levy so it is important that as many town centre organisations as possible get involved and share ideas.

Businesses from all sectors are welcome and we would especially like to hear from Estate Agents, Night Clubs, Restaurants, Cafes, Newsagents and Retailers across the town centre.

Typical involvement would include attendance at monthly meetings held in the town centre, providing input, sharing experiences and helping to encourage wider project involvement within your business area.

**Please contact us at [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) or call Julie on 01604 837766 if you would like to come along to a meeting or have anything you would like to share.**

## PARTNERSHIP POWER

**Partnership is key in making Northampton the destination of choice for visitors, shoppers and investment. Over the last year, the Northampton BID has worked in partnership with multiple agencies, Northampton Borough Council, Northamptonshire County Council and others to deliver a range of improvements for our town centre.**

In 2012, we will continue to develop these partnerships to ensure we build on our momentum for change.

We will work with the Police to ensure visitors to the town feel safe during the day and at night.

We will work with partners to deliver events in our town centre to increase visitor footfall and improve the town centre experience.

We will enhance the street environment through improved cleaning and street furniture, better signage and empty unit vinyls.

We will seek partners to work with who will offer our businesses better value for money opportunities.

We will continue to work with other town centre stakeholders such as Northampton Borough and County Council to promote the wide range of attractions our town centre offers.

## VALUE FOR MONEY

**Excellent rates have been negotiated with A Day Recycling Group Ltd for all town centre businesses within the BID area. Collections are made in 240, 660 and 1100 litre loads, there are no hidden costs or charges for bin rental or duty of care and we capped prices until April 2012.**

A new partnership with an independent insurance broker will soon be offered to BID businesses. We have negotiated an exclusive premium - savings of up to 15% on a range of business insurance products. Full details on this offer will be circulated shortly.

To find out more please email [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk)

## WHAT TO LOOK OUT FOR IN 2012

**A wide range of exciting activities will be taking place in Northampton throughout 2012 including:**

- Northampton in Bloom
- Safari Northampton
- Torch Relay through the Town Centre
- Lady Godiva Parade
- Sponsored PCSO for the Town Centre
- Two Town Centre Rangers in partnership with NRCI
- Northampton's Enterprise Zone will begin actively marketed
- A range of cultural events to mark the Olympics
- Royal & Derngate plan to open a new art house cinema in September
- The town centre marina will develop additional moorings

## 'WHAT'S ON' BUSINESS TRAINING

**To find out how to promote your event for FREE please come along to one of our drop in business training sessions to be held between 12 and 2pm on 8th, 9th and 10th May at the Royal & Derngate.**

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## BUSINESS FOCUS INTERVIEW

**This month we chatted with Paul Haynes, the new Grosvenor Centre Manager.**

*Tell us a little about your business background...*

I have run shopping centres and been involved with town centre partnerships in Luton, Ipswich, Coventry, Leamington Spa, Bury St Edmunds and Taunton.

*As the new Grosvenor Centre manager what are your main responsibilities?*

To make sure that the centre is safe, clean, well maintained, well promoted and that all administration meets industry legislation. The job involves working in partnership with our tenants and with all parties who have an interest in the centre.

*What do you know about the Northampton town centre BID?*

I know about the overall principle of Business Improvement Districts in the UK having worked on similar projects elsewhere. I am delighted Northampton has a BID because I believe in the concept of businesses guiding how town centre operational funding is spent for the benefit of all in the town.

*In your view, what are the challenges that face Northampton town centre today and in the future?*

Northampton faces the challenge of making the town centre environment and shopping offer even more attractive in order to attract more visitors from other towns and villages.

*What part of Northampton do you like most?*

I really like Abington Park and St Peters Church - I also like many of the town centre

buildings such as Nationwide on Mercers Row.

*Today in Northampton, what do you think are the main priorities?*

I am delighted that the town has an events programme aimed at driving town centre footfall. This is very important as is viewing the town facilities and standards from a customer satisfaction perspective. The priority must be supporting existing businesses by driving visitor numbers into the town centre.

*What is your vision for the Grosvenor Centre?*

I want the Grosvenor Centre to continue to be the first choice destination for shopping in town and to attract new shop brands that research shows will appeal to our customer base.

*Your favourite Northampton restaurant?*

Muffin Break in the Grosvenor Centre - a great place to have a break, quality coffee & muffin as is Costa inside and outside of the centre.

*Would you like to comment on the new bus interchange and Grosvenor Centre expansion?*

I think visitors to Northampton deserve modern facilities to make them feel comfortable, cared for and proud of the town centre environment. I am sure the decision makers will have this at the forefront of their minds when considering development decisions and opportunities.

*What three words best describe you?*

Passionate, Dedicated, Measured.





# HIGH STREET REVIEW

Our roving reporter asked three established independent businesses their views on Northampton's high street. Businesses were asked if they had seen changes in their customer base, what improvements they would like to see on our high street and why a customer should visit them...



**Stewart,  
Papa Cinos,  
Dychurch  
Lane**

"We have seen a decline in footfall in recent years. We host a successful business networking lunch event but most of the clients we used to see regularly are now based in out of town offices.

Ideally traffic could flow more freely through the town. There should be much less presence from traffic wardens and more emphasis on quality evening entertainment. When taking a long-term view, we should review who the town currently attracts and arguably a heavy police presence at weekends only serves to keep the clientele we want to see at bay.

At Papa Cinos, we take great pride in our food. We use the freshest ingredients, serving quality meals in a great atmosphere. In addition to serving business lunches we welcome couples, families and large groups celebrating special occasions."



**Steve and  
Caroline,  
St Giles  
Cheese,  
St Giles St.**

"We have seen a growth in our customer

base since we began trading 18 months ago.

An emphasis on and protection of independent retail on St Giles street is key for us. It's so important that positive messages get out to the public and that we have quality signage around the town centre so everyone knows how to find us. One of the main issues we are keen to see a change in is parking – we would like a 2 hour option on Giles Street to encourage shoppers to stay, browse longer and ultimately buy.

At St Giles Cheese we place great importance on customer care. Our customers come to us for top quality produce and much of our product range cannot be found elsewhere. We provide a personal, highly knowledgeable service – always delivered with a smile."



**Mike, Bias,  
Market Walk  
(Photo of Sales  
Assistant Soraia  
Pereira)**

"I've seen spending habits change as disposable

income has reduced. We have diversified our product range to appeal to a wider range of customers.

We need to fill empty retail units, perhaps reduce rates to attract quality retailers. Our excellent Market Square could help to create a seamless shopping experience across the town by having more specialist markets – more European and international themes.

Bias shoppers experience excellent customer care and a personal service. We also have a diverse and unique range of clothes, shoes, bags and gifts so there is something for everyone."

# HIGHWAY IMPROVEMENTS

**After a series of meetings and a town centre walkabout to look at areas of the public highway that the BID team felt were in need of attention, the following repair works have been actioned:**

- 1) Rocking slabs and pointing on Mercers Row
- 2) Rocking and damaged slabs on the Drapery

**The following works will be actioned over the next few months:**

- 1) Jeyes Jetty – Damaged York stone slabs will be replaced, cleaning, jetting the gully and re-pointing. (April 2012).
- 2) Painting of signs and posts - Signs, posts and street lights to be repainted from the bottom of Abington Street to Mercers Row, Wood Hill, St Giles Square and the zebra crossing posts on Derngate. (April 2012).
- 3) George Row/St Giles Square/Market Square/Drum Lane/Conduit Lane – Renewing damaged York stone slabs and pointing where required. (April 2012).

# MEET THE BID TEAM

**The BID is managed by local business people for the benefit of all businesses in the BID area. The BID Board is represented by the following individuals:**

**Stephen Chown**  
*Chown Commercial (Chair)*

**Neil Bartholomey**  
*Pubwatch (Deputy Chair).*

**Alan Harland**  
*Watts Furnishers*

**Nigel Hartland**  
*Aspers Casino*

**Gavin Willis**  
*Gavin Willis Art Direction*

**John Gammidge**  
*John Gammidge Group*

**Patricia Kempson**  
*Hewitsons Solicitors*

**Raymond Everall**  
*Naked Hairdressing*

**Richard Clinton**  
*Royal & Derngate*

**Sue Roberts**  
*The Mailcoach*

**Cllr Tim Hadland**  
*NBC Cabinet Member for  
Regeneration, Enterprise and  
Planning*

**Yvonne Spence**  
*Voni Blu  
Ladies Fashion Boutique*

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**BID Support Team**

**Derrick Simpson**  
Town Centre Manager  
**Julie Thorneycroft**  
BID Coordinator

**There are five BID working groups meeting on a monthly basis, these are Planning and Strategy, Finance and Administration, Implementation, Marketing and an Environment group.**



**northampton**  
TOWN CENTRE BID

*If you are interested in joining any of the groups please contact Julie on 01604 837766 or email [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) for further information*

# SAVE THE DATE!

**This year, Northampton is planning for Christmas well in advance. Please note that the official Christmas light switch on will take place on Thursday 22nd November 2012.**

The light switch on will launch a range of activities from traditional Christmas pantomime to Victorian themed displays. Businesses will be encouraged to get involved - it would be a great opportunity for late-night shopping, to ensure the visitor experience in Northampton keeps on getting better

# PLEASE PASS THIS NEWSLETTER ON

**Please circulate these updates to your colleagues. If you know someone who would like to be added to our distribution list please ask them to contact us on 01604 837766 or email [info@northamptonbid.co.uk](mailto:info@northamptonbid.co.uk) or download from [www.northamptonbid.co.uk/news](http://www.northamptonbid.co.uk/news)**