

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held at The Jeffrey Room,
St. Giles Square, Northampton, NN1 1DE. on
Monday 26 June 2017 commencing at 6:00pm

D Kennedy
Chief Executive

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, telephone 01604 837408 (direct dial), email ttiff@northampton.gov.uk who will be able to assist with your enquiry. For further information regarding **Overview & Scrutiny Committee** please visit the website www.northampton.gov.uk/scrutiny

Members of the Committee

Chair	Councillor Jamie Lane
Deputy-Chair	Councillor Graham Walker
Committee Members	Councillor Brian W Sargeant Councillor Tony Ansell Councillor Rufia Ashraf Councillor Mohammed Azizur Rahman (Aziz) Councillor Alan L Bottwood Councillor Vicky Culbard Councillor Janice Duffy Councillor Elizabeth Gowen Councillor Christopher Malpas Councillor Dennis Meredith Councillor Cathrine Russell Councillor Samuel Kilby-Shaw Councillor Zoe Smith

Calendar of meetings

Date	Room
25 September 2017 6:00 pm 16 November 29 January 2018 30 April 25 June	All meetings to be held in the Jeffrey Room at the Guildhall unless otherwise stated

Northampton Borough Overview & Scrutiny Committee

Agenda

Item No and Time	Title	Pages	Action required
1 6:00pm	Apologies		Members to note any apologies and substitution
2	Minutes	1 - 4	Members to approve the minutes of the meeting held on 8 May 2017.
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 (a) 6:05pm	Performance Monitoring Scrutiny	5 - 6	<p>Members to undertake performance monitoring Scrutiny:</p> <p>HM107 PP16</p>
5 (b) 6:30pm	Performance Management Scrutiny	7 - 18	The Committee to review the Performance Monitoring Report (Quarter 4.)
6 6:40pm	Monitoring of the accepted recommendations contained within the O&S reports:	19 - 21	<ul style="list-style-type: none"> • NBC Owned Street Lighting
7	Scrutiny Panels		The Overview and Scrutiny Committee to receive the Scopes of the three Scrutiny Panels for consideration for approval.
7 (a) 6:50pm	Scrutiny Panel 1	22 - 27	
7 (b) 6:55pm	Scrutiny Panel 2	28 - 34	
7 (c) 7:00pm	Scrutiny Panel 3	35 - 41	

Northampton Borough Overview & Scrutiny Committee

8 7:05pm	O&S Re-provision of the Environmental Services Contract Working Group	42	The Chair of the Working Group to provide an update.
9 7:10pm	Overview and Scrutiny Reporting and Monitoring Working Group	43 - 44	The Committee to confirm membership of the Overview and Scrutiny Reporting and Monitoring Working Group.
10 7:15pm	Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee	45 - 46	Councillor Brian Sargeant to provide an update on the work of NCC's Health and Social Care Scrutiny Committee.
11 7:20pm	Annual Report 2016/2017	47 - 68	The Committee to consider the draft Annual Report 2016/2017.
12 7:25pm	Potential future pre decision scrutiny.		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
13 7:30pm	Urgent Items		This issue is for business that by reasons of the special circumstances to be specified, the Chair is of the opinion is of sufficient urgency to consider. Members or Officers that wish to raise urgent items are to inform the Chair in advance.

NORTHAMPTON BOROUGH COUNCIL

MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 8 May 2017

COUNCILLORS PRESENT: Councillor Jamie Lane (Chair), Councillors Brian Sargeant, Tony Ansell, Mohammed Aziz, Vicky Culbard, Elizabeth Gowen, Dennis Meredith, Sam Kilby-Shaw and Zoe Smith

Tracy Tiff, Scrutiny Officer

OFFICER

1. APOLOGIES

Apologies for absence were received from Councillors Graham Walker (Deputy Chair) and Janice Duffy.

2. MINUTES

The minutes of the meeting held on 27 March 2017 were signed by the Chair as a true and accurate record.

3. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

5. WORK PROGRAMME 2017/2018

The Chair confirmed that as a result of the Work Programme event a number of topics had been identified for Scrutiny review in 2017/2018. He reminded the Committee of the priority order of these reviews, for example all three tables at the event had suggested cemeteries as a future review.

The Committee was asked to prioritise the reviews and also indicate whether they wished to serve on the Scrutiny Panels. The Chair advised the Committee that other non-Executive Members would then be asked if they wished to serve on any of the Panels.

AGREED :-

That the priority of suggested reviews be as follows:

Scrutiny Panel 1 - Cemeteries

Membership of the Panel would comprise:

Chair Councillor Brian Sargeant

Deputy Chair To be elected by the Scrutiny Panel

Members Councillors Aziz, Culbard, Meredith. Councillor Kilbride had expressed an interest to be a member of this Panel. Further members would be invited to join the Panel.

Scrutiny Panel 2 – Culture and Tourism

Membership of the Panel would comprise:

Chair Councillor Jamie Lane

Deputy Chair To be elected by the Scrutiny Panel

Members Councillors Aziz, Sargeant, Culbard, Gowen, Kilby Shaw, and Smith. Membership to this Panel would be closed as it already comprised seven members.

Scrutiny Panel 3 - Dementia Friendly Town

Membership of the Panel would comprise:

Chair To be confirmed following Annual Council on 18 May 2017

Deputy Chair To be elected by the Scrutiny Panel

Members Councillors Gowen, Aziz, Meredith and Sargeant. Councillor Cathrine Russell has requested to join the Panel. Further members would be invited to join the Panel.

The Chair advised that he would ask for reports and briefing papers regarding:

The retail experience (in particular the high street)

Trips and Falls on housing land

Keep Northampton Tidy (including an update on Environmental Wardens)

Licensing Laws and the Nighttime Economy

The Overview and Scrutiny Committee further **AGREED:**

That the Overview and Scrutiny Committee agrees its Work Programme for 2017/2018 from the issues suggested by the recent Work Programming event.

The Chair of the Overview and Scrutiny Committee invites other non-Executives, who are not a member of the Overview and Scrutiny Committee, to join the membership of the Scrutiny Panels.

The Chair of the Overview and Scrutiny Committee communicates details of the Work Programme 2017/2018 with all Councillors, and Directors.

The Overview and Scrutiny Work Programme for 2017/2018 is published on the Overview and Scrutiny page of the Council's webpage.

6. PERFORMANCE MANAGEMENT SCRUTINY

The Committee reviewed the Corporate Performance All Measures Report – December 2016.

It was AGREED:

that the Cabinet Member and Director would be asked to attend the next meeting of the Committee to provide details on the following Performance Indicators:

HML07 – Homeless Households
PP16 – Off Licence Checks

7. SCRUTINY PANELS

(A) SCRUTINY PANEL 1

Councillor Dennis Meredith, Chair, Scrutiny Panel 1, presented the final report of the Panel to the Committee highlighting the evidence received and the recommendations contained within the report.

He conveyed his thanks to all those involved in the Review, particularly the Panel members, Officers supporting the Review and he put on record his thanks to Phil Harris for bringing his expert knowledge to this Review.

AGREED: That the report of Scrutiny Panel 1 – Child Sexual Exploitation is approved and the Chair of the Committee presents the report to Cabinet at its June 2017 meeting.

(B) SCRUTINY PANEL 3

Councillor Zoe Smith, Chair, Scrutiny Panel 3, presented the final report of the Panel to the Committee highlighting the evidence received and the recommendations contained within the report.

Councillor Smith conveyed her thanks to all those involved in, and supporting the Review.

AGREED: That the report of Scrutiny Panel 3 - Homelessness is approved and the of the Committee presents the report to Cabinet at its June 2017 meeting.

(C) SCRUTINY PANEL 4

Councillor Sam Kilby-Shaw, Chair, Scrutiny Panel 4, presented the final report of the Panel to the Committee highlighting the evidence received and the recommendations contained within the report.

AGREED: That the report of Scrutiny Panel 4 – Emissions Strategy (Action Plan) is approved and the Chair of the Committee presents the report to Cabinet at its June 2017 meeting.

8. TIAL FUTURE PRE DECISION SCRUTINY.

There were none.

9. URGENT ITEMS

There were none.

The meeting concluded at 6:50pm



**NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
26 JUNE 2017**

BRIEFING NOTE: PP16 – Off Licence Checks

Off Licence Checks

Checks on off licences are carried out through a number of different approaches as detailed below.

They are also ordered below in accordance with the priority given to each type of check, with number 1 being the first priority.

1. Complaints Checks/Compliance Checks

Complaints are generated from a variety of sources, for example a member of public complaint, another responsible authority, a councillor and any other interested parties.

Sometimes it is identified that the nature of the complaint is better led by a responsible authority who has the expertise, the necessary powers and is better placed to take the lead. I.e. selling of illicit alcohol will be a joint operation led by trading standards and/or the police. A compliance check may also be carried out by the local authority working in partnership with another authority.

These are the figures used for the performance indicator, as this is complaint driven, it is anticipated that this will reflect a high level of non-compliance. Any follow up visit is not necessarily recorded within these statistics as these may involve a number of partner agencies following up on their own individual areas of expertise and may result in a wider approach and enforcement action being undertaken over several months, potentially resulting in a review. It is not practical for all outcomes to be recorded in a suitable manner to be fed back into this particular performance indicator.

2. Annual Fees

Where a licence holder has defaulted on payment of their annual fees the legislation enables the local authority to suspend the licence.

Non-payment of annual fees can often suggest that there has been a change in management and potentially new management have taken over without formally

notifying the local authority and in turn this may lead to an impact upon the licensing objectives being upheld.

This local authority has adopted a local policy whereby these premises are identified and a visit is made to identify any change in management and potential breaches.

These figures are not recorded as compliance checks and are recorded in accordance with our arrears lists.

3. Week of Action Checks

During community safety weeks of actions, the licensing team will visit a number of off licences within a specified area and carry out a routine check on the licence conditions.

These are not recorded under complaints/compliance checks.

4. Routine Checks

These checks are carried out across the town at various off licences when resources are sufficient.

Corporate Performance

All Measures Report

March 2017

Introduction











The report details the full list of performance measures monitoring the Council's Corporate Plan by corporate priority and is published quarterly.

The measures contained within this report are monitored on a monthly, quarterly, half yearly or four monthly basis.

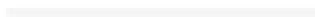
Performance is reported against the latest report period and then by overall performance year to date (YTD). Overall YTD performance is monitored against the current profiled target and helps us to keep track of the progress towards meeting the annual target.

Performance comparison against the same time last year is highlighted where comparative data is available.

Report Key:

-  Exceptional or over performance
-  On or exceeding target
-  Within agreed tolerances
-  Outside agreed target tolerance
-  Good to be low: Better
-  Good to be low: Worse
-  Good to be High: Better
-  Good to be High: Worse
-  No change
-  No data or target available
-  No data available
-  No target available

NORTHAMPTON
BOROUGH COUNCIL



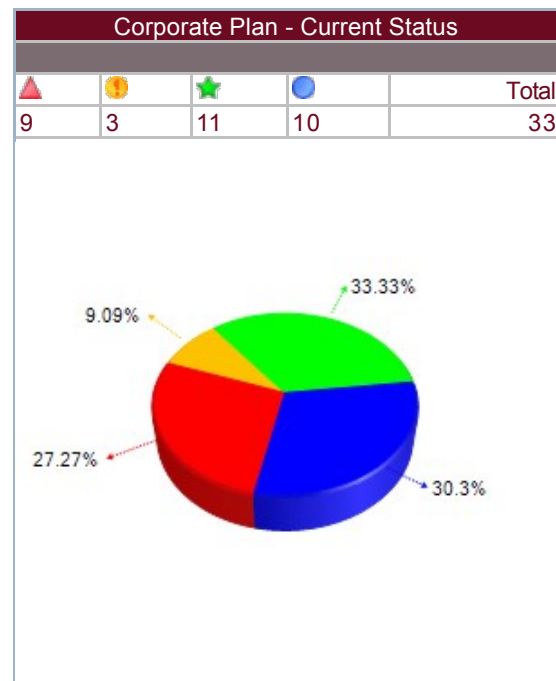
NBC Corporate Plan

The table below has been included for informational purposes, and shows the current year to date performance of each element of the Corporate Plan. The Alerts are generated from the PIs which each Service Area aligned to the 8 priorities during the service planning process.

Corporate Plan	
	YTD
NBC Corporate Plan - Securing Northampton's Future	▲

Theme
Working Hard and Spending your Money Wisely - Delivering quality modern services
Safer Communities - Making you feel safe and secure
Protecting Our Environment - A clean and attractive town for residents and visitors
Northampton Alive - A vibrant successful town for now and the future
Love Northampton - Enhancing leisure activities for local people and encouraging participation
Housing for Everyone - Helping those that need it to have a safe and secure home

6



Monthly Measures

Measure ID & Name	Dec 16	Jan 17	Feb 17	Mar 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
AST05a External rental income demanded against budgeted income (M)	? ?	? ?	? ?	? ?	? ?	? ?	97.00 %		- Bigger is Better	?	105.88 %
The Service has been unable to supply data for this quarter. Head of Service is aware and is resolving the problem. Head of Service has met with the responsible Cabinet member to discussed and the KPIs will be revised for the new financial year.											
Source Date 31/03/2017											
AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	? ?	? ?	? ?	? ?	? ?	? ?	3.00 %		- Smaller is Better	?	2.47 %
The Service has been unable to supply data for this quarter. Head of Service is aware and is resolving the problem. Head of Service has met with the responsible Cabinet member to discussed and the KPIs will be revised for the new financial year.											
Source Date 31/03/2017											
AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	90.28 % ?	? ?	? ?	? ?	? ?	? ?	95.00 %		- Bigger is Better	?	90.14 %
The Service has been unable to supply data for this quarter. Head of Service is aware and is resolving the problem. Head of Service has met with the responsible Cabinet member to discussed and the KPIs will be revised for the new financial year.											
Source Date 31/03/2017											
BV008 Local invoices paid within 10 days (M)	88.39 ?	87.37 ?	94.08 ?	92.09 ?	92.01 ?	80.00	80.00	Bigger is Better	?		93.65
Target to be increased for new financial year.											
Source Date 31/03/2017											
BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	99.89 % ?	98.51 % ?	99.89 % ?	98.26 % ?	99.23 % ?	99.00 %	99.00 %	Bigger is Better	?		99.72 %
Target to be be increased for new financial year.											
Source Date 31/03/2017											
BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	7.99 ?	7.84 ?	7.57 ?	8.05 ?	8.05 ?	7.50	7.50	Smaller is Better	?		7.83
Within agreed tolerances, but slightly over outturn target. Increase in muscular skeletal sickness. DSE assessment in place to support employees who have had MSS. Review of reporting arrangements in place to confirm data quality accuracy following return of the HR service from LGSS.											
Source Date 31/03/2017											
CH10 No. of unique visits to Museum Pages (M)	2,890 ?	4,835 ?	5,436 ?	4,480 ?	52,221 ?	15,000		- Bigger is Better	?		65,332
Quarter Update. Museum closed on 19th February 2017 as work begins on the new extension. Web stats most likely driven by people seeing information on museum closure and future plans.											
Year End: Strong web stats driven by great use of social media to direct visitors to the website and resulted in a year end result of 11% above target.											
Source Date 31/03/2017											
CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	100.00 % ?	89.58 % ?	90.41 % ?	92.22 % ?	94.44 % ?	90.00 %		- Bigger is Better	?		92.34 %
Surveys are currently offered to the One Stop Shop front counter customers and customers who make contact via email. A total of 284 surveys were returned for Quarter 4 of 2016/17, of which 259 were satisfied and above and 25 were dissatisfied and below. The dissatisfied and below have been analysed and corrective and preventative measures put in place as appropriate. The return rate is a constant challenge to influence. Customer Relationship Management and telephone system are to be upgraded which will include emailing and texting customers for feedback. The aim is to											







Monthly Measures

Measure ID & Name	Dec 16	Jan 17	Feb 17	Mar 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
increase feedback opportunity and return rates.											
Source Date 31/03/2017											
⊕ CS13a % of calls for NBC managed services into contact centre answered (M)	95.06 %	91.74 %	92.86 %	91.16 %	89.32 %		90.00 %		- Bigger is Better		92.74 %
Calls have increased by 2661 this month, with general enquiries/Environmental Services accounting for 1263 of these in comparison to February. Daily averages have remained reasonably static with repairs and Streetscene showing a slight decrease. The overall average wait time decreased by 12 seconds in March in comparison to February. The Contact Centre are continuing to increase the utilization of cross trained staff within the One Stop Shop, to help increase call efficiency and reduce unavailability. Further training for repairs is underway for 2 more staff members and should improve the call answered % by the end of April. There have been good improvements over the first half of the year due to consistent efforts to improve standards with staff training.											
Source Date 31/03/2017											
⊕ CS14a % OSS customers with an appointment seen on time (M)	95.8 %	95.0 %	97.6 %	95.4 %	94.1 %		90.0 %		- Bigger is Better		94.7 %
One Stop Shop hit an overall target of 95.43% of customers seen within 10 minutes. 1 additional customer service officer has been trained in Benefits to assist in enquiries and support the team. There has been a higher demand for appointments due to council tax and issuing of rent statements. There has been a slight increase in the number of Housing Emergencies booked. Customer Services in the One Stop Shop are continuing to support the contact centre during busy periods when required.											
Source Date 31/03/2017											
⊕ ESC01n Total bins/boxes missed in period (M)	679	759	458	491	7,240		1,400		- Smaller is Better		4,811
Vehicle issues have impacted on the number of missed collections. Spare vehicles have been procured to cover vehicle breakdowns and therefore reduced missed collections.											
Source Date 31/03/2017											
⊕ ESC02 % missed bins corrected within 24hrs of notification (M)	96.02 %	95.78 %	92.79 %	95.52 %	95.14 %		84.00 %		- Bigger is Better		89.05 %
This PI has over performed this year in comparison to previous years. We have been proactive in ensuring prompt notification with missed bins and this is reflected in the overall figures.											
Source Date 31/03/2017											
⊕ ESC04 % household waste recycled and composted (NI192) (M)	34.53 %	34.52 %	31.26 %	39.96 %	41.12 %		49.00 %		- Bigger is Better		40.76 %
The contractor will look at ways of increasing participation in an attempt to increase the recycling percentage for next year.											
Source Date 31/03/2017											
⊕ ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	99.93 %	99.94 %	99.79 %	100.00 %	99.98 %		98.00 %		- Bigger is Better		99.89 %
On track - exceeding target.											
Source Date 31/03/2017											
⊕ HML01 Total no. of households living in temporary accommodation (M)	143	167	160	164	164		100		- Smaller is Better		66
As expected, the total number of households living in temporary accommodation remains above target. This is due, in the main, to the consistently high number of homelessness applications and the shortage of affordable rented housing. It is hoped that the establishment of the Social Lettings Agency this year will increase the options available to homeless households, and help people to move on from temporary accommodation. Work has already started on the development of a temporary accommodation reduction strategy.											
Source Date 31/03/2017											
HML07 Number of households that are prevented from becoming homeless (M)	54	102	62	102	1,003		693		- Bigger is Better		504
The number of homeless households prevented from becoming homeless continues to exceed the target. Even though the private rented sector offers a few opportunities to prevent homelessness and meeting housing need, it is hoped that the current level of performance will be sustained throughout 2017/18.											

Monthly Measures

Measure ID & Name	Dec 16	Jan 17	Feb 17	Mar 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
Source Date 31/03/2017											
HML09 Number of households for whom a full homelessness duty is accepted (M)	33	47	34	38	478		540		- Smaller is Better		313
Although the number of homelessness decisions made each month has remained consistently high, the increase in homelessness applications received has resulted in a growing backlog of applications awaiting a decision. This has increased officers' caseloads and will have an impact on the number of households for whom a rehousing duty is accepted in the future. Measures have been identified to increase the capacity within the team to enable the backlog of outstanding decisions to be made, and to help reduce the officers' caseloads.											
Source Date 31/03/2017											
IG03 % FOI/EIR cases responded to within 20 working days (M)	97.3 %	96.3 %	86.8 %	93.4 %	93.0 %		100.0 %		- Bigger is Better		93.6 %
The under performance of this target refers to three cases. These were originally 1 - 2 working days overdue. One request related to a prefabricated, post war, non insulated single skin property and the information that was previously released was found to require updating. This cause a short delay which impacted on the request response time. It was six days overdue as there were data quality issues. An Environmental Information Request (EIR) was overdue because of the complexity of the information requested.											
Source Date 31/03/2017											
IG04 % Subject Access requests responded to within 40 days (M)	100.0 %	100.0 %	100.0 %	75.0 %	96.6 %		100.0 %		- Bigger is Better		96.6 %
1 response overdue and fell out of timescales. This was due to it being a large and complicated request which could not be responded to within normal time guidelines. we continue to strive to prioritise and manage performance to targets.											
Source Date 31/03/2017											
NI157a % Major Planning applications determined in 13 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %		80.00 %	100.00 %	Bigger is Better		100.00 %
100% applications determined within agreed time scales for Quarter 4.											
Source Date 31/03/2017											
NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	97.76 %		95.00 %		- Bigger is Better		98.22 %
100% applications determined within agreed time scales for Quarter 4.											
Source Date 31/03/2017											
NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	99.13 %		95.00 %		- Bigger is Better		98.80 %
100% applications determined within agreed time scales for Quarter 4.											
Source Date 31/03/2017											
PP06 % change in serious acquisitive crime from the baseline (M)	32.19 %	36.46 %	42.03 %	43.76 %	43.76 %		-2.17 %		- Smaller is Better		8.39 %
Serious Acquisitive Crime has seen an overall increase of +1,232 crimes over the year. Within this, vehicle crime has risen by 1,061 crimes, with an increase in smash and grab of valuables from vehicles, theft of vehicles and damage to vehicles, and domestic burglary by 54 crimes. However, domestic burglary has shown a reduction in the second half of the year in Northampton Borough, and although difficult to predict it is hoped that there will be a reduction in reported crime in the next quarter. We are working with partner agencies to reduce car crime, and will see improvements in the next quarter.											
Source Date 31/03/2017											
PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	43.33 %	83.33 %	72.22 %	58.62 %	67.90 %		70.00 %		- Bigger is Better		69.61 %

Monthly Measures

Measure ID & Name	Dec 16	Jan 17	Feb 17	Mar 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
<p>Checks are specifically targeted on cases of concern so a level of non compliance is not unexpected. The indicator is being redefined in 17/18 to reflect the actual situation. Most of the infringements logged are technical, relating to failure to display badge etc.</p> <p style="text-align: right;">Source Date 31/03/2017</p>											
+ PP53 % Service requests responded to within 3 working days (M)	93.39 % 	89.33 % 	88.01 % 	81.70 % 	85.82 % 		94.00 %		- Bigger is Better		89.64 %
<p>This Performance Indicator relates to Environmental Service and Warden related requests. A number of serious staffing issues have impacted on the departments ability to respond to targets within timescales. We are working to address staff vacancies to ensure that we are fully staffed, and also ensure that staff are deployed as efficiently as possible.</p> <p style="text-align: right;">Source Date 31/03/2017</p>											

Quarterly Measures

Measure ID & Name	Jun 16	Sep 16	Dec 16	Mar 17	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
⊕ ESC16 Overall level of quality against an agreed std - Open Spaces & Parks (%) (Q)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %		5.00 %		- Smaller is Better		0.00 %
This KPI is no longer a useful measure and will be removed at year end (March 31 2017)											
Source Date 31/03/2017											
HMO01 No. HMOs with Mandatory licence (Q)	322	333	362	360	360		340		- Bigger is Better		321
This mandatory licence scheme was introduced in 2006. 43 properties are currently being processed, for both renewals and new applications. Figure increases will be if new properties are converted or intelligence information indicates that a mandatory licence is required. Properties reported are risk assessed and will become subject to further investigation which could lead to a prosecution for failure to apply for a licence.											
Source Date 31/03/2017											
HMO08 No. of HMOs with an additional licence (Q)	472	340	515	525	525		550		- Bigger is Better		435
This figure falls short by 25 properties, however, there are currently 20 properties where the licence application is in progress. The Housing Standards Team have been concentrating on taking prosecutions, which are currently going through the court process. It is anticipated that successful prosecutions will result in landlords applying for applications proactively instead of the team using its limited resources to seek them out.											
Source Date 31/03/2017											
⊕ IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %		100.0 %		- Bigger is Better		100.0 %
All Local Government Ombudsman cases dealt with in timescales. On target											
Source Date 31/03/2017											
⊕ IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	0.00	0.00	0.00	0.00	0.00		0.00		- Smaller is Better		23.00
One case from the Local Government Ombudsman (LGO) was recorded and responded to within timescales. On target.											
Source Date 31/03/2017											
MPE01 No. of new businesses locating on NWEZ (Q)	0	0	11	7	18		25		- Bigger is Better		17
Only seven new businesses were reported for this quarter which is below target.											
Source Date 31/03/2017											
MPE02 No. of new jobs created on NWEZ (Q)	145	43	132	293	613		350		- Bigger is Better		602
This quarter has seen a rise in figures although overall the year is slightly down on the predicted levels.											
Source Date 31/03/2017											
⊕ PP16 % Off licence checks that are compliant (Q)	43.75 %	53.13 %	33.33 %	20.00 %	46.43 %		85.00 %		- Bigger is Better		70.83 %
A number of checks have been carried out on specific targets that are of concern, therefore non compliance would be anticipated. There have been no checks on properties that are anticipated to be compliant, as the focus is on non compliance. The checks returned two 'No summary licence displayed' cases which we may take further action on; one 'No Exclusion Register' and one 'Challenge 25' notice missing. Both of these are advisories and we will return in May to ensure they are in place.											
Source Date 31/03/2017											
TCO05n Town Centre footfall (Q)	4,351,837	3,956,060	4,203,658	3,126,019	15,637,574		13,250,000		- Bigger is Better		15,280,622
Footfall for March exceeded the target figures for the month and for the year.											
Source Date 31/03/2017											

Quarterly Measures

Measure ID & Name	Jun 16	Sep 16	Dec 16	Mar 17	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
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4 Monthly Measures

Measure ID & Name	Jul 16	Nov 16	Mar 17	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
+ ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	5.67 %	1.67 %	2.83 %	3.39 %		2.00 %	2.00 %	Smaller is Better		2.39 %
This measure is a four monthly measure, and is difficult to line up with quarterly reporting. However, it is only just falling outside target over the whole year. We are continuing to work proactively and reactively to issues.										
Source Date 31/03/2017										
+ ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	4.67 %	3.00 %	2.17 %	3.28 %		4.00 %	4.00 %	Smaller is Better		1.83 %
Over performing. On downward trend (smaller is better measure).										
Source Date 31/03/2017										
+ ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	1.33 %	0.67 %	0.67 %	0.89 %		2.00 %	2.00 %	Smaller is Better		0.61 %
On target.										
Source Date 31/03/2017										
+ ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.00 %	0.00 %	0.00 %	0.00 %		2.00 %	2.00 %	Smaller is Better		0.00 %
On target.										
Source Date 31/03/2017										

Annual Measures

Measure ID & Name	Mar 16	Mar 17	Outturn Target Mar 2018	Polarity
NI154 Net additional homes provided (A)	678.00 ▲	? ?		- Bigger is Better
no longer measured centrally				
				Source Date 31/03/2016
NI159 Supply of ready to develop housing sites (A)	? ?			- Bigger is Better
The West Northamptonshire Joint Core Strategy Submission - Proposed Modifications identifies the 5 year housing supply target. It supersedes Regional Planning targets, which although no longer part of the development plan, were the last housing targets set for the town. Against the target set the housing trajectory identifies how delivery will occur. Delivery is stronger due to the increase in confidence in the housing market.				
Source Date 31/03/2014				

Delivery of the Northampton Waterside Enterprise Zone

40 new jobs have been created in Q4 for the University Waterside Campus development and a further £35.55 million private sector capital investment obtained on this project. Seven new enterprises have been created with an estimated 17 jobs created.

Source Date 31/03/2017

Development of the Greyfriars site

Agreement for lease and other legal documents progressed. Highway Public Realm design meeting with NCC on-going.

Source Date 31/03/2017

Restoration and regeneration of Delapre Abbey and Park

Snagging ongoing and to be completed by the end of April. Café has been launched and is now operational.

Source Date 28/02/2017

Delivery of the Business Incentive Scheme and account management to key businesses

Seven businesses supported with £69,500 committed grants which have created 37 jobs and leveraging approx. £499,000 of private sector investment during Quarter 4 2016/17

Source Date 31/03/2017

Delivery of the Four Waterside Development

Heads of terms complete for the site for commercial office space. Marketing plans for potentially pre letting the office space prior to build are being researched.

Source Date 31/03/2017

Development of the Cultural Quarter

Old Goal Block handed over in March 2017. Surveys commenced on site archaeology and building recording commenced. CCTV/drainage survey completed. Employers requirements ongoing.

Source Date 31/03/2017

Delivery of the Castle Station development

Scope of programmes being reviewed to include a wider development footprint.

Source Date 31/03/2017



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE: NBC STREET LIGHTING

1. INTRODUCTION

- 1.1 The Overview and Scrutiny Committee, at its meeting on 29 July 2015, received a briefing paper regarding NBC owned street lighting. Following this, a scrutiny activity commenced to investigate background data, energy costs, maintenance costs and an invest to save programme.
- 1.2 Subsequently, in March 2017 a Cabinet response asked for a working group to be set up to oversee the transfer of lighting from NCC to NBC and the completion of the NBC street lighting asset list.
- 1.3 This paper provides an update on progress made and the next steps.

2. UPDATE

- 2.1 An Officer/Member working group has been established which is chaired by the Deputy Leader, Cllr Phil Larratt. The working group has met on three occasions with the next planned for 19 June 2017.
- 2.2 The key responsibility of the working group is to identify, monitor and evaluate current usage of all NBC owned Street Lighting. The working group will also oversee the transfer of those street lights which are owned by NBC but currently managed and maintained by NCC. A number of these street lights are on NPH land and discussions are underway regarding the management and maintenance of these.
- 2.3 A meeting was held on 15 May with NCC in order to understand their position and timescales. The deadline for NBC/NPH to make a decision on which street lights they are going to accept is the end of July 2017. Any street lights which are not transferred to NBC/NPH will be completely removed by the end of September 2017.
- 2.4 NBC are keen to ensure that the street lighting asset list is accurate and comprehensive. Some assessment work therefore is necessary. To help to identify any street lighting that NBC may not be aware of, a communication has been composed which will, inter alia, be sent to the

Ward Councillors, the two Business Improvement Districts (town centre and Brackmills), Parish Councils and local groups. This will state that NBC are in the process of updating their street lighting asset list and that their assistance may be required once the transfer is completed in terms of identification of street lights which may need repairing/replacing.

3. NEXT STEPS

- 3.1 An updated asset list has now been completed by NCC to outline which street lights are within NBC/NPH ownership. NCC has confirmed that the list has reduced from the original 744 Street Lights to 607 Street Lights. Scrutiny across the two assets lists is now being progressed which may expose further reductions.
- 3.2 Based on the original figures (Electricity of £30-£50 per year and Maintenance costs of around £70 per column) the maintenance each year would be approximately £42.5k and the electricity would cost between £18k - £30k per year. However, this excludes any costs that may arise from the replacement of columns or luminaires which may be required at the time of handover from NCC. Further scrutiny of these figures is required.
- 3.3 NBC and NPH will undertake an Options Appraisal to consider which of the street lights to accept. This will need to include the condition of the column and the luminaires, and the costs to replace and/or repair as necessary.

4. THE WAY FORWARD

- 4.1 A survey and options appraisal will be commissioned once the duplications have been removed from the asset list. This piece of work will help to better understand the condition of the street lighting and the costs of taking those on. This will include a comprehensive risk analysis, invest to save considerations and an assessment of value for money for NBC/NPH.
- 4.2 Using the information within the survey and options appraisal, recommendations will subsequently be made to Cabinet regarding which street lights NBC and NPH should take on from NCC. This will need to be done in a timely manner given NCC timescales.
- 4.3 This will allow NCC to remove any unwanted street lighting by the end of September 2017.
- 4.4 NBC and NPH to negotiate the management and maintenance of street lights which are on housing land.
- 4.5 The cost implications arising from the management and maintenance of street lights are to be established.
- 4.6 A method to enable the public to report any defects to NBC or its nominated contractor, as may be appropriate, will need to be identified.

5. RECOMMENDATIONS

5.1 That Overview & Scrutiny;

1. Note the progress that has been made to date and invites the Director of Regeneration, Enterprise and Planning to submit a further update in due course
2. Endorse the way forward outlined in this briefing.

John Dale
Head of Economic Development and Regeneration
June 2017



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE:

SCRUTINY PANEL 2 – CEMETERIES

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 1 to undertake a Review regarding Cemeteries the rationale being “A Review of cemeteries within the borough to include: crematorium provision, green spaces, financial implications, amenities and facilities war graves and heritage.”
- 1.2 Membership of the Scrutiny Panel comprises Councillor Brian Sargeant (Chair); Councillor Vicky Culbard (Deputy Chair); Councillors Aziz, Bottwood, Kilbride, McCutcheon and Meredith .
- 1.4 At the inaugural meeting of the Scrutiny Panel, Councillors agreed the scope of the Review; a copy is attached at Appendix A, for the Committee’s approval.

2 UPDATE

- 2.1 In discussing the purpose and objectives of the Review, the Scrutiny Panel felt that the required objectives should be:
- To review cemeteries in the Borough, concentrating on:
Maintenance and health and safety requirements
Amenities and facilities
Financial implications
- 2.2 In discussing the rationale for the Review, the Scrutiny Panel felt that the required outcomes should be:

- To ensure that the Borough's cemeteries are easily accessible, well maintained with adequate amenities and facilities available for visitors to use.
- To assess the Borough's cemetery provision and burial space

2.3 The schedule of meetings comprises:-

June 2017 to March 2018

22 June 2017
 6 July
 27 September
 9 November
 8 January 2018
 15 March

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

2.5 Meetings of the Scrutiny Panel will commence at 6.00pm and be held in the Jeffery Room at the Guildhall.

2.6 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

3.1 That the Overview and Scrutiny Committee approves the scope of the Scrutiny Panel 1, as attached at Appendix A.

3.2 That the Overview and Scrutiny Committee approves the objectives of the Review – Cemeteries:

- To review cemeteries in the Borough, concentrating on:

Maintenance and health and safety requirements
 Amenities and facilities
 Financial implications

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Brian Sargeant Chair, Scrutiny Panel 2

23 June 2017



OVERVIEW AND SCRUTINY

SCRUTINY PANEL 1 -CEMETERIES

1. Purpose/Objectives of the Review

- To review cemeteries in the Borough, concentrating on:

Maintenance and health and safety requirements
Amenities and facilities
Financial implications

Key Lines of Enquiry

- To gain an understanding of the maintenance and health and safety requirements within the Borough's cemeteries
- To gain an understanding of the financial implications around maintenance and health and safety requirements within the Borough's cemeteries
- To gain an understanding of the financial implications around amenities and facilities within the Borough's cemeteries

2. Outcomes Required

- To ensure that the Borough's cemeteries are easily accessible, well maintained with adequate amenities and facilities available for visitors to use.

3. Information Required

- Background data
- Background reports
- Best practice data
- Desktop research
- Evidence from expert internal witnesses
- Evidence from expert external witnesses

- Site visits (if applicable)

4. Format of Information

- Background data, including:

Presentation to set the scene: Maintenance and health and safety requirements, amenities and facilities, financial implications

- Relevant national and local background research papers
- Relevant Legislation and Ecclesiastical Legislation including:

Cemetery and Crematorium Regulations 1989

Local Authorities Cemeteries Order 1977

Cremation Act 1902

Integrated Pollution Control (IPPC)

Environmental Protection Act 1990

- Statistics: including:
 - Burial space – current and projected
 - Population statistics
 - Budgetary information regarding the Borough's Cemeteries
- Relevant published papers (if applicable)

- Best practice external to Northampton

- Internal expert advisors:

- Cabinet Member for Environment, NBC
- Environmental Protection Officer, NBC (re: Public Health Burials)
- Cabinet Member for Finance, NBC

- External expert advisors:

- Funeral Directors within the Borough
- Service users, via Community Groups such as Residents' Associations, Interfaith Group etc.
- War Graves Commission
- Representative(s) from local churches, with a current graveyard
- Humanist celebrant

- Site visit to various cemeteries within the borough

5. Methods Used to Gather Information

- Minutes of meetings
- Desktop research
- Site visits
- Officer reports
- Presentations
- Examples of best practice
- Witness Evidence:-

➤ Key witnesses as detailed in section 4 of this scope

6. Co-Options to the Review

- Local Funeral Director to be approached to be a co optee to this Review.

7. Community Impact Screening Assessment

- A Community Impact Screening Assessment to be undertaken on the scope of the Review

8. Evidence gathering Timetable

June 2017 – March 2018

- | | |
|------------------|-------------------------|
| • 22 June 2016 | - Scoping meeting |
| • 6 July | - Evidence gathering |
| • 27 September | - Evidence gathering |
| • 9 November | - Evidence gathering |
| • 8 January 2018 | - Evidence gathering |
| • 15 March | - Approval final report |

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

Meetings to commence at 6.00 pm

9. Responsible Officers

Lead Officer	Julie Seddon, Director of Environment and Culture
Co-ordinator	Tracy Tiff, Scrutiny Officer

10. Resources and Budgets

Julie Seddon, Director of Environment and Culture, to provide internal advice.

11. Final report presented by:

Completed by March 2018. Presented by the Chair of the Scrutiny Panel to the Overview and Scrutiny Committee and then to Cabinet.

12. Monitoring procedure:

Review the impact of the report after six months (approximately November/December 2018)



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE:

SCRUTINY PANEL 2 – CULTURE AND TOURISM

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 2 to undertake a Review regarding Culture and Tourism the rationale being “a Review investigating how Northampton, in particular its culture and heritage, could be promoted around the world.”
- 1.2 Membership of the Scrutiny Panel comprises Councillor Jamie Lane (Chair); Sam Kilby Shaw (Deputy Chair); Councillors Aziz, Culbard, Gowen, Sargeant and Smith.
- 1.3 At the inaugural meeting of the Scrutiny Panel, Councillors agreed the scope of the Review; a copy is attached at Appendix A, for the Committee’s approval.

2 UPDATE

- 2.1 In discussing the purpose of the Review, the Scrutiny Panel felt that the purpose/objectives of the Review should be expanded:
 - To promote Northampton’s heritage and culture on a national and global platform.
 - To increase visitor numbers to Northampton through its diverse heritage and cultural offering.
 - To increase jobs and spending linked to tourism.
 - To use the vehicle of tourism to provide learning about Northampton.
- 2.2 In discussing the rationale for the Review, the Scrutiny Panel felt that the required outcomes should be:

- To recommend an action plan that will ensure the marketing and the promotion of the Northampton's culture, heritage and tourism are effective.
- To identify key areas to focus in order to enhance Northampton as an appealing place to visit and recommend a plan of action.

2.3 The schedule of meetings comprises:-

June 2017 to March 2018

15 June 2017
 13 July
 14 September
 4 December
 18 January 2018
 22 March

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

2.5 Meetings of the Scrutiny Panel will commence at 6.00pm and be held in either the Jeffery Room at the Guildhall or various venues around the Borough such as Abington Park Museum.

2.6 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

3.1 That the Overview and Scrutiny Committee approves the scope of the Scrutiny Panel 2, as attached at Appendix A.

3.2 That the Overview and Scrutiny approves the purpose/objective of this Review:

- To promote Northampton's heritage and culture on a national and global platform.
- To increase visitor numbers to Northampton through its diverse heritage and cultural offering.
- To increase jobs and spending linked to tourism.
- To use the vehicle of tourism to provide learning about Northampton.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Jamie Lane Chair, Scrutiny Panel 2

16 June 2017



OVERVIEW AND SCRUTINY

SCRUTINY PANEL 2 – CULTURE AND TOURISM

1. Purpose/Objectives of the Review

- To promote Northampton's heritage and culture on a national and global platform.
- To increase visitor numbers to Northampton through its diverse heritage and cultural offering.
- To increase jobs and spending linked to tourism.
- To use the vehicle of tourism to provide learning about Northampton.

Key Lines of Enquiry

- To gain an understanding of the culture and heritage within the Borough of Northampton
- To gain an understanding of how Northampton's tourism, heritage and culture offer is marketed and to identify any gaps that can be developed
- To receive an overview of Northampton's heritage assets
- To review the extent to which an holistic image of Northampton as an attractive cultural, heritage and tourism place to visit
- To understand the roles of both Northampton Borough Council and other partners in promoting the town of Northampton

2. Outcomes Required

- To recommend an action plan that will ensure the marketing and the promotion of the Northampton's culture, heritage and tourism are effective.
- To identify key areas to focus in order to enhance Northampton as an appealing place to visit and recommend a plan of action.

3. Information Required

- Background data
- Background reports
- Best practice data
- Desktop research
- Surveys
- Evidence from expert internal witnesses
- Evidence from expert external witnesses
- Site visits (if applicable)

4. Format of Information

- Background data, including:

Presentation to set the scene: a summary of the current marketing of tourism, culture and heritage carried out by Northampton Borough Council, information regarding the key cultural, tourism and heritage assets within the borough and potential opportunities to attract visitors and the types of attractions which Northampton can offer

- Relevant Legislation including:

National Heritage Act 1983

Enterprise and Regulatory Reform Act 2013.

National Parks and Access to the Countryside Act 1949

Ancient Monuments and Archaeological Areas Act 1979

- Statistics: including:

Website and Social media statistics

Statistics: Visitors to the town and tourism in Northampton, in particular, Cultural Quarter and Heritage Sites

- Relevant published papers, such as:

Central Government's paper "[Preserving historic sites and buildings](#)"

Central Government's paper ["Backing the Tourism Sector A Five Point Plan" 2015](#)
[Building Conservation.com "Heritage Protection in the UK – Key Facts"](#)

- Best practice external to Northampton/Case Study examples
- Internal expert advisors:
 - Cabinet Member for Regeneration, Planning and Enterprise, NBC
 - Head of Economic Development, NBC
 - Head of Planning, NBC (for heritage)
 - Cabinet Member for Environment, NBC
 - Head of Customers and Culture, NBC, Town Centre Manager (regarding events), Cultural Services Manager (regarding events at the Museums).
- External expert advisors:
 - Communications Director and Director with responsibility for events, Northamptonshire Chamber of Commerce
 - Director, Highways, Northamptonshire County Council
 - Director, Northampton BID
 - Director, Northampton Tourism Association
 - Director, Visit Britain
 - Director, The Association of Leading Visitor Attractions (ALVA)
 - Director, Historic England
 - Northampton Heritage Group
 - Director, Canal River Trust (CRT)
 - Head of History (Heritage), University of Northampton
 - Travel Agents in the town
 - Visitor Groups, Northampton
 - Residents and Visitors (through a survey)
 - Freeman of the Borough
 - Local Historian, such as Ms V Hedges
- Site visit to various heritage and tourist attractions within the borough

5. Methods Used to Gather Information

- Minutes of meetings
- Desktop research
- Site visits
- Officer reports
- Presentations
- Examples of best practice/case studies
- Witness Evidence:-

➤ Key witnesses as detailed in section 4 of this scope

6. Co-Options to the Review

- Martin Sutherland, Managing Director, Royal and Derngate Theatres, Northampton, to be approached to be co-opted to the Review

7. Community Impact Screening Assessment

- A Community Impact Screening Assessment to be undertaken on the scope of the Review

8. Evidence gathering Timetable

June 2017 – March 2018

- | | |
|-------------------|-------------------------|
| • 15 June 2016 | - Scoping meeting |
| • 13 July | - Evidence gathering |
| • 14 September | - Evidence gathering |
| • 4 December | - Evidence gathering |
| • 18 January 2018 | - Evidence gathering |
| • 22 March | - Approval final report |

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

Meetings to commence at 6.00 pm

9. Responsible Officers

Lead Officer Stephen Hing, Director of Regeneration, Planning and Enterprise
Co-ordinator Tracy Tiff, Scrutiny Officer

10. Resources and Budgets

Stephen Hing, Director of Regeneration, Planning and Enterprise, to provide internal advice.

11. Final report presented by:

Completed by March 2018. Presented by the Chair of the Scrutiny Panel to the Overview and Scrutiny Committee and then to Cabinet.

12. Monitoring procedure:

Review the impact of the report after six months (approximately November/December 2018)



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE:

SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 3 to undertake a Review regarding a Dementia Friendly Town, the rationale being “a review investigating the town of Northampton becoming a Dementia Friendly Town.”
- 1.2 Membership of the Scrutiny Panel comprises Councillor Cathrine Russell (Chair); Councillor Sally Beardsworth (Deputy Chair); Councillors Ashraf, Aziz, Gowen, Meredith and Sargeant .
- 1.3 At the inaugural meeting of the Scrutiny Panel, Councillors agreed the scope of the Review; a copy is attached at Appendix A, for the Committee’s approval.

2 UPDATE

- 2.1 In discussing the rationale for the Review, the Scrutiny Panel felt that the required outcomes should be:
 - To make recommendations for Northampton becoming a Dementia Friendly Town
- 2.2 The schedule of meetings comprises:-

June 2017 to March 2018

14 June 2017
20 July
21 September
27 November
25 January 2018
26 March

- 2.3 Various site visits will be programmed in during this period, if required.
- 2.4 Meetings of the Scrutiny Panel will commence at 6.00pm and be held in the Jeffery Room at the Guildhall.
- 2.5 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the Overview and Scrutiny Committee approves the scope of the Scrutiny Panel 3, as attached at Appendix A.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Cathrine Russell Chair, Scrutiny Panel 3

15 June 2017

OVERVIEW AND SCRUTINY

SCRUTINY PANEL 3 - DEMENTIA FRIENDLY TOWN

1. Purpose/Objectives of the Review

- To investigate the town of Northampton can become a Dementia Friendly Town.

Key Lines of Enquiry

- To gain an understanding of what Dementia is, and its symptoms
- To gain an understanding of the Dementia Friendly Communities Programme, Dementia Friendly Communities Recognition Process, the BSI Code of Practice for Dementia Friendly Communities (and the foundation criteria),
- To gain an understanding of the Dementia Friends Programme and Dementia Friends Champion
- To gain an understanding of the effect on the health, wellbeing and the safety of people with dementia and their carers/families
- To gain an understanding of current and potential partnership working
- To gain an understanding of the causes and barriers to supporting people with Dementia
- Identify any specific groups that are not accessing services

2. Outcomes Required

- To make recommendations for Northampton becoming a Dementia Friendly Town

3. Information Required

- Background data
- Background reports
- Best practice data
- Desktop research
- Evidence from expert internal witnesses

- Evidence from expert external witnesses
- Site visits (if applicable)

4. Format of Information

- Background data, including:
 - Presentation to set the scene: Being Dementia Friendly, Dementia Friends Programme, Dementia Friends Champion, BSI Code of Practice for Dementia Friendly Communities, Foundation Criteria
 - Relevant national and local background research papers
 - Definitions – Dementia
 - Relevant Legislation including:
 - The Care Act 2014
 - Mental Capacity Act 2005
 - Human Rights Act 1998
 - Mental Health Act 1983
 - Deprivation of Liberty Safeguards (2009)
 - Statistics: including:
 - Number of people with Dementia in the UK and projected statistics
 - Deaths per year attributable to Dementia
 - Financial cost of Dementia to the UK
 - Diagnosis Statistics
 - Financial cost to health/cost of support
 - Relevant published papers, including
 - Alzheimer’s Society Dementia Report 2014
 - Alzheimer Society: Building Dementia Friendly Communities – A priority for everyone
 - Alzheimer’s Research UK – Dementia in the Family; The impact on Carers
- Best practice external to Northampton
- Internal expert advisors:
 - Cabinet Member for Community Engagement and Safety, NBC
 - Cabinet Member for Housing and Wellbeing, NBC
 - Head of Housing and Wellbeing, NBC
- External expert advisors:

- Head of Protecting Vulnerable Persons, Northamptonshire Police and the Community Safety Partnership
 - Dementia Support Group
 - Alzheimer's Society – Northamptonshire
 - Alzheimer's Society – Northamptonshire Care Services
 - Age UK
 - Director of Public Health, Northamptonshire County Council
 - Professor in Applied Mental Health (Dementia Specialist), University of Northampton
 - Cabinet Member, (Adult, Social Care), NCC
 - Director, Adult, Social Care, NCC
 - Carers' Associations
 - Cabinet Member for Education, NCC
 - Director, HealthWatch
 - Transport providers, bus companies, taxis and access to train station
 - Director, Olympus Care
 - Representatives from Private Care Homes
 - Director, Highways, NCC
 - Managing Director, Business Improvement District (BID)
 - Faith Forum, Bangladeshi Society, Sikh Group etc.
 - Northampton Health Trust
 - Dementia Team, Northampton General Hospital
 - Case Studies from Ward Councillors
- Site visit - Best practice – Dementia Friendly Towns

5. Methods Used to Gather Information

- Minutes of meetings
- Desktop research
- Site visits
- Officer reports
- Presentations
- Examples of best practice
- Witness Evidence:-
 - Key witnesses as detailed in section 4 of this scope

6. Co-Options to the Review

- A representative from the Carers' Association is approached to be a co opted member of this Scrutiny review
- A representative from Community Mental Health is approached to be a co opted member of this Scrutiny review

7. Community Impact Screening Assessment

- A Community Impact Screening Assessment to be undertaken on the scope of the Review

8. Evidence gathering Timetable

June 2017 – March 2018

- 14 June 2016 - Scoping meeting
- 20 July - Evidence gathering
- 21 September - Evidence gathering
- 27 November - Evidence gathering
- 25 January 2018 - Evidence gathering
- 26 March - Approval final report

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

Meetings to commence at 6.00 pm

9. Responsible Officers

Lead Officer Marion Goodman, Head of Customer and Cultural Services

Co-ordinator Tracy Tiff, Scrutiny Officer

10. Resources and Budgets

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

11. Final report presented by:

Completed by March 2018. Presented by the Chair of the Scrutiny Panel to the Overview and Scrutiny Committee and then to Cabinet.

12. Monitoring procedure:

Review the impact of the report after six months (approximately November/December 2018)



NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE: OVERVIEW AND SCRUTINY RE-PROVISION OF THE ENVIRONMENTAL SERVICES CONTRACT WORKING GROUP

1 INTRODUCTION

1.2 The purpose of the Working Group is as follows:

- Help non-Executives understand the re provision process and the legal framework around the re-provision of the contract.
- Enable non-Executives to meaningfully challenge the rigour and robustness of the process.

2 UPDATE

2.1 Following approval of the Scope of work of the Working Group by the Overview and Scrutiny Committee at its meeting held in January 2017, the Working Group has held two meetings.

2.2 At its meeting in March 2017, the Working Group received a comprehensive presentation that set the scene. The key components of the contract were provided.

2.3 At its meeting held in May 2017, the Working Group received key information regarding the procurement stages of the process. The timeline of the process was explained to the Working Group.

2.4 The schedule of meetings for the Working Group has been updated slightly, with the inclusion of two additional meetings.

2.5 It is anticipated that the Working Group will present its interim report to the Overview and Scrutiny Committee at its meeting in September 2017 for consideration and approval and the Chair of this Committee would present it to Cabinet in January 2018

3 RECOMMENDATION

3.1 That the information is noted.



NORTHAMPTON
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NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JUNE 2017

BRIEFING NOTE: REPORTING AND MONITORING WORKING GROUP 2017/2018

1 Budget Scrutiny – Reporting and Monitoring Working Group

1.1 In recent years the Overview and Scrutiny Committee has set up a Reporting and Monitoring Working Group annually that provides initial scrutiny input in the budget process. The Group reviews the budget and refers specific budget items to the Overview and Scrutiny Committee to consider in detail. This takes place in January each year.

1.2 The Chair of Overview and Scrutiny Committee is keen for this type of budget scrutiny to continue as he recognises this type of budget scrutiny as an example of best practice. It is suggested that this scrutiny activity continues to operate as a Working Group, operating directly with the Finance service, feeding back its schedule of budget items for Overview and Scrutiny Committee to consider at its January 2018 meeting.

1.3 Membership of the Reporting and Monitoring Working Group comprises a number of members of the Overview and Scrutiny Committee, although other non-Executive members may also be invited to join. The Chair of the Working Group should be a member of Overview and Scrutiny Committee.

1.4 Membership of the Working Group for 2016/2017 was:

Councillor Jamie Lane (Chair)

Councillor Brian Sargeant (Deputy Chair)

Councillor Terrie Eales, Elizabeth Gowen and Dennis Meredith

1.4 The schedule of meetings of the Reporting and Monitoring Working Group are:

16 November 2017, 5:15pm

11 January 2018, 5:15pm

2 Recommendations

2.1 That the Overview and Scrutiny Committee approves the membership of the Reporting and Monitoring Working Group.

Author: Tracy Tiff, Scrutiny Officer, on behalf of Councillor Jamie Lane, Chair, Overview and Scrutiny Committee

9 May 2017

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

26 June 2017

Briefing Note: Northamptonshire County Council's (NCC) Health, Adult Care & Wellbeing Scrutiny Committee

1 Background

- 1.1 Councillor Brian Sargeant is Northampton Borough Council's representative to Northamptonshire County Council's (NCC) Health, Adult Care and Wellbeing Scrutiny Committee. Councillor Rufia Ashraf is the substitute.
- 1.2 A meeting of NCC's Health, Adult Care and Wellbeing Scrutiny Committee was held on 7 June 2017
- 1.3 The Health, Adult Care and Wellbeing Scrutiny Committee has the overview and scrutiny function responsibilities for scrutiny of health, adult social care and Public Health.

2 Update

- 2.1 Details of the main issues discussed at the meeting held on 7 June 2017 are detailed below:

The role of the Care Quality Commission in supporting the effectiveness of local services

Overview of the transformation plans - Northamptonshire Adult Social Services (NASS)

Overview of the plans - Northamptonshire Sustainability and Transformation Plan and the Better Care Fund

- 2.2 In addition, the Committee agreed its appointment of co-opted Members and recapped the remit and functions of the Committee.

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Northampton Borough Council

Overview and Scrutiny

3 Centre for Public Scrutiny - Anatomy of accountability – health scrutiny conference – 27 June 2017

- 3.1 Councillor Brian Sargeant is attending the above Health Scrutiny Conference. Feedback from the conference will be provided to the September meeting of this Committee.

4 Conclusions

- 4.1 That the update is noted.
- 4.2 That regular updates of the work of Northamptonshire County Council's Health and Adult Care and Wellbeing Scrutiny Committee be provided by Councillor Brian Sargeant to this Committee.
- 4.3 The next meeting of Northamptonshire County Council's Scrutiny Committee is scheduled for 6 September 2017 commencing at 10:00am and an update on this meeting will be provided to the Committee also.

Brief Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Brian Sargeant

9 June 2017

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Report of the
**Overview & Scrutiny
Committee**

**Annual Report
2016/2017**



Overview and Scrutiny Annual Report 2016/2017

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

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

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

- Museum Trust (Pre Decision Scrutiny)
- Homelessness (Pre Decision Scrutiny)
- Child Sexual Exploitation
- Emissions Strategy (Action Plan)

The O&S Committee set up a Working Group that undertook a short, sharp review - NBC Owned Street Lighting. This Working Group completed its findings early in the Municipal Year 2016/2017 and the Overview and Scrutiny Committee is monitoring the impact of the accepted recommendations.

The O&S Committee also set up a Working Group - Re-provision of the Environmental Services Contract.

Overview and Scrutiny work is member-led and evidence-based. It is vital that the work of scrutiny adds value and improvement and I feel the conclusions and recommendations from the in-depth Reviews undertaken this year have really demonstrated that. The findings of the Review – Museum Trust (Pre Decision Scrutiny) has been considered by Cabinet and its response will be considered by the Overview and Scrutiny Committee in the summer 2017. The other three Scrutiny Panels have completed their reviews and the findings will be presented to Cabinet early in the Municipal year 2017/2018.

Again this year, we asked the citizens of Northampton to suggest topics for Scrutiny reviews. There were approximately fifty five suggestions from the public. Councillors carefully considered the suggestions at a workshop held in April 2017. From these ideas, Cabinet's priorities for the year and suggestions put forward by Councillors, the Overview and Scrutiny Committee approved its Work Programme 2017/2018 at its May 2017 meeting.

The Committee scrutinised the Council's budget proposals by delegating work to its Reporting and Monitoring Working Group who identified three budget proposals for the Committee to scrutinise in-depth. This Working Group will continue to meet during the Municipal year 2017/2018.

I would like to thank all those who have been involved in and have supported Scrutiny over the past year. In particular, I would like to thank my colleagues who chaired the Scrutiny Panels and Working Groups last year. These achievements are recognised in this report. I would also like to convey my thanks to the many witnesses and the three Co-Optees that have contributed to scrutiny's work this year. Their participation brings knowledge, ideas and enthusiasm to the work of Scrutiny.

Instead of a complete commentary of all that O&S has achieved over the year this Annual Report provides a summary of the key highlights of the work O&S has been engaged in during 2016/2017. I hope it reflects what I feel has been a very productive year in Overview and Scrutiny. I do hope that you find this report informative and interesting.



Councillor Jamie Lane
Chair, Overview and Scrutiny Committee

Overview and Scrutiny Annual Report 2016/2017

Achievements

How was this impact made during 2016 - 2017?

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

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

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

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

Key Example: The Scrutiny Panel that investigated how it could be ensured Northampton Borough Council (NBC) plays an active role in tackling Child Sexual Exploitation (CSE) was made up of ten non-Executives, of which four were not O&S Councillors, demonstrating involvement of non-Executives in the O&S process.

Co Optees to Scrutiny Panels

Two of the Scrutiny Panels – Homeless (Pre Decision Scrutiny) and Emissions Strategy (Action Plan) benefitted from the expertise and knowledge of co optees. A representative from Homeless Link sat on the Scrutiny Panel (Homelessness (Pre Decision Scrutiny)) and representatives from community groups sat on the Scrutiny Panel (Emissions Strategy (Action Plan)).

“I really enjoyed the experience of getting involved with the scrutiny review into homelessness. Having worked in the sector for a number of years it was really positive to see a Local Authority co-opt somebody external onto the Panel to provide their views and support the process. The panel itself was very well managed with the information provided by both the Local Authority and partners allowing suitable debate and challenge. I hope that moving forward the recommendations are fully adopted, scrutinised and create even wider partnership working in Northampton at a really crucial time for homelessness prevention.”

Pete Smith
Head of Partnerships
Homeless Link

“I have enjoyed very much my time being co-opted on to the Overview & Scrutiny panel 4 -Emissions Strategy. The facility to be co-opted is very important for community groups, as it gives them a direct input into local authority policy, thus giving them and their wider community a voice within the corridors of decision making. Community members bring their concerns to us in meetings or directly

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from impromptu meetings in the street and here it is being relayed directly into a meeting which will form the authority strategy. This importance of this conduit cannot be overstated.

The whole process has been very informative and also gives us a better understanding of local government, and how it works, again this is important because we can then relay that information back the other way to community members.

I particularly enjoyed the testimony of the expert witnesses and the ability to ask questions to them directly which is a very valuable experience in itself, as normally community groups would never get an audience with people like this, as communication would be confined to e-mail alone, with its obvious limitations.

I do hope our contribution has been of use to the panel, and we look forward to being included again if required in the future, but moreover I hope it gives the panel the confidence and encouragement to invite other community groups to shape local authority decision making, by inviting them along.”

Graham Croucher
Chair, St James Residents’ Association

Crime and Disorder Scrutiny

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

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

It is important that the issues that most effect our communities are explored and addressed. The work of Overview & Scrutiny ensures that focus is kept on key areas of concern, supporting and informing the work of Community Safety.’

Debbie Ferguson
Community Safety Partnership Manager

The O&S Committee has also looked at:

- Unitary Status
- Sheltered Housing Update
- Emissions Strategy, including hotspots
- Drugs - The Law, Prevention and General information
- Customer Services
- Cemeteries
- Sustainable Play Equipment

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Performance Management Scrutiny

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

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

Key example: Performance management scrutiny of:-

- Council Tax arrears

Critical Friend to Cabinet

Call-In

At Northampton call-in is used sparingly. During 2016/2017 there were two Call-In Hearings. One of the Call Ins was upheld and the other fell.

Following one of the Call-In Hearings, the Working Group – Re-Provision of the Environmental Services Contract commenced its Scrutiny activity.

Influencing Policy Development

Four in-depth Scrutiny reviews were undertaken during 2016/2017:

- Museum Trust (Pre Decision Scrutiny)
- Homelessness (Pre Decision Scrutiny)
- Child Sexual Exploitation
- Emissions Strategy (Action Plan)

Review work of 2015/2016 has received Cabinet's response. Almost all of the recommendations were accepted, which highlights that Overview and Scrutiny is continuing to make significant influence of Council policy, both in terms of holding the Cabinet to account and contributing to policy development, and the well-being of the citizens of Northampton.

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Raising the profile of Overview and Scrutiny at Northampton

The profile of O&S has continued to be raised with a number of important and successful reviews carried out during 2016/2017. O&S is keen to keep this up and invites suggestions for the work programme from various partners, Agencies and members of the public.

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

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

Paperless Overview and Scrutiny

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

Public engagement within the Overview and Scrutiny process at Northampton

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

Key Example of review work during 2016/2017:

Museum Trust (Pre-Decision Scrutiny)

The report of the Museum Trust (Pre Decision Scrutiny) was presented to Cabinet in the Municipal year 2016/2017. The O&S Committee will begin monitoring of the accepted recommendations early in 2017/2018.

The purpose of the Scrutiny Panel was to undertake pre-decision Scrutiny - Scrutiny of the establishment of the Museum Trust to ensure the best outcome for the future of the Museum Service and Cultural Quarter. The purpose of the report of the Panel was to notify Cabinet on the outcome of the work undertaken by the Scrutiny Panel that undertook the above pre-decision work in response to the decision by Cabinet to consider Trust Status for Northampton's Museums.

The Cabinet Member with responsibility for Museums had advised the Overview and Scrutiny Work Programming event in March 2016 that work was underway regarding investigating the feasibility and benefits of establishing a Museum Trust. The Overview and Scrutiny Committee agreed to include a review of Museum Trust (Pre-decision Scrutiny) in its Work Programme 2016/2017 and commissioned Scrutiny Panel 2 to undertake the review. A short, sharp review commenced in May 2016 and concluded in July 2016. This review linked to the Council's corporate priorities, particularly corporate priority 1 – Northampton Alive - A vibrant town for now and the future.

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The pre-decision scrutiny activity was a focussed piece of work that linked to the Council's corporate priorities and examined a range of information. The Scrutiny Panel looked at what the needs for the provision of Museums were within the Borough of Northampton and the need for a Museum Trust for Northampton. Baseline information was received.

This short sharp Scrutiny pre-decision activity took place between May 2016 and July 2016.

Councillor Jamie Lane
Chair, Scrutiny Panel 2

Co-Opted Members

This year, the Scrutiny process chose to engage the expertise and knowledge of co-optees in its review process for two of its reviews. It also fully utilised expert advisors in the witness evidence process. Further details are contained at page 2 of this Annual Report.

Review work 2016/2017

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

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

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

Scrutiny Panels

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

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

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

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Child Sexual Exploitation

The purpose of the Scrutiny Panel was to ensure Northampton Borough Council (NBC) plays an active role in tackling Child Sexual Exploitation (CSE)

Key lines of Inquiry:

- To gain an understanding of the work currently being undertaken by partnerships, statutory and voluntary organisations, and the Police to address these issues
- To investigate how NBC contributes to the above work
- To raise awareness of CSE, human trafficking and domestic slavery of children in Northampton
- To explore best practice elsewhere in identifying and providing support to victims of CSE
- To understand what NBC is doing outside the Scrutiny process in relation to human trafficking and domestic slavery of children

The recommendations of the Review are around:

- Making Public Spaces Safer
- Communication and E-Safety
- Training and Awareness Raising

The report will be presented to Cabinet in the Municipal year 2017/2018.

The Overview and Scrutiny Committee, at its work programming event in April 2016, agreed to include a review that would look at how NBC played an active role in tackling CSE. The Overview and Scrutiny Committee commissioned Scrutiny Panel 1 to undertake the review. An in-depth review commenced in May 2016 and concluded in March 2017.

This review links to the Council's corporate priorities, particularly corporate priority 2 – Safer Communities – Making you feel safe and secure.

It was a very interesting and informative Review; with clear evidence received. I would like to extend my thanks to those that have taken the time to contribute to the extensive evidence base of this Scrutiny Review, by either attending a meeting of the Scrutiny Panel, or by submitting written evidence where this was not possible.

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

Child sexual exploitation is still a largely hidden crime and the Scrutiny Panel acknowledge that the way to tackle this is for Agencies to work together. I highlight that from the wealth of evidence received it became apparent that Agencies are working together in Northamptonshire on this.

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Our recommendations have been based on the evidence that was submitted to us over this ten month thorough period of putting the Review together.

Councillor Dennis Meredith
Chair, Scrutiny Panel 1

Homelessness (Pre Decision Scrutiny)

The purpose of the Scrutiny Panel was to review how the Borough Council and its partners prevent homelessness and to respond to those without homes in the borough.

Key Lines of Enquiry

- To gain an understanding of the work currently being undertaken by Northampton Borough Council (NBC), partnerships, statutory and voluntary organisations to address homelessness
- To assess the extent of homelessness and rough sleeping in the borough assess the initiatives currently in place to tackle homelessness
- To examine the Council's Severe Weather Provision
- To gain an understanding of the effect on the health, wellbeing and the safety of homelessness people, including rough sleepers
- To gain an understanding of the causes and barriers to support homelessness
- Identify any specific groups that are not accessing services

The Overview and Scrutiny Committee, at its work programming event in April 2016, agreed to include a review around how the Borough Council and its partners prevent homelessness. An in-depth review commenced in May 2016 and concluded in March 2017.

This review links to the Council's corporate priorities, particularly corporate priority 3 - Housing for Everyone - Helping those that need it to have a safe and secure home

The recommendations of the review were around the themes:

- Multi Agency Working
- Improving access to homelessness services
- Improving access to health services
- Temporary accommodation

The report will be presented to Cabinet in the Municipal year 2017/2018.

The review was a focussed piece of work that linked to the Council's corporate priorities and examined a range of information. The Scrutiny Panel looked at evidence from Local Authorities noted for best practice, heard from Authorities, organisations and groups regarding the assistance that they provide to homeless people and rough sleeper. Interviews with the Cabinet Members and senior staff from Northampton Borough Council and various external witnesses were held. Baseline information was received and desktop research carried out.

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Homelessness is a growing problem, more and more people face the prospect of living in temporary accommodation or just sofa surfing with their friends or relatives. Homelessness is due to a number of factors, further details are provided within the report of the Scrutiny Panel.

Evidence received showed that being homeless is physically and mentally difficult and that homeless people are among the most vulnerable.

Councillor Zoe Smith
Chair, Scrutiny Panel 3

Emissions Strategy (Action Plan)

The objective of the Scrutiny Review was to provide Scrutiny input into the Action Plan for the Council's Emissions Strategy

Key lines of Inquiry:

- To increase Councillor and public understanding of air quality issues in Northampton
- To understand the causes and impact of air pollution
- To understand the actions being taken to reduce air pollution in Northampton
- To understand the actions being taken by partners to reduce air pollution in Northampton
- To provide recommendations for the production of the Action Plan for the Council's Emissions Strategy, which will identify ways of improving air quality in Northampton
- Examine all current air quality management areas to ensure they are performing.
- To see if they can be improved and consider all other factors and future factors in moving forward

The Overview and Scrutiny Committee considered a briefing note regarding the Emissions Strategy, including hotspots, at its meeting held on 15 August 2016. Following consideration of this information it was agreed that a Scrutiny Review would commence to investigate the Air Quality Action Plan and how Scrutiny could provide input into this. An in-depth review commenced in October 2016 and concluded in April 2017.

This review links to the Council's corporate priorities, particularly corporate priority – protecting our environment - A clean and attractive town for residents and visitors.

The recommendations of the Review were around the themes:

- Emissions Strategy Action Plan
- Councillor and Public Awareness of Air Quality Issues
- Partner Agencies

The report will be presented to Cabinet in the Municipal year 2017/2018.

Scrutiny holds a specific and important role in the oversight of significant issues affecting the population and this review was a focussed piece of work that linked to the Council's

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corporate priorities and examined a range of information.

During its Review the Scrutiny Panel realised that moderate. Air quality is acceptable; however, for some pollutants there may be a moderate health concern for a very small number of people who are unusually sensitive to air pollution.

The recommendations made in this report address a wide range of issues raised throughout the Review, regarding pollution and emissions. I would like to take this opportunity to thank the officers of the Council who attended meetings and gave an informative presentation and provided critical information in response to the core questions of the Panel; and the key Agencies and partners who gave up their time to contribute to this Review in such a meaningful way.

Councillor Sam Kilby-Shaw
Chair, Scrutiny Panel 4

Museum Trust (Pre Decision Scrutiny)

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

NBC Owned Street Lighting

The purpose of this Scrutiny activity was to differentiate between Northampton Borough Council (NBC) and Northamptonshire County Council (NCC) owned street lighting.

Key lines of Enquiry

- Investigate all NBC owned street lighting, not just those in situ on housing land
- Differentiate between Northampton Borough Council (NBC) and Northamptonshire County Council (NCC) owned street lighting
- How the public can report problems and issues with street lighting
- Cost of NBC owned street lighting and energy consumption
- On-going costs for NBC street lighting

The Overview and Scrutiny Committee, at its meeting on 29 July 2015, received a briefing paper on street lighting from Northampton Partnership Homes. Following discussion of this briefing paper, the Overview and Scrutiny Committee set up a Working Group to investigate NBC owned street lighting. A short, sharp Scrutiny activity commenced in September 2015 and concluded in May 2016.

This review links to the Council's corporate priorities, particularly corporate priority 2 - Invest in safer, cleaner neighbourhoods - Creating an attractive, clean and safe environment

Cabinet received the report in the summer 2016 and Overview and Scrutiny will monitor the implementation of the accepted recommendations in the spring 2017.

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The Overview and Scrutiny Committee set up the Working Group following receipt of an initial briefing paper on NBC owned street lighting on housing land. NBC owned street lighting has been an on-going issue for approximately four years. It had begun when Northamptonshire County Council had upgraded certain street lights and the query arose regarding ownership of some lighting columns. It is an historical issue. Previously, NBC street lighting had been mapped on the NCC mapping system but this is no longer the case.

Over a series of four meetings, the Working Group received various pieces of key information that informed this Scrutiny activity. A site visit took place to various locations in the borough so that Councillors could have sight of examples of NBC owned street lighting columns.

Councillor Phil Larratt
Chair, Street Lighting Working Group

Re Provision of the Environmental Services Contract

A Working Group of Councillors from the Overview and Scrutiny Committee is undertaking Scrutiny activity and the work has not yet concluded. It will report its findings in the Municipal year 2017/2018.

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

Accepted recommendations from previous Scrutiny reviews, undertaken during the previous year, are being monitored by the O&S Committee.

Key examples

Tree Maintenance

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

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

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

'This Council recognises this issue is complex and many trees are located on housing land that will soon be managed by Northampton Partnership Homes so therefore refers this

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matter to the Overview and Scrutiny Committee to consider.”

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

The recommendations were around:

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

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee monitored the implementation of the accepted recommendations. Monitoring was completed in February 2017.

Match Day Parking Working Group

Following a motion that was unanimously carried at full Council at its meeting in October 2014:

“This Council recognises the exceptional parking problems that residents and tenants regularly encounter in St James as a result of match day parking. But the problems in St James are not only match day parking. The people coming into St James taking up residents’ and tenants spaces include people coming into the area to work and some people parking at the flats and walking to the station to avoid the parking charges there. This council therefore resolves to do the following:

- 1. Look into the possibility of issuing tenants in NBC homes that have allocated parking areas with free parking permits. The properties considered would be: Cordwainer House, Stitchman House, Stirup House, Lapstone House, Eyeletter House, Abbey House, Melbourne House, Devonshire House, although this list is not exhaustive. This measure would ensure that premium allocated parking is not occupied by people from the outside area. This should be supplemented with sufficient enforcement to tackle inappropriately and incorrectly parked vehicles.*
- 2. This council also agrees to consult with Northamptonshire County Council, the Police and Highways to look at the possibility of extending free parking permits into other parts of St James, Upton, Duston and other parts of the town which may then replace the current parking permit scheme which is presently under review and thus remove the need to financially penalise the people of St James simply because people from the outside area come to park in St James, as a successful sports club is located on their door step.*

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3. *This Council resolves to ask the Overview and Scrutiny Committee to carry out a detailed investigation to look at these options for Cabinet to consider."*

A Working Group was set up to carry out this Scrutiny activity.

The purpose of this Scrutiny activity was to undertake a review, to gain a better understanding of residential parking problems, as detailed in motion that was unanimously carried at full Council on 27 October 2014. In doing this, the Working Group:

- Investigated the possibility and viability of issuing tenants in NBC homes (including Corwainer House, Stitchman House, Stirup House, Lapstone House, Eyeletter House, Abbey House, Melbourne House, Devonshire House) that have allocated parking areas with free parking permits.
- Investigated the possibility and viability of extending free parking permits to other parts of St James, Upton, Duston and other parts of the town

The Working Group heard from a number of key expert advisors and its recommendations are around:

- Residents' Parking Permits
- Car Parking
- Season Ticket Holders - buses

The report was presented to Cabinet in the Municipal year 2015/2016 and the Committee will monitor the effectiveness of the accepted recommendations in the spring 2017.

Health Check of the Local Economy

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

Key lines of Inquiry:

- How can schemes, such as Apprenticeship Programmes, be developed and expanded so that they deliver for both local employees, employers and local residents?
- What is the vision for skills and learning issues, particularly low skills?
- What support is there for those that are in long term unemployment?
- What are the areas for potential growth in jobs?

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- What can other organisations/groups/individuals do to help?
- Whether a mapping skills gap exercise has been undertaken to identify the type of skills that are in short supply; and what the findings of this exercise are
- How specific servicers can be used to generate business investment
- How can the offer of commercial land in the borough be improved to ensure a steady stream of quality premises that are accessible by new and established organisations?
- What could feasibly be done to improve the physical infrastructure in and around the town?
- How it can be ensured that those who are seldom heard or isolated are engaged with?

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

Recommendations of the Scrutiny Panel were around the themes:

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

The report was presented to Cabinet in the Municipal year 2015/2016. Monitoring of the accepted recommendations contained within this report is taking place.

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

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

Key lines of Inquiry:

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

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

A Scrutiny Panel was established comprising five Councillors.

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

Recommendations of this Scrutiny review were around the themes:

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

This report was presented to Cabinet in the Municipal year 2016/2017 and monitoring is complete.

Keep Northampton Tidy

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The purpose of the review was:

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

Recommendations of the Scrutiny Panel were around the themes:

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

Cabinet accepted all of the recommendations within the report and the Overview and Scrutiny Committee began the monitoring process in June 2016 and it is expected that it will be complete in the spring 2017.

Budget Scrutiny

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

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

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

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

The Overview and Scrutiny Committee, at its meeting in February 2017, undertook budget scrutiny of the following issues:

- Budget pressures on temporary and bed and breakfast accommodation and the plans in place to mitigate this.
- How NPH are delivering within the total fee for Housing Services that NBC provides

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to them, details around Government funding proposals and developing new housing stock and the possible use of existing garage sites.

Looking ahead

The Work Programme for 2017/2018 was approved by the Overview and Scrutiny Committee in the spring 2017. Three Scrutiny Panels will be set up and will scope the reviews:

- Cemeteries
- Dementia Friendly Town
- Culture and Tourism

Details of the Overview and Scrutiny Work Programme for 2017/2018 will be published on the Overview and Scrutiny [webpage](#) as soon as it is finalised.

What are our Challenges for 2017 2018?

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

Glossary of Terms

Call-In

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

Cabinet (Executive)

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

Councillor (Member)

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

Pre-decision Scrutiny:

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

Review

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

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

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Contact details for more information

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

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

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

Suggest an item for Overview and Scrutiny to investigate?

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

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

Email: [Scrutiny](#)

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

Overview and Scrutiny cannot help in the following areas:

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

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

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

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

Suggested Issue for Overview and Scrutiny

Name:

Email:

Telephone

Issues suggested for inclusion on the Overview and Scrutiny Work Programme

Overview and Scrutiny Annual Report 2016/2017

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

Jesli angielski nie jest Twoim jezykiem ojczystym
a potrzebujesz pomocy w przetlumaczeniu tego
Если английский не Ваш родной язык и Вам
нужна помощь с переводом этого документа,
то свяжитесь с Трайсу Тиф.Тел. 01604 837408

Haddii afka Ingriisigu aanu ahayn luuqad-daada
kowaad oo aad u baahan-tahay in lagaa caawiyo
turjumidda warqaddan fadlan kala xidhidh Tracy
Tiff tilifoonka 01604 837408

如果英語不是你的主要說用語言而需要幫助將這
份文件翻譯，請致電 01604 837408 向 Tracy Tiff
提出要求。

যদি ইংরেজী আপনার মাতৃভাষা না হয় এবং এই দলিলটি অনুবাদে
আপনার সাহায্যের দরকার হয় তবে অনুগ্রহ করে ট্রেইসি টিফ-এর
সাথে 01604 837408 এই টেলিফোন নম্বরে যোগাযোগ করুন।

LARGE PRINT AND TAPE

If you would like this document as large print or as a tape recording please call
01604 837408