

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held at The Jeffrey Room,
The Guildhall, St. Giles Square, Northampton, NN1 1DE on
Thursday 16 November 2017 commencing at 6:00pm

Simon Bovey
Interim 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 Paul Joyce Councillor Christopher Malpas Councillor Dennis Meredith Councillor Cathrine Russell Councillor Samuel Kilby-Shaw Councillor Zoe Smith

Calendar of meetings

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

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 - 6	Members to approve the minutes of the meeting held on 25 September 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 6:05pm	Neighbourhood Policing		The Committee to receive a briefing regarding neighbourhood policing.
6 6:25pm	Safety in the town centre	7 - 9	The Overview and Scrutiny Committee to receive a briefing around safety in the town centre.
7 6:45pm	Trips and Falls	10	The Committee to receive a briefing around trips and falls.
8	Monitoring Of O&S Reports		
9 6:55pm	Health Check of the Local Economy	11 - 15	
10 7:20pm	Match Day Parking	16 - 17	
11 7:30pm	Cabinet's Response to the Overview and Scrutiny Report: Homelessness (Pre Decision Scrutiny)	18 - 25	The Committee to note Cabinet's Response to the Overview and Scrutiny Report: Homelessness (Pre Decision Scrutiny) and to include it onto the Monitoring Work Programme
12 7:35pm	Performance Monitoring Report	26 - 35	Members to review the Performance Monitoring Report

Northampton Borough Overview & Scrutiny Committee

13 7:40pm	Performance Management Scrutiny	36 - 37	The Overview and Scrutiny Committee to undertake performance management scrutiny on MEP01 – Number of new businesses locating on Northampton Waterside Enterprise Zone.
14	Scrutiny Panels		The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels. In accordance with the Scrutiny Panel Protocol this item is for the Committee's information with no discussion.
14 (a) 7:50pm	Scrutiny Panel 1	38	
14 (b) 7:55pm	Scrutiny Panel 2	39	
14 (c) 8:00pm	Scrutiny Panel 3	40	
15 8:05pm	Reporting and Monitoring Working Group		The Overview and Scrutiny Committee to approve the Terms of Reference of the Working Group (Copy to follow.)
16 8:10pm	Re Provision of the Environmental Services Contract Working Group	41	
17 8:15pm	Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee	42 - 43	Councillor Brian Sargeant to provide an update on the work of NCC's Health and Social Care Scrutiny Committee.
18 8:20pm	Potential pre decision Scrutiny		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
19 8:25pm	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, 25 September 2017

COUNCILLORS PRESENT: Councillor Jamie Lane (Chair), Councillor Graham Walker (Deputy Chair); Councillors Brian Sargeant, Tony Ansell, Rufia Ashraf, Mohammed Aziz, Alan Bottwood, Vicky Culbard, Janice Duffy, Dennis Meredith, Cathrine Russell, Sam Kilby-Shaw, Zoe Smith

Witnesses Councillor Mike Hallam, Cabinet Member for Environment
Councillor Anna King, Cabinet Member for Community Engagement and Community Safety
Ruth Austin, Environmental Health and Licensing Manager
Derrick Simpson, Town Centre Manager
Neil McCullough, Oxford Economics
John Dale, Head Of Economic Development
Paul Walker, Head Of Economic Development

Councillor Jonathan Nunn, Leader of the Council – observing
Simon Bovey, Interim Chief Executive – Observing
Ian Gray, Interim Director of Regeneration, Enterprise and Planning - Observing
Chris Randall, Interim Head of Finance, LGSS, - Observing

Officers Tracy Tiff, Scrutiny Officer

Members of the Public Mr Thomas Appleyard

1. MINUTES

An apology for absence was received from Councillor Christopher Malpas.

2. DEPUTATIONS/PUBLIC ADDRESSES

Mr Thomas Appleyard addressed the Overview and Scrutiny Committee on agenda item 5(a) – Keep Northampton Tidy.

3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

4. MONITORING OF PREVIOUS OVERVIEW AND SCRUTINY REPORTS

(A) KEEP NORTHAMPTON TIDY

Mr Thomas Appleyard, individual, addressed the Committee. He expressed his concerns regarding litter and commented that two Panels had looked at keeping the town tidy over the past ten years with little effect. Mr Appleyard advised that he had run a number of litter picks; he had also submitted a report that he had authored to the O&S Panel – Keep Northampton Tidy; the report contained around 81 suggestions some of which had been adopted by other Councils. Mr Appleyard reported that he had written to over 100 companies in Northampton asking them to take action and clean up the areas outside their buildings. Mr Appleyard stressed the need for enforcement. He commented that flytipping in certain areas of the town could be seen on google maps. There is a need for a short, medium and long term Strategy.

Mr Appleyard was thanked for his address.

Councillor Mike Hallam, Cabinet Member for Environment, and Ruth Austen, Environmental Health and Licensing Manager, presented the monitoring action plan in respect of the Overview and Scrutiny report – Keep Northampton Tidy. The salient points within the document were highlighted.

The Committee made comment, asked questions and heard:

- The Cabinet Member for Environment is keen to move forward on Purple Flag. A Working Group has been set up, led by the BID.
- The success of initiatives such as Green Flag, Purple Flag and Bloom was highlighted
- The Service has a short, medium and long term strategy
- In respect of a query regarding fly posting, ASB powers are used. Community Protection Notices are served and flyposts had been removed, highlighting the effectiveness of ASB powers.
- The need for a zero tolerance policy regarding fly posting was suggested.
- The gating of Marble Arch will be used as a model to judge its effectiveness.
- Meetings with Highways England are scheduled.
- Contact needs to be made with the Highways Authority regarding litter picking on its roads.
- Issues such as dog fouling will be targeted.
- Discussions regarding shop trollies are ongoing.
- For the nine month period prior to the Enforcement trial, 80 Fixed Penalty Notices were issued, during the trial 1500 were issued.

It was suggested that the Cabinet Member for Environment and the Cabinet Member for Community Safety, together with the Environmental Health and Licensing Officer present an update to the meeting of the Committee in April 2018 on Purple Flag and the Enforcement Contract.

Councillor Hallam and Ruth Austen were thanked for their address.

AGREED: That the Cabinet Member for Environment and the Cabinet Member for Community Safety, together with the Environmental Health and Licensing Officer present an update to the meeting of the Committee in April 2018 on Purple Flag and the Enforcement Contract

(B) RETAIL EXPERIENCE IN THE TOWN

Derrick Simpson, Town Centre Manager, presented the briefing on retail experience in the town centre highlighting the salient points.

The Committee made comment, asked questions and heard:

- There are 50 vacant shops in the town centre, 18-21 of which have been vacant long term.
- The Committee was pleased to note there are more footfall counters in the town.
- The Committee asked if it could be investigated if the seating around the fountain could be returned.
- A number of events take place on the Market Square.
- The town centre is defined as within the inner ring road.
- Park and ride is being investigated.
- St Johns Car Park has seen an increase in usage since the opening of Angel Square.
- Traffic enforcement around the Drapery is being investigated.

Derrick Simpson was thanked for his address.

AGREED: That the information provided is noted.

(C) HEALTH CHECK OF THE LOCAL ECONOMY

Neil McCullough, Oxford Economics, gave the Committee a comprehensive presentation on the economic growth and investment in Northampton. The salient points were highlighted.

The Committee made comment, asked questions and heard:

- Manufacturing is growing but differently, it is coming closer to services
- The construction of the economy is mainly driven by the types of jobs
- Cost of living is different across the country

Neil McCullough was thanked for his comprehensive presentation.

Paul Walker, Economic Consultant and John Dale, Head of Economic Development presented the Monitoring Action Plan to the Committee – Health Check of the Local Economy. It was requested that representatives of SEMLEP present information to the Committee on recommendation 1-Skills Need to the meeting on 16 November 2017.

AGREED: That a further update is provided to the next meeting of the Committee with representatives of SEMLEP present information to the Committee on recommendation 1-Skills Need.

(D) MATCH DAY PARKING

The Committee received an update on the progress of the accepted recommendations contained within the Overview and Scrutiny report – Match Day Parking. John Dale, Head of Economic Development, highlighted the salient points.

AGREED: That the update is noted and a further briefing is presented to the meeting of the Committee on 16 November 2017.

5. NBC OWNED STREET LIGHTING

The Committee received an update on the progress of the accepted recommendations contained within the Overview and Scrutiny report – NBC owned street lighting. John Dale, Head of Economic Development, highlighted the salient points.

AGREED: That the update is noted.

6. PERFORMANCE MONITORING REPORT

The Committee considered the Performance Monitoring report and requested that the Cabinet Member and Director attend the next meeting to provide details on:

MEP01 – Number of new businesses locating on Northampton Waterside Enterprise Zone.

AGREED: That the Cabinet Member and Director attend the next meeting to provide details on: MEP01 – Number of new businesses locating on Northampton Waterside Enterprise Zone.

(A) PERFORMANCE MANAGEMENT SCRUTINY

The Committee put on record its thanks to Debbie Ferguson, Community Safety Manager, who had recently retired. The hard work and dedication that Debbie had displayed was emphasised, as was the good work and support that she had given to the Overview and Scrutiny process.

The Cabinet Member for Community Engagement and Community Safety presented a comprehensive briefing note Serious Acquisitive Crime. The salient points were noted.

The Committee commented, asked questions and heard:

- There has been a huge increase in the theft of tools from vehicles. The figures do not include attempted thefts, which are often not reported. It would be useful for an awareness campaign to be launched.
- From 5 October 2017 neighbourhood Policing is changing, it was suggested that Inspector Dave Rayfield, Northants Police is asked to attend the next meeting to provide an update.
- Street football and other such initiatives were welcomed by the Committee.

Councillor King was thanked for her informative address.

AGREED: Inspector Dave Rayfield, Northants Police is asked to attend the next meeting to provide an update on Neighbourhood Policing.

7. SCRUTINY PANELS

8. SCRUTINY PANEL 1

The update from the Chair of Scrutiny Panel 1 was noted.

9. SCRUTINY PANEL 2

The update from the Chair of Scrutiny Panel 2 was noted. The Chair highlighted that the Panel is meeting at various locations around the borough.

10. SCRUTINY PANEL 3

The update from the Chair of Scrutiny Panel 3 was noted. The Chair of the Panel advised of witnesses expected at the next meeting of the Panel, along with details of conferences and seminars that Panel members would be attending.

The Panel had watched an informative TED video after its September meeting which had been very useful.

11. O&S REPROVISION OF THE ENVIRONMENTAL SERVICES CONTRACT WORKING GROUP

The interim report of the O&S Reprovision of the Environmental Services Contract Working Group was welcomed and approved by the Committee.

The Chair of the Committee would present the report to Cabinet at its meeting on 18 October 2017.

12. REPORT BACK FROM NBC'S REPRESENTATIVE TO NCC'S HEALTH AND SOCIAL CARE SCRUTINY COMMITTEE

Councillor Sargeant presented his briefing note detailing the work of NCC's Health and Social Care Scrutiny Committee. He emphasised the value of a Centre for Public Scrutiny conference that he had recently attended.

13. POTENTIAL FUTURE PRE DECISION SCRUTINY.

There were none.

14. URGENT ITEMS

At this point the Chair advised the Committee to be cautious when promoting Scrutiny Panels on social media; in particular in respect of the use of photographs.

The meeting concluded at 8:35 pm



Overview and Scrutiny Committee

16th November 2017

Briefing Note: Night-time Economy

Role of the Police Licensing Team in Licensing Laws:

As you will know it is the local authorities within any given town or district that lead on the Licensing Act 2003, the regulatory legislation dealing with the licensing of alcohol sale and supply, regulated entertainment and late night refreshment. The police however have a big role to play in this and are one of several other responsible authorities within this regime.

As you will also know there are four licensing objectives which any licence holder is obliged to meet when applying for and then managing an operation licensed under the Act. These are:

The Prevention of Crime & Disorder

Public safety

The Prevention of Public Nuisance

The Protection of Children from Harm

Northamptonshire Police have a dedicated Licensing Team consisting of one sergeant (me), two licensing constables and three administration staff. Roles and responsibilities include:

- Day to day scrutiny and any necessary follow-up action for all applications for new licences, variations and temporary events to make sure that they meet the licensing objectives, particularly but not exclusively in our case the prevention of crime & disorder.
- Daily scrutiny of incidents, intelligence and crime pertaining to licensed premises and the night-time economy and action where necessary in upholding licensing objectives.

- On-going with the licensing community including licensees, door staff, street pastor and more either through Pubwatch and other group forums or individually.
- Proactive work streams such as bar staff vulnerability training, test purchase operations, multi-agency licensed premises compliance visits to name a few.
- In my role as Licensing Sergeant I also have a role in providing an updated weekly briefing product to officers conducting Operation Nightsafe duties.

Night-time Economy Policing

For many years now Northamptonshire Police has had Operation Nightsafe which is our response to the threats and risks caused by the Friday/Saturday night (and other dates e.g. bank holiday Sundays) festivities in the town. In Northampton we have a fairly condensed night-time economy zone fondly referred to as the "tennis racquet" due to its shape on a map with Wellingborough Rd being the handle and the centre of town being the head of the racquet.

For Northampton this now consists of a sergeant and 10 officers per night specifically dedicated to this operation and above and beyond normal night-time policing levels. It is actually very new (first weekend in November) that this contingent of officers has been above and beyond the normal response capability. Pre-November and historically officers performing this duty were part of the response teams on duty for the wider policing of the borough. Now they are an add on drawn from other officers who normally work in other departments but are seconded away for the night to Nightsafe. The downside is that they are then occasionally abstracted from their normal roles.

The strategic aims of the operation are:

- Reducing incidents of crime
- Reducing Vulnerability
- Protecting People from harm

The tactical aims are very much proactive, preventative and partnership working orientated with high visibility intelligence led foot patrols and engagement with our partners in the night-time economy (licensees, door staff, street pastors etc) but also with revellers to identify early risks of vulnerability or of over-exuberant, anti-social or violent behaviour utilising prevention tactics like dispersal powers, early arrest, fixed penalty notices or merely officer presence to prevent escalation.

The busiest time of night for us, echoed by our crime figures and health (A&E) statistics is between 01.00hrs – 05.00hrs and crime hotspots in the town during these times are unsurprisingly Bridge Street and The Drapery.

Generally speaking in this town our licensees are a responsible bunch who are happy to work with police and other agencies, we have a strong Pubwatch scheme and all but a very small minority go above and beyond to try and protect their customers from harm, be it harm from violent behaviour, over-drinking, drugs, theft, sexual violence. However whenever you mix alcohol, exuberance and young people in large congregations there are going to be issues we all have to try and manage to reduce their impact and they are forever having to stay on their game to meet these and some new challenges along the way while making enough money to stay in business.

A Changing Town

With the university moving to waterside in September 2018 this town is going to see some very noticeable changes which along with massive opportunity for the town are going to bring along a number of challenges. Already we have a number planning applications in the pipeline for town centre student accommodation which are going to bring a hundreds of young people to the town centre on a 24/7 basis. Their safety is going to be paramount if the reputation of this town isn't to suffer as a consequence.

The new student union building, The Platform, will become a focal point for student day and night-time activity not just at the weekends but throughout the week day evenings and many of our local venues are already taking advantage of the local student population putting on student nights into the early hours Mon through Thursday whilst catering for the general population at the weekends.

The student population of our university hails from places such as London, Birmingham, Milton Keynes, Bedford and Luton and we have already seen the signs of city influence on our night-time economy. Mostly, from a police point of view, this has been some of the bad influences such as drugs and gang culture because a small minority of city based students and their associates back home identify Northampton as another opportunity to do their deals, come into conflict with local groups and impact on the local community.

As for me I am around in this role until September 2019 and then I hang up by police uniform for good and the next 22 months are going to be interesting.

Overview and Scrutiny Committee – 16 November 2017, 6pm, Jeffery Room

Subject: Trips and Falls on Housing Land

Northampton Partnership Homes briefing to the Committee on trips and falls on housing land.

All incidents are reported via a Northampton Borough Council (NBC) “Accidents and Incidents” form and submitted to NBC’s Health and Safety Advisor Julian Bissaker. Julian collects this data and reports to NPH’s Health and Safety group who meet monthly to consider incidents and make recommendations for remedial action or change of policy.

In financial year 2017/18 to date, there have been 2 recorded incidents. Of the 2 reported incidents, one employee slipped on a loose paviour, the second stepped in a hole in long grass, neither suffering an injury.

In financial year 2016/17 there were a total of 4 recorded incidents. One recorded as serious and related to a NPH member of staff who slipped on ice getting out of her car and broke her ankle. NB this accident occurred on General Fund land and not Housing land.

End

Mike Kay

Chief Executive Northampton Partnership Homes

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL – HEALTH CHECK OF THE LOCAL ECONOMY

Recommendations from Scrutiny Panel (Health Check of the Local Economy-) completed in March 2016.

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Response received by Overview and Scrutiny Committee	Monitoring activity	Monitoring complete
11 May 2016	2 February 2017	26 June 2017 25 September 2017 16 November 2017	

11

Recommendation 1: The Council, together with its partners, develops a Skills Strategy for Northampton. This should include mechanisms for colleges and employers, especially Small and Medium-Sized Enterprises (SME's) to signpost vacant apprenticeships across the town; whilst raising the profile of apprenticeships and vocational training in Northampton.

Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
In order to support the ongoing skills	Jon Hinde	Staff time secured	Presentation to O&S on 16 th November 2017	

<p>needs of local employers the Council maintains a regular dialogue with local partners and educational establishments to ensure up to date awareness of skills related issues and developments. In recognition of the changing landscape of vocational training as a result of the new apprenticeship levy it is proposed that we invite partners to support us in a presentation to overview and scrutiny to explain how the skills agenda is managed across Northampton and the wider South</p>		<p>Partner support secured</p>	<p>by Paul Thompson, SEMLEP Employer and Skills Manager and Jon Hinde Economic Development Consultant at NBC</p>	
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East Midlands.				
Recommendation 2: Cabinet investigates ways that the Council, and its partners, can continue to raise the profile of the economic growth and investment in Northampton through the Northampton Alive Programme, in particular the success of the Enterprise Zone, and work undertaken by larger employers and investors in the town.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Work is currently being undertaken to provide an overview of the prospects for economic growth in Northampton. This analysis will provide the basis of a presentation to Overview and Scrutiny that will highlight both the opportunities for Northampton as a result of Alive and the NWEZ as well as forecasting key sectors and growth	Paul Walker	Staff time secured Consultancy support secured	Presentation to O&S on 25 th September 2017	Presentation delivered to O&S by Oxford Economic on 25 th September 2017

business clusters moving forward.				
Recommendation 3: It is recommended to Northamptonshire County Council and partners that schools and employers work closely to provide work place experiences for young people that are still in education.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
On behalf of SEMLEP, NCC and all other partners the Careers and Enterprise Company is now fully operational and is charged with reshaping the careers and enterprise landscape to help inspire and prepare young people for the world of work. A network of local senior business volunteers (Inc. from Mahle, Travis Perkins, Dacsher and	Jon Hinde	No additional resources required	September 2017	Completed The Careers and Enterprise Company are working effectively with schools and colleges throughout Northampton (and the shire) to provide young people with work experience opportunities.

Haines Watts) work in partnership with schools and colleges to develop an action plan to deliver high impact careers and enterprise advice and programmes of activity to help young people still in education to secure work experience opportunities.				
Recommendations to the Overview and Scrutiny Committee				
Recommendation 4 The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Included onto the O&S Monitoring Work Programme 2016/2017	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in September 2017 and November 2017	



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
16 NOVEMBER 2017
BRIEFING NOTE: MATCH DAY PARKING

1 INTRODUCTION

- 1.1 An Overview & Scrutiny Report in March 2015 outlined an 'activity' that had taken place around issues concerning Match Day Car Parking; availability, congestion and potential solutions.
- 1.2 The Cabinet response of March 2017 proposed a meeting with the relevant organisations to discuss the issues and potential ways forward based on the recommendations contained in the original O&S report.
- 1.3 An Officer/Member working group has been established which comprises Northampton Saints Rugby Club, Northampton Town Football Club, Stagecoach, Northamptonshire Partnership Homes, Northamptonshire County Council and Northampton Borough Council. The working group is chaired by Cllr Brian Sargeant, chair of the original Scrutiny Parking Working Group. Three meetings have been held to date with a fourth planned for early 2018.
- 1.4 This paper provides an update on progress made and the next steps.

2 UPDATE

- 2.1 The group are working in partnership to recommend potential solutions to the car parking and traffic flow issues which occur in the St James area, Duston, Upton and further afield on match days.
- 2.2 The Northampton Saints Rugby Club has confirmed that their car parks are at capacity on match days and they work with an external company to ensure there is a traffic management plan in place for each match. This plan aims to ensure that the traffic vacates the site within 40 minutes. This target is met on most match days.
- 2.3 Where there is a joint match day, the Northampton Town Football Club will, wherever possible, change the time of the match to assist with the

congestion issue. This is, at times, governed by the media and away teams.

2.4 Work has been undertaken around the location of the Saints season ticket holders. This has allowed the group to understand where they are situated to give a better idea of how they are likely to travel to a match. The data suggests most are likely to travel by car.

2.5 With this in mind, more emphasis has been put on the following in terms of solutions:

- Further Traffic Management Plans and enforcement
- Solutions to residents parking issues
- Pineham and Swan Valley Park and Ride possibilities

The group will still consider public transport usage incentives including joint bus/train tickets.

2.6 The St James Mill Link Road, once completed, would also assist with the congestion on Match Days. This project has its own programme.

2.7 Multi Storey Car Park at the Railway Station – currently looking into the viability of this and other options for NBC.

3 NEXT STEPS

3.1 The group are working together to bring forward an overarching programme of solutions, including the above, to assist with the current issues around Match Day Car Parking. Much of this will be to gradually change habits of fans to encourage them to consider alternative parking/traveling solutions.

3.2 Once the preferred way forward has been agreed, there will be a joined up approach to marketing to ensure the message reaches both the sports fans and local residents which will help to improve the parking and traffic flow in the St James area on match days.

4. RECOMMENDATION

4.1 That Overview and Scrutiny note the progress that has been made to date.

4.2 That the Director of Regeneration, Enterprise and Planning be invited to submit a further update in due course.

John Dale
Head of Economic Development and Regeneration

Appendices

None



CABINET REPORT

Report Title	Cabinet Response to the Recommendations from the Overview and Scrutiny Review of Homelessness (Pre-Decision Scrutiny)
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AGENDA STATUS: PUBLIC

Cabinet Meeting Date:	18 October 2017
Key Decision:	No
Within Policy:	Yes
Policy Document:	No
Directorate:	Chief Executive's
Accountable Cabinet Member:	Councillor Stephen Hibbert
Ward(s)	All

1. Purpose

- 1.1 On 21 June 2017, Cabinet received a report on the findings and recommendations of an Overview & Scrutiny Panel Review of Homelessness.
- 1.2 The purpose of this report is to ask Cabinet to approve the response to the Overview & Scrutiny Panel's recommendations.

2. Recommendations

- 2.1 It is **recommended** that Cabinet:
 - (a) Accepts the recommendations included in the Overview & Scrutiny Panel's report on Homelessness; and
 - (b) Congratulates the task and finish group on a high quality and comprehensive report and thanks the group for the time and effort given to produce it.

3. Issues and Choices

3.1 Report Background

3.1.1 At its work programming event in April 2016, the Overview & Scrutiny Committee agreed to carry out a pre-decision review of how Northampton Borough Council and its partners prevent homelessness and respond to those without homes in the borough. An in-depth review commenced in May 2016 and concluded in March 2017.

3.1.2 This review links to the priorities in the Council's Corporate Plan, especially 'Housing for Everyone - Helping those that need it to have a safe and secure home'.

3.1.3 The key lines of enquiry were:

- To gain an understanding of the work currently being undertaken by Northampton Borough Council, partnerships and statutory and voluntary organisations to address homelessness
- To assess the extent of homelessness and rough sleeping in the borough and 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 homeless people, including rough sleepers
- To gain an understanding of the causes and barriers to support homelessness
- To identify any specific groups that are not accessing services

3.1.4 A number of meetings were held to gather evidence from a broad range of stakeholders. During this process, a significant amount of evidence was heard.

3.1.5 The Overview & Scrutiny Panel's Report includes 13 recommendations. They are broadly focused on how the Council and partner agencies can provide a more joined up approach and response to people who are homeless or at risk of homelessness.

3.1.6 The focus of the recommendations is on multi agency working, access to homelessness services, access to health services, and temporary accommodation.

Responses to Overview & Scrutiny Recommendations

3.1.7 Cabinet accepts all of the recommendation in the Overview & Scrutiny Panel's report. Its response to the 13 recommendations is set out below.

3.1.8 **Recommendation 1**

The Council undertakes a comprehensive review of homelessness in the borough and develops a new 5-year Homelessness Strategy that is designed to substantially reduce the number of households that become homeless and the number of homeless families that are living in temporary accommodation.

Response

This is a substantial piece of work that will set out how the Council and its partners will tackle and prevent homelessness over the next 5 years. Work will start in Spring 2018 when the Government has issued its Code of Guidance and the Council has a better understanding of its duties under the Homelessness Reduction Act 2017.

3.1.9 **Recommendation 2**

The Council establishes a Homelessness Strategy Implementation Group to direct, co-ordinate and monitor the action that the Council and its partners take to tackle, prevent and reduce homelessness in the borough.

Response

A multi agency group will be set up in the Winter of 2018/19 to oversee the successful and timely implementation of the new 5-year Homelessness Strategy.

3.1.10 **Recommendation 3**

The Council publishes an information leaflet (in an electronic and paper format, and in languages commonly known to be spoken by rough sleepers) for distribution to all agencies and services and more widely available to members of the public. The leaflet should set out very clearly how the Council's homelessness and housing advice services are organised – together with details of the services provided by other organisations and services – and how people can access them.

Response

An information leaflet will be published in Spring 2018 when the Government has issued its Code of Guidance and the Council has decided how best to organise its services to meet its obligations under the Homelessness Reduction Act 2017. In December 2017, a shorter information leaflet will be produced for rough sleepers (in a number of languages) explaining what help is available from the Street Outreach Team, the Nightshelter, the Hope Centre and other organisations and services.

3.1.11 **Recommendation 4**

A comprehensive review of rough sleeping services is carried out to ensure that all services are operating efficiently and effectively, and that there is no unnecessary duplication of effort between the Nightshelter, the Hope Centre, Oasis House, NAASH and other services

Response

This work is already being undertaken as part of the implementation of 'TOGETHER we change lives', the multi agency strategy for ending the need for people to sleep rough in Northampton. One of the key objectives of the review is to improve joint working at Oasis House. This review is expected to be completed by June 2018.

3.1.12 **Recommendation 5**

A Homelessness Forum is established that involves, and engages with, all relevant statutory and non-statutory agencies.

Response

In January and February 2018, the Housing & Wellbeing Service will be holding a couple of half day workshops for local services and organisations, to talk about the Homelessness Reduction Act 2017 and agree on how everyone can work together to tackle, prevent and reduce homelessness in Northampton. During the workshops, participants will consider the benefits of establishing a local Homelessness Forum.

3.1.13 **Recommendation 6**

The Council carries out an annual review of rough sleeping in the borough that goes beyond the limitations of the statutory requirements and includes, for example, the production of a personalised development plan for each rough sleeper that continues to be implemented after they have moved into settled housing.

Response

Improvements to support planning are a key element of 'TOGETHER we change lives', the multi agency strategy for ending the need for people to sleep rough in Northampton and we are already planning to extend the scope of this work (as part of our preparations for the implementation of the Homelessness Reduction Act) in 2018.

The Homelessness Reduction Act requires local authorities to assess, and provide meaningful assistance to, everyone who is homeless or threatened with homelessness, and to provide them with a 'personalised housing plan'. The aim of the plan is to provide a personalised approach to advice and assistance, and tailored support that will be more effective in preventing and relieving homelessness.

After the next rough sleepers count (scheduled for November 2017), we will begin to 'trial' the use of personalised housing plans with those rough sleepers that are willing to engage the Street Outreach Team and local services. The lessons we learn from this will then be used to inform our annual review of homelessness.

3.1.14 **Recommendation 7**

There is active and meaningful involvement of service users and individuals who have lived experience in the development and delivery of services, and in the implementation process.

Response

During the 8 months that Northampton's Emergency Nightshelter has been up and running, service users and individuals who have lived experience have been actively and meaningfully involved in the development of services. This work will continue and, in the course of implementing the Overview & Scrutiny Panel's recommendations, the Council and its partners will actively consider how best to involve homeless people (including families) in the development and delivery of services and the implementation of plans and strategies.

3.1.15 **Recommendation 8**

The Council considers its approach to assisting individuals with multiple and complex needs.

Response

A series of changes have now been made to the remit and approach of the Street Community Action Group and this has ensured that services and organisations work

more collaboratively with one another to address the needs of people who are sleeping rough and have multiple and complex needs. Although this can be very challenging – especially where the person is causing anti-social behaviour and refusing to engage – the help and support is now being targeted more effectively. Further changes will be made to this approach in light of the new obligations (including the duty to co-operate and the requirement to produce personalised housing plans) under the Homelessness Reduction Act 2017.

3.1.16 **Recommendation 9**

The existing arrangements for meeting the health needs of homeless people (including rough sleepers) are reviewed and strengthened – informed by a Health Needs Audit - to ensure that rough sleepers and people who are living in temporary accommodation are not only aware of, but are also helped to connect with, local support services.

Response

The Housing & Wellbeing Service is planning to meet with Healthwatch, local health professionals, homeless families living in temporary accommodation, and people who have previously been sleeping rough with a view to assessing and strengthening the existing arrangements for meeting the health needs of homeless people. It is proposed that the new arrangements are put in place by the beginning of April 2018.

3.1.17 **Recommendation 10**

Details of the medical advice and treatment available to people who are homeless and/or sleeping rough – at various locations, including Maple Access and Oasis House – are communicated to all organisations and services in order that they can be shared with people who are homeless or at risk of becoming homeless.

Response

These details will be included in the information leaflet produced for people who are sleeping rough (see Recommendation 3, above) in Spring 2018.

3.1.18 **Recommendation 11**

The Council develops an ambitious plan, using SMART outcomes, for minimising its use of Bed & Breakfast accommodation and out-of-borough temporary accommodation.

Response

Despite the uncertainty over the impact that the Homelessness Reduction Act 2017 is likely to have on the number of homelessness applications and demand for temporary accommodation, the Council has produced a comprehensive, ambitious 12 months action plan for halving the number of households living in temporary accommodation, reducing by 90% the number of households living in Bed & Breakfast and ending the need to place households in temporary accommodation that is situated outside of the borough. To support the implementation of the action plan, the Council has set aside additional funding from its housing reserves.

3.1.19 **Recommendation 12**

The Council works imaginatively and collaboratively with Northamptonshire County Council, and other agencies and organisations, to provide more support for homeless families in temporary accommodation and mitigating any

adverse effects on the families' finances and the children's schooling and healthcare.

Response

As homeless families' finances and schooling are most affected by the Council's placement of those families in Bed & Breakfast accommodation – especially where it is situated outside of the borough – the priority of the Housing & Wellbeing Service is to implement the 12 months action plan (see Recommendation 11, above) as this is designed to reduce by 90% the number of households living in Bed & Breakfast and end the need to place households in temporary accommodation outside the borough. It is proposed, therefore, that the Head of Housing & Wellbeing reviews the situation in April 2018 and then meets with the Officers from the County Council and other agencies and organisations to explore ways in which homeless families can be provided with more support while they are living in temporary accommodation.

3.1.20 Recommendation 13

All nightly-purchased temporary accommodation that is used by the Borough Council should provide free Wi-Fi facilities.

Response

The majority of Bed & Breakfast establishments that the Council uses already provide free Wi-Fi facilities. Since the publication of the Overview & Scrutiny Panel's report in June 2017, the Council has procured a significant amount of nightly-purchased, self-contained temporary accommodation as a better alternative to Bed & Breakfast. As these are individual houses and flats, it would not be reasonable to impose on the housing suppliers the requirement to provide the occupants with free Wi-Fi facilities. It is proposed, therefore that, from April 2018, all nightly-purchased Bed & Breakfast accommodation that is used by the Council should provide Wi-Fi facilities.

3.2 Choices (Options)

- 3.2.1 Cabinet could choose not to adopt any of the Overview & Scrutiny Panel's recommendations.
- 3.2.2 Cabinet could choose to adopt some of the Overview & Scrutiny Panel's recommendations.
- 3.2.3 Cabinet could choose to adopt all of the Overview & Scrutiny Panel's recommendations. This is the preferred option.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 The action that the Council is proposing to take is in line with Council policy and reflects the priorities in the Corporate Plan 2016-20.

4.2 Resources and Risk

- 4.2.1 Implementation of the recommendations in the Overview & Scrutiny Panel's report will be met from the Housing & Wellbeing Service's existing resources.
- 4.2.2 As a number of the recommendations are expected to result in a reduction in homelessness and Bed & Breakfast use, their successful implementation will

complement a lot of the work that is already being done and is likely to contribute to an overall reduction in the cost of homelessness and temporary accommodation.

- 4.2.3 The Housing & Wellbeing Service and Finance Team will set up appropriate arrangements for assessing and monitoring the impact that these actions have on the nature, extent and financial cost of homelessness in the borough. Implementation of the recommendations will be monitored by the Overview & Scrutiny Committee.

4.3 Legal

- 4.3.1 There are no legal implications arising directly from this report.

4.4 Equality and Health

- 4.4.1 Implementation of the recommendations will have a positive impact on people with protected characteristics.
- 4.4.2 A Community Impact Assessment was completed as part of the Overview and Scrutiny process, and this has been updated to take into account the Overview and Scrutiny Panel's recommendations.

4.5 Consultees (Internal and External)

- 4.5.1 The Panel took evidence from a wide range of Stakeholders and Councillors from Northampton Borough Council:

Internal expert advisors

- Cabinet Member for Housing, NBC
- Housing Options and Advice Manager, NBC
- Head of Revenues and Benefits, LGSS
- Cabinet Member for Community Safety, NBC
- Chair of the Community Safety Partnership (CSP) and Community Safety Team
- Case Managers, Anti-Social Behaviour Unit

External expert advisors

- Head of Protecting Vulnerable Persons, Northamptonshire Police
- Director of Public Health, Northamptonshire County Council
- Manager, Maple Access
- Manager, NAASH
- Drug and Alcohol Challenge Officer, the Bridge
- Operations Manager, Midland Heart Housing Association
- Service Manager, Salvation Army
- Chief Executive, Central Northamptonshire CAB
- Emmaus, Homelessness Charity
- Shelter
- Crisis
- Healthwatch Northamptonshire

4.6 How the Proposals deliver Priority Outcomes

4.6.1 Implementation of the Overview & Scrutiny Panel's recommendations will help meet 3 of the priorities in the Corporate Plan:

- **Safer Communities:** It will help people (including rough sleepers and homeless families) to feel safe and secure by reducing rough sleeping and the use of Bed & Breakfast and out-of-borough temporary accommodation, and by improving their access to health services.
- **Housing for Everyone:** It will help to end the need for people to sleep rough in Northampton and for homeless families to be placed in temporary accommodation outside of the borough. It will also minimise the Council's use of Bed & Breakfast accommodation.
- **Working Hard and Spending your Money Wisely:** It will actively promote collaborative multi agency working and reduce the amount of money that the Council spends on temporary accommodation and, in doing so, it will help the Council to be economic, efficient and effective and get the best from the resources available.

4.6.2 Implementation of the Overview & Scrutiny Panel's recommendations will also contribute positively to 2 of the 3 Business Development Priorities that support the Corporate Plan and help manage the Council's future financial challenges:

- **Empowering Communities:** It will encourage communities to become actively involved in tackling homelessness and improving the neighbourhoods where they live in order to help make everywhere in Northampton a great place to live, visit, work, study and invest.
- **Partnership Working:** It will help build strong and effective relationships between partners, based on a coherent, consistent and clearly defined approach to partnership working. As well as increasing efficiency and effectiveness, this will reduce duplication, deliver better outcomes and improve residents' housing, health and wellbeing.

Appendices

None

Background Papers

Overview & Scrutiny Panel Report on Homelessness (Pre-Decision Scrutiny) May 2017

Phil Harris
Head of Housing and Wellbeing
01604 837871

Corporate Performance

All Measures Report

June 2017

NORTHAMPTON
BOROUGH COUNCIL

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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

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NORTHAMPTON
BOROUGH COUNCIL

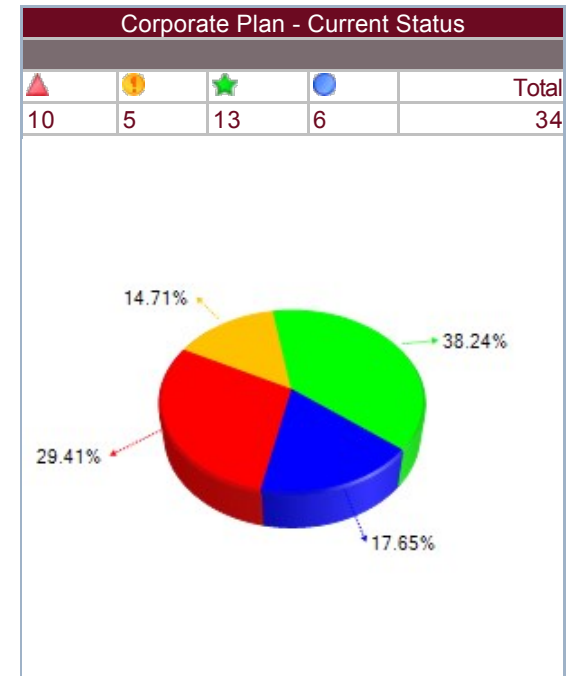
NBC Corporate Plan

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	

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Monthly Measures

Measure ID & Name	Mar 17	Apr 17	May 17	Jun 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)	? ?	? ?	? ?	? ?	? ?	? ?	?	?	- Bigger is Better	? ?	98.20 %
A full audit of the property records is being undertaken. A dedicated resource has been recruited from 17 July 2017. The review process will take until December 2017, and therefore no KPIs will be reported on. Progress on the audit will be reported on at quarterly intervals in this report. As part of the audit new KPIs will be produced. Data will be collected on these KPIs. An outcome of the audit review will be that there will be confidence in the data quality. The dimensions for data quality are accuracy, validity, reliability, timeliness, relevance, and completeness.											
Source Date 30/06/2017											
⊕ AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	? ?	? ?	? ?	? ?	? ?	? ?	?	?	- Smaller is Better	? ?	2.85 %
A full audit of the property records is being undertaken. A dedicated resource has been recruited from 17 July 2017. The review process will take until December 2017, and therefore no KPIs will be reported on. Progress on the audit will be reported on at quarterly intervals in this report. As part of the audit new KPIs will be produced. Data will be collected on these KPIs. An outcome of the audit review will be that there will be confidence in the data quality. The dimensions for data quality are accuracy, validity, reliability, timeliness, relevance, and completeness.											
Source Date 30/06/2017											
⊕ AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	? ?	? ?	? ?	? ?	? ?	? ?	?	?	- Bigger is Better	? ?	91.20 %
A full audit of the property records is being undertaken. A dedicated resource has been recruited from 17 July 2017. The review process will take until December 2017, and therefore no KPIs will be reported on. Progress on the audit will be reported on at quarterly intervals in this report. As part of the audit new KPIs will be produced. Data will be collected on these KPIs. An outcome of the audit review will be that there will be confidence in the data quality. The dimensions for data quality are accuracy, validity, reliability, timeliness, relevance, and completeness.											
Source Date 30/06/2017											
⊕ BV008 Local invoices paid within 10 days (M)	92.09	55.25	93.31	95.42	85.69	80.00	80.00	Bigger is Better			92.74
Although the 30-day payment performance figures were 99.9%, there was a drop for the 10-day payments in April 2017. This was due to year end pressures and having higher than average volume of invoices due to the year end.											
Source Date 30/06/2017											
⊕ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	98.26 %	99.85 %	99.47 %	99.55 %	99.60 %	99.00 %	99.00 %	Bigger is Better			99.04 %
Consistently exceeding target of 99%.											
Source Date 30/06/2017											
⊕ BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	8.05	8.14	8.52	9.03	9.03	7.50	7.50	Smaller is Better			7.36
Figures have risen for this quarter, with one Directorate particularly showing a higher than expected number of sick days for a variety of reasons. A number of individuals were off with long term sickness or injury which was not work related (e.g. sport injury), and one individual off with work related industrial injury, for which Health and Safety have been notified and risk assessment completed.											
A further six individuals have or are currently off sick with work related sickness e.g. stress, which is being managed by the line manager, HR business partner and Medigold. There are also four pregnancy related sicknesses.											
Source Date 30/06/2017											
CH10 No. of unique visits to Museum Pages (M)	4,480	4,812	3,962	3,092	11,866	3,750	15,000	Bigger is Better			11,365
Guildhall Road Museum is closed for refurbishment at present. KPI to be re-formulated to reflect activity for Abington Park Museum.											
Source Date 30/06/2017											

Monthly Measures

Measure ID & Name	Mar 17	Apr 17	May 17	Jun 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
+ CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	92.22 %	89.87 %	98.57 %	93.94 %	93.95 %	90.00 %	90.00 %	Bigger is Better		95.51 %	
Total surveys received 81, although 15 were removed as they applied to back offices issues rather than service. 66 surveys used for results. 62 satisfied and above and just four dissatisfied and below giving a total of 94% satisfied and above. The sample pool continues to be small, but at present these are all the responses we are having returned. Plans continue to improve ways of capturing data on our performance.											
Source Date 30/06/2017											
+ CS13a % of calls for NBC managed services into contact centre answered (M)	91.16 %	82.02 %	84.54 %	91.65 %	86.23 %	90.00 %	90.00 %	Bigger is Better		87.84 %	
Customer Services have hit targets within agreed tolerances for April and May and were on target for June. We experienced an increase in calls in some areas which we responded to with upskilling and training new staff. This was completed in May and agents were ready for the expected spike in calls around the time of the General Election in June. We continue to recruit and train staff to cope with increases in demand where needed. Plans are in place to encourage online reporting and reduce avoidable contact.											
Source Date 30/06/2017											
+ CS14a % OSS customers with an appointment seen on time (M)	95.4 %	96.1 %	90.5 %	93.7 %	93.2 %	90.0 %	90.0 %	Bigger is Better		92.0 %	
Face to face customer service hit an overall target of 93.69% of appointments seen within 10 minutes for the month of June with an average wait of 1 minute 42 seconds. The area continues to perform to target.											
Source Date 30/06/2017											
+ ESC01n Total bins/boxes missed in period (M)	491	567	431	517	1,515	351	1,404	Smaller is Better		2,045	
The number of bins missed varies for a number of reasons, it can be affected by breakdowns of vehicles, staff absence or vehicles being unable to access narrow streets because of parked cars.											
Source Date 30/06/2017											
+ ESC02 % missed bins corrected within 24hrs of notification (M)	95.52 %	95.77 %	80.05 %	98.26 %	92.15 %	84.00 %	84.00 %	Bigger is Better		96.77 %	
There has been steady improvement in the number of missed bins rectified within 24 hours as per the Service Level Agreement.											
Source Date 30/06/2017											
+ ESC04 % household waste recycled and composted (NI192) (M)	39.96 %	44.17 %	43.24 %	46.51 %	46.50 %	49.00 %	49.00 %	Bigger is Better		44.91 %	
The end of quarter breakdown remains red as Enterprise/NCC are yet to reconcile or approve data as the contractor was late supplying this.											
Source Date 30/06/2017											
+ ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %	99.86 %	99.80 %	99.82 %	99.83 %	98.00 %	98.00 %	Bigger is Better		100.13 %	
There is an increase in fly tips compared to the previous two months. There were two reported fly tips which were not removed within target, as either the correct protective clothing was not on the wagon to deal with the tipped material, or the truck was not of sufficient size to remove the object fly-tipped. However, both items were removed within 24 hours of the assessment of the problem.											
Source Date 30/06/2017											
+ HML01 Total no. of households living in temporary accommodation (M)	164	156	161	164	164	180	150	Smaller is Better		94	
Performing to target											
Source Date 30/06/2017											
+ HML07 Number of households that are prevented from becoming homeless (M)	102	78	86	69	233	240	1,080	Bigger is Better		271	

There were slightly fewer homelessness preventions in the month of June than in previous months. This is reflected by the increase in the number of homelessness applications received across the

Monthly Measures

Measure ID & Name	Mar 17	Apr 17	May 17	Jun 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
quarter. Even though the private rented sector offers few opportunities to prevent homelessness and meeting housing need, it is hoped that the establishment of the Social Lettings Agency this year will increase the options available to homeless households. <p style="text-align: right;">Source Date 30/06/2017</p>											
HML09 Number of households for whom a full homelessness duty is accepted (M)	38	44	41	44	129		150	600	Smaller is Better		114
Performing over target.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
IG03 % FOI/EIR cases responded to within 20 working days (M)	93.4 %	96.6 %	100.0 %	96.9 %	97.9 %		100.0 %	100.0 %	Bigger is Better		92.0 %
One CCTV request was responded to verbally on time, however the written response was late being sent by two days due to an administrative oversight.											
The second overdue request related to some complex redaction to information relating to Delapre Abbey and DAPT. It is important to ensure personal data and commercial data are not released. This is a complex task and requires a number of checks to ensure other legislative obligations are not breached.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
IG04 % Subject Access requests responded to within 40 days (M)	75.0 %	66.7 %	100.0 %	100.0 %	90.0 %		100.0 %	100.0 %	Bigger is Better		100.0 %
During April one complex data file request could not be responded within the statutory period as it was too large to complete within time scales All other requests were responded to on time.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
NI157a % Major Planning applications determined in 13 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %		100.00 %	100.00 %	Bigger is Better		100.00 %
100% applications determined within agreed time scales.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %		95.00 %	9.50 %	Bigger is Better		92.96 %
100% applications determined within agreed time scales.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %		95.00 %	95.00 %	Bigger is Better		99.07 %
100% applications determined within agreed time scales.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
PP06 % change in serious acquisitive crime from the baseline (M)	43.76 %	2.17 %	2.42 %	3.26 %	3.26 %		-0.54 %	-2.17 %	Smaller is Better		9.26 %
Serious Acquisitive crime levels continue to be a concern. Levels are slightly higher than the same period last year, but have seen a reduction compared to the last quarter of 2016/17. Theft from motor vehicles continues to be a concern, theft of motor vehicles has started to see a reduction from the start of this quarter (-.7%). High visibility patrols are taking place in priority locations, with advice being provided. Burglary is seeing a reduction for the first quarter of 4.6%. Crime prevention advice and target hardening of vulnerable properties is taking place through Weeks of Action work in priority locations.											
<p style="text-align: right;">Source Date 30/06/2017</p>											
PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	58.62 %	53.33 %	57.14 %	57.58 %	55.71 %		70.00 %	70.00 %	Bigger is Better		71.64 % 6

Monthly Measures

Measure ID & Name	Mar 17	Apr 17	May 17	Jun 17	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
indicator is being re formulated to reflect what is actually found on checks. In future separate figures will be reported for breaches of conditions such as failure to carry condition book and failure to carry spare bulbs and for safety breaches such as bald tyres and damaged vehicles. The data currently reported reflects all breaches found on vehicle checks.											
											Source Date 30/06/2017
+ PP53 % Service requests responded to within 3 working days (M)	81.70 %	82.47 %	83.01 %	82.47 %	82.64 %		94.00 %	94.00 %	Bigger is Better		88.33 %
This period saw an overall increase in complaints. Resource issues in warden team is impacting the response time for waste complaints.											
											Source Date 30/06/2017

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Quarterly Measures

Measure ID & Name	Sep 16	Dec 16	Mar 17	Jun 17	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
HMO01 No. HMOs with Mandatory licence (Q)	333	362	360	352	352		340	340	Bigger is Better		322
Performing above target.											
Source Date 30/06/2017											
HMO08 No. of HMOs with an additional licence (Q)	340	515	525	537	537		550	550	Bigger is Better		472
The number of HMOs with an additional licence required (which applies to houses of two stories or less) is difficult to predict. We use a range of intelligence sources to ensure we know about properties that are unlicensed. We continue to take robust action to ensure unlicensed properties become licenced and we promote awareness of the need to licence relevant HMOs											
Source Date 30/06/2017											
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 %	100.0 %	Bigger is Better		100.0 %
Case A - Council's data processor at fault. Compensation agreed. Case B - Awaiting decision notice. Council has admitted maladministration and is offering compensation.											
Source Date 30/06/2017											
IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	0.00	0.00	0.00	27.50	27.50		0.00	0.00	Smaller is Better		0.00
The Council has provided all complaint correspondence to the LGO as requested by them so that they can determine cases without further investigation.											
Source Date 30/06/2017											
MPE01 No. of new businesses locating on NWEZ (Q)	0	11	7	3	3		5	25	Bigger is Better		0
Figures for this quarter are slightly lower than hoped for, but we continue to actively work toward bringing new business to the area and thereby create new jobs.											
Source Date 30/06/2017											
MPE02 No. of new jobs created on NWEZ (Q)	43	132	293	20	20		50	350	Bigger is Better		145
Figures for this quarter are slightly lower than hoped for, but we continue to actively work toward bringing new business to the area and thereby create new jobs.											
Source Date 30/06/2017											
PP16 % Off licence checks that are compliant (Q)	53.13 %	33.33 %	20.00 %	33.33 %	33.33 %		85.00 %	85.00 %	Bigger is Better		43.75 %
very small number of checks carried out (three), these checks are targeted at premises where concerns exist. It is proposed to change the target for this indicator to more accurately reflect the nature of checks carried out and the likely outcome.											
Source Date 30/06/2017											
TCO05n Town Centre footfall (Q)	3,956,060	4,203,658	3,126,019	4,129,997	4,129,997		4,000,000	14,700,000	Bigger is Better		4,351,837
Footfall across the whole town centre has exceeded projected target.											
Source Date 30/06/2017											

4 Monthly Measures

Measure ID & Name	Jul 16	Nov 16	Mar 17	Overall perf. to Date	Current YTD 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. It will report in Quarter 2 (April - July)									Source Date 30/06/2017
+ 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 %
This measure is a four monthly measure, and is difficult to line up with quarterly reporting. It will report in Quarter 2 (April - July)									Source Date 30/06/2017
+ 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 %
This measure is a four monthly measure, and is difficult to line up with quarterly reporting. It will report in Quarter 2 (April - July)									Source Date 30/06/2017
+ 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 %
This measure is a four monthly measure, and is difficult to line up with quarterly reporting. It will report in Quarter 2 (April - July)									Source Date 30/06/2017

Delivery of the Northampton Waterside Enterprise Zone

Established in 2012, the Enterprise Zones are at the heart of the Government's long-term economic plan, supporting businesses to grow. The Northampton Waterside Enterprise Zone is an area that stretches along the River Nene from Sixfields in the West to Cliftonville Road in the East. 164 new jobs have been created in Quarter 1 2017 for the University Waterside Campus which is due to open in September 2018, and a further £29,917 million of private sector capital investment has been secured to support the development works. Three new enterprises have been created with an estimated new 11 jobs. Three late business survey figures have been also received equating to 9 new jobs being created and a further £40,000 of private sector investment. Project on track.

Source Date 30/06/2017

Development of the Greyfriars site

The former bus station site in Northampton is due to be redeveloped to a mixed use site. The Council are working with a preferred developer and a report to Cabinet will be produced in due course.

Source Date 30/06/2017

Restoration and regeneration of Delapre Abbey and Park

The refurbishment of the 900 year old Delapre Abbey with the objective of opening the building to the public for the first time in its history is still ongoing. The Certificate of Occupation has now been issued by Building Control. On-going snagging works to ensure that the refurbishment works are complete and up to standard will be completed by late autumn 2017. A car park planning application will be submitted for decision at the July Planning Committee.

Source Date 30/06/2017

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

The Business Incentive Scheme is a support programme which is funded by £250,000 NBC funding awarded annually to assist new enterprises to increase opportunities for new business within the Borough of Northampton. Thirteen business have been supported with £118,320 committed grants between April and June 2017. In total for this current quarter this has created 48 jobs and leveraged approximately £864.450 of private sector investment for 2017/18.

Source Date 30/06/2017

Delivery of the Four Waterside Development

Four Waterside is a proposed development of office space adjacent to the train station. Market testing is currently being undertaken with a view to securing pre-let office space. Market testing includes discussions with potential tenants/agents.

Source Date 30/06/2017

Development of the Cultural Quarter

As part of the development of the Cultural Quarter which is based around the Guildhall Road and Dergate, a major element is the development of Northampton Museum in Guildhall Road. Preliminary surveys are now underway on the Museum building. Costs have now been received for a structural survey. The design development is on-going. The target is to submit the planning application for the redevelopment of the Northampton Museum in August 2017. Qualification interviews with a framework contractor to take place in June.

Source Date 30/06/2017

Development of the Cultural Quarter

Another project within the development of the Cultural Quarter is the Vulcan Project which is part refurbishment and part new build of office space and workshops, which will include small units for businesses from the creative and digital sector. The consultant team are in the process of finalising design and costs.

Source Date 30/06/2017

Delivery of the Castle Station development

The Castle Station development project refers to land behind the railway station. There are proposals for a mixed use development which proposes more car parking for rail users, some residential and some commercial uses. Feasibility work is on-going.

Source Date 30/06/2017

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

16th November 2017

Briefing paper

New businesses locating on Northampton Waterside Enterprise Zone

Background

Since its inception we have continued to field a healthy level of enquiries from businesses wishing to locate on the Northampton Waterside Enterprise Zone. The origins of these businesses range from foreign direct investors and UK based businesses right through to existing Northampton businesses wishing to relocate onto the flagship business address in the Borough.

Key to handling these enquiries is effectively managing the business aspirations as to the quality and availability of suitable land and premises, with developable land in particular being in high demand and relatively short supply.

Occupation levels in and around the core business area of St James Mill Road remain extremely high with at the time of writing no units currently available on either the freehold or leasehold market.

A positive of this consistent level of occupancy has been the continually higher than profiled jobs created figure, which accompanied with new businesses locating within the University of Northampton Innovation Centre and the continued high volume of construction jobs linked to major developments has ensured the NWEZ has remained in the top performance quartile of Enterprise Zones nationally. This is of course tempered slightly by the fact a fully occupied, vibrant business core means a lack of available premises for those looking to relocate onto the NWEZ.

To date we have reported the number of new business locating on the NWEZ as 16 in 2015 and 17 in 2016 with the current figure for 2017 being 16 against a target of 25.

Facts & Actions

Whilst there is understandable concern over the actual to target figure of new business locating in 2017 there is clear evidence of a pipeline of activity that will ensure additional new businesses will be taking up occupancy within the NWEZ in the very near future. Indeed there are 3 businesses already relocated since the last report with a further 2 due to commence business operation during October / early November, with one of these bringing approximately 110 new jobs to the zone.

In addition to the 5 businesses referenced above there are also further developments underway that will see new businesses locating onto the NWEZ early into 2018. One development site in particular is due for completion in the first quarter of 2018 and will see 4 new businesses locating and bringing with them in the region of 100 new jobs.

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Northampton Borough Council Overview and Scrutiny

Further development sites are currently for sale / under offer that will bring forward largescale employment land opportunities for both the public and private sector and will bring a mix of employment opportunities within identified growth sectors.

Early 2018 will also see an increase in occupation of the new University of Northampton Waterside campus. To compliment the academic offering on the site there is also provision for at least 3 new units offering a combination of banking, convenience retail and food and beverage.

In addition to all of the above activity we also remain extremely proactive in promoting the NWEZ amongst partner organisations and through developers and local agents with the intention of ensuring the Enterprise Zone remains a destination of choice amongst potential investors.

Conclusion

The Northampton Waterside Enterprise Zone remains an economic development priority for Northampton Borough Council and one that we will continue to promote and support, in particular through the bringing forward of new sites and available units.

John Dale
Head of Economic Development and Regeneration



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

16 NOVEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 1 - CEMETERIES

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel has not held another evidence gathering meeting but has a meeting scheduled for 9 November 2017.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 9 November 2017 and the Panel will hear from a variety of expert advisors, including Funeral Directors, Funeral Celebrants, receive a number of background documents around best practice external to Northampton, green burials, fees and charges and burial space.
- 2.2 Further evidence gathering meetings are set, with a meeting scheduled for 8 January 2018.
- 2.3 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 notes the progress report.



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

16 NOVEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 2 – TOURISM AND CULTURE

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel has not held another evidence gathering meeting but has a meeting scheduled for 4 December 2017.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 4 December 2017 at the Doddridge Centre. The Panel will hear from a variety of expert advisors, receive written evidence and best practice external to Northampton.
- 2.2 Further evidence gathering meetings are set, with a further meeting scheduled for 18 January 2018.
- 2.3 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 notes the progress report.

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

23 October 2017



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

16 NOVEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

1 INTRODUCTION

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel has not held another evidence gathering meeting but has a meeting scheduled for 27 November 2017.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 27 November 2017 and the Panel will hear from a variety of expert advisors, receive an equipment demonstration, receive a number of background documents including various anonymised case studies and best practice external to Northampton.
- 2.2 Further evidence gathering meetings are set, with a further meeting scheduled for 25 January 2018.
- 2.3 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 notes the progress report.

Author:

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

23 October 2017



NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

16 NOVEMBER 2017

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

1 INTRODUCTION

1.1 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 the approval of the Interim Report of the Working by the Overview and Scrutiny Committee at its September meeting; the report was presented to Cabinet on 18 October 2017.

2.2 At its meeting in November 2017, the Working Group received information regarding the completion of the negotiation stage of the procurement process and the next stages that will follow.

2.3 The Cabinet Member for Environment was present at the meeting and provided additional information, and answered the Working Group's queries.

2.4 In discussing the information provided, the Working Group agreed that from the information provided to it, that the processes to date have been robust and carried out with due diligence.

2.5 The Working Group further agreed that when the new contract is in place, it will undertake a site visit to the depot.

2.6 The Chair of the Working Group will continue to provide progress reports to the Overview and Scrutiny Committee.

3 RECOMMENDATION

3.1 That the information is noted.

Author:

Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Dennis Meredith, Chair, O&S Re-provision of the Environmental Services Contract Working Group

2 November 2017

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

16 November 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 8 November 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 8 November 2017 are detailed below:
 - **Northamptonshire Sustainability & Transformation Plan (STP)** - The Committee received an overview of the development and delivery of the STP
 - **First for Wellbeing** – The Committee received a presentation on the first year of First for Wellbeing, including lessons learned and plans for the future.
- 2.2 In addition, the Committee considered the development and delivery of the work programme for 2017/2018.

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Northampton Borough Council Overview and Scrutiny

3 Conclusions

- 3.1 That the update is noted.
- 3.2 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.
- 3.3 The next meeting of Northamptonshire County Council's Scrutiny Committee is scheduled for 7 March 2018 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 November 2017

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