

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held at The Jeffery Room
The Guildhall, St. Giles Square, Northampton, NN1 1DE on
30 September 2019 at 6pm

George Candler
Chief Executive

If you need any advice or information regarding this agenda please phone Tracy Tiff, Democratic and Member Services Manager, 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 Tony Ansell Councillor Rufia Ashraf Councillor Mohammed Azizur Rahman (Aziz) Councillor Janice Duffy Councillor Gareth Eales Councillor Penelope Flavell Councillor Luke Graystone Councillor Samuel Kilby-Shaw Councillor Dennis Meredith Councillor Emma Roberts Councillor Cathrine Russell Councillor Brian W Sargeant Councillor Zoe Smith

Calendar of meetings

Date	Room
11 November 2019 6:00 pm 9 January 2020 20 February 20 April	All meetings to be held in the Jeffery 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 - 5	Members to approve the minutes of the meeting held on 15 July 2019
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	Northampton Forward		The Committee to receive an update on Northampton Forward.
6 6:20pm	Sports Policy		<p>The Committee to receive a verbal update regarding the carried motion of full Council of 11 March 2019:</p> <p>“In preparation for the transition to Unitary we call upon NBC to produce a Sports Strategy for the people of Northampton that draws on the Sports Strategy for West Northamptonshire of 2009.</p> <p>The purpose of this strategy, as well as reviewing current facilities, would be to identify gaps, reflect current user preferences and requirements.</p> <p>Only by doing this can we protect the assets in</p>

Northampton Borough Overview & Scrutiny Committee

			Northampton for the people of the town.”
7 6:30pm	Air Quality and Management Change Working Group		The Overview and Scrutiny Committee to receive the minutes of the recent meeting of the Air Quality and Management Change Working Group.
8 6:40pm	Performance Monitoring Scrutiny	7	The Overview and Scrutiny Committee to undertake Performance Monitoring Scrutiny: <ul style="list-style-type: none"> • HML01 – Total number of households living in temporary accommodation • HM008 - Number of HMOs with an additional licence • ESCO2 - Percentage of household waste recycled and composted • ESC09 - Percentage of fly tipping incidents removed within two working days of notification
9 7:00pm	Performance Monitoring Report	9 - 16	Members to review the Performance Monitoring Report
10 7:10pm	Monitoring of O&S Reports		The Committee to monitor progress on the accepted recommendations of the following Overview and Scrutiny reports.
10 (a) 7:10pm	Dementia Friendly Town	17 - 28	
11	Scrutiny Panels		The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels.
11 (a) 7:25pm	Scrutiny Panel 1	29	
11 (b) 7:30pm	O&S Working Group - Gangs and Knife Crime	31	
12 7:35pm	Potential future pre decision scrutiny		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
13	Urgent Items		This issue is for business that by reasons of the special circumstances

Northampton Borough Overview & Scrutiny Committee

7:40pm

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, 15 July 2019

COUNCILLORS PRESENT: Councillor Lane (Chair), Councillor Walker (Deputy Chair);
Councillors Ansell, Ashraf, G Eales, Kilby-Shaw, Meredith, Russell,
Sargeant and Smith

Councillor Jonathan Nunn, Leader of the Council
George Candler, Chief Executive
Ruth Austin, Environmental Services and Licensing Manager
Councillor Danielle Stone – observing

Dr M Dickie, Chair, Friends of Northampton Castle

Press James Averill, Democracy Reporter

1. MINUTES

The minutes of the meeting held on 10 June 2019 were signed by the Chair as a true and accurate record.

2. APOLOGIES

Apologies for absence were received from Councillors Duffy, Flavell, Graystone and Roberts.

3. DEPUTATIONS/PUBLIC ADDRESSES

Dr Dickie, Chair, Friends of Northampton Castle addressed the Committee on agenda item 5 – Northampton Forward.

4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

5. NORTHAMPTON FORWARD

Dr Dickie, Chair, Friends of Northampton Castle, addressed the Committee emphasising the need for a focus on local history. She conveyed concern that there was not a local historian on the Board and a Heritage Strategy had not been produced. Dr Dickie gave a brief history of the town, advising that the town began around the 8th or 9th Century at Black Lion Hill and had expanded east from there. Dr Dickie referred to when the town centre had walls and gates and asked that the gates were brought back so that medieval history could be retained. There needs to be a destination for people to visit Northampton. Dr Dickie concluded her address by advising that the Friends of Northampton Castle had a website and contained within this was a petition - *“Create a public park celebrating the history of Northampton!”*

Dr Dickie was thanked for her address.

Councillor Jonathan Nunn, Leader of the Council, and George Candler, Chief Executive, gave the Committee a briefing on Northampton Forward.

The Committee heard that town centres are changing dramatically, including Northampton town centre; due mainly to the impact of online shopping and out of town retail centres. However, 35% of the town centre of Northampton is retail; which is more than other town centres. A masterplan will be created and consists of two stages. Over 300 towns expressed an interest and Northampton is one of 41 towns that has been included in the list for funding. Northampton has the ambition and assets to make the town centre really good and become more of a destination; there is a need for there to be an offer to attract people into the town. It was acknowledged that Northampton Borough Council (NBC) could not deliver this on its own and was keen to ensure that everyone's views had been captured. A full consultation process took place and 600 responses were received; in addition, a shop was used in the Grosvenor centre for the consultation and a further 800 responses came in. NBC is also working closely with the University of Northampton. A number of sub-groups will be set up to work on different streams. Councillor Nunn confirmed that historians would be a key part of the process. It was highlighted that decisions would be made through Cabinet and full Council. The next stage of the process would be around heritage; for example the restoration of shop fronts.

The Committee asked questions, made comment and heard:

- It was queried whether this would provide an opportunity to increase green spaces in the town and use solar panels. It was acknowledged that the borough of Northampton does consist of a lot of green space but there is little in the town centre.
- It was commented that funding is available via the urban tree planting scheme.
- The aesthetics of the shop fronts in St Giles Street was commended and it was suggested that this could be replicated in Abington Street. Councillor Nunn supported this suggestion.
- Concern was raised regarding the current location of the Tourist Information Centre. NBC is working with Northamptonshire County Council regarding the future use of County Hall.
- Heritage weekend is scheduled to take place during September 2019.
- In response to a query regarding the use of empty shops, Councillor Nunn confirmed that the Grosvenor Centre is increasingly community focussed.
- In answer to a query regarding the results of the consultation, Councillor Nunn confirmed that he could attend a future meeting of this Committee to provide future details. He confirmed that the questionnaire was comprehensive and took over 20 minutes to complete. It was queried how many individuals started the questionnaire but failed to complete it.

Councillor Nunn and George Candler were thanked for their address and were invited to attend the next meeting to provide a further update.

AGREED: That the update is noted and a further briefing will be presented to the September 2019 meeting of the Overview and Scrutiny Committee.

6. AIR QUALITY AND MANAGEMENT CHANGE WORKING GROUP

Councillor Kilby-Shaw, Chair, Air Quality and Management Change Working Group, presented the minutes of the inaugural meeting of the Air Quality and Management Change Working Group that took place on 18 June 2019 and highlighted the salient points.

The Committee asked questions, made comment and heard:

- In response to a query regarding the planting of additional trees, Councillor Kilby-Shaw advised that UK has a target of planting a certain number of trees per year; this target has been exceeded by Scotland and Wales but not by England. It takes ten years for trees to grow and reduce carbon. Councillor Kilby-Shaw gave an example of an organisation, Nationwide Building Society that has been reducing its carbon omissions since 2015.
- It was noted that generally people are pro-carbon omission reductions, are recycling more and buying more responsible goods. Car manufacturers are making both electric and hybrid vehicles.

The date of the next meeting of the Air Quality and Management Change Working Group has not as yet been scheduled but it expected to take place in September 2019, the minutes of which will be presented to the September meeting of this Committee.

AGREED: That the update is noted and the minutes of the next meeting of the Air Quality and Management Change Working Group are presented to this Committee for information.

7. MONITORING OF OVERVIEW AND SCRUTINY REPORT

(A) CEMETERIES

Ruth Austin, Environmental Services and Licensing Manager, presented the Monitoring Action Plan – Cemeteries to the Overview and Scrutiny Committee and highlighted the key points.

Ruth Austin was asked to congratulate the Cemeteries Team on behalf of the Committee for their hard work.

AGREED: That a final update on the accepted recommendations contained within the O&S Report - Cemeteries at the meeting of the Overview and Scrutiny Committee on 11 November 2019.

8. PERFORMANCE MONITORING REPORT

The Overview and Scrutiny Committee considered the Corporate Performance All Measures and Outturn Report – March 2019 and requested that the relevant Cabinet Member and Head of Service attends the next meeting of this Committee to provide an update on the following Key Performance Indicators:

- HML01 – Total number of households living in temporary accommodation
- HM008 - Number of HMOs with an additional licence
- ESCO2 - Percentage of household waste recycled and composted
- ESC09 - Percentage of fly tipping incidents removed within two working days of notification

AGREED: That Overview and Scrutiny undertakes performance management scrutiny at its next meeting on the following key performance indicators:

- HML01 – Total number of households living in temporary accommodation
- HM008 - Number of HMOs with an additional licence
- ESCO2 - Percentage of household waste recycled and composted
- ESC09 - Percentage of fly tipping incidents removed within two working days of notification

9. SCRUTINY PANELS

10. SCRUTINY PANEL 1 - FOOD POVERTY

Councillor Meredith, Chair of Scrutiny Panel 1, presented the scope for approval.

AGREED: That the scope of the Review for Scrutiny Panel 1 – Food Poverty is approved.

11. WORKING GROUP - GANGS AND KNIFE CRIME

Councillor Walker, Chair of the Working Group, presented the scope for approval.

AGREED: That the scope of the Review for the Working Group - Gangs and Knife Crime is approved.

12. OVERVIEW AND SCRUTINY REPORTING AND MONITORING WORKING GROUP

The Chair gave background to the Overview and Scrutiny Reporting and Monitoring Working Group. There was a need to confirm the membership for 2019/2020

Meetings were confirmed as:

- 11 November 2019
- 18 December 2019

Commencing at 5:15pm

Membership of the Working Group:

Councillor Lane (Chair); Councillor Walker (Deputy Chair); Councillors Meredith, Russell, Kilby Shaw, and Sargeant.

AGREED: That the membership of the Reporting and Monitoring Working for 2019/2020 is agreed as detailed above.

13. OVERVIEW AND SCRUTINY ANNUAL REPORT 2018/2019

The Chair presented the O&S Annual Report for 2018/2019 for the Committee's consideration and approval.

AGREED: That the O&S Annual Report for 2018/2019 approved and presented to full Council in September 2019.

14. POTENTIAL FUTURE PRE DECISION SCRUTINY

The Committee would consider the progress report regarding Northampton Forward at its next meeting.

15. URGENT ITEMS

There were none.

The meeting concluded at 19:30 hours

This page is intentionally left blank



Northampton Borough Council Overview and Scrutiny

Overview and Scrutiny Committee
30th September 2018

Briefing Note: Performance Management Report September 2019 - 2018 ESCO2 - Percentage of household waste recycled and composted & ESC09 - Percentage of fly tipping incidents removed within two working days of notification¹ Background

1.1 At a recent meeting of the Scrutiny Panel, an update was requested regarding the performance of ESCO2 - Percentage of household waste recycled and composted & ESC09 - Percentage of fly tipping incidents removed within two working days of notification

2 Update

2.1 The performance of ESC 02 percentage of household waste recycling and composted continues to improve, moving from 40% in 2017/18, to 44% in 2018/19 and to a forecasted 49% in 2019/20. This significant improvement is largely due to the recently implemented 'all in one' recycling service change along with better service delivery and a programmed communications campaign. This forecast is based on the assumption that the higher % seen so far this year will be maintained throughout the year.

2.2 Communications and promotions continue to increase the diversion of waste from landfill, a comprehensive programme is in place and reviewed on a monthly basis by relevant stakeholders, work currently being carried out relates to the changing of the 'agrippa' panels on the side of the refuse/recycling vehicles thanking residents for their help in improving the statistics, concentrated contamination/education campaigns alongside with targeted social media campaigns.

2.2 The performance of ESC09 - Percentage of fly tipping incidents removed within two working days of notification is down on 2018/2019. fly tipping continues to be a problem, with increased occasions adding pressure on the service. Some fly tips contain hazardous waste, which then requires a specialist contractor to remove, this can cause a slight delay to allow for grouping of requests in order to achieve benefits of scale.

2.4 Veolia are constantly working to remove flytips from the streets of Northampton but the amount of incidents is increasing, from an average of 1300 per month in 2018/19 to around 2000 in 2019/20. A task and finish group consisting of representatives from NBC wardens, Environmental Health and the Kingdom Enforcement team has been created to attempt to address this problem.

3 Conclusions

3.1 An end of year recycling figure of 49% would put NBC at around 4/5th in the county, an improvement from 7th. This forecast is based on the assumption that the higher % seen so far this year will be maintained throughout the year.

3.2 Our flytips incidents are amongst the highest in the county and officers, along with the relevant stakeholders, are taking action to address this.

Brief Author: Christopher Carvell, Environmental Services Contract Manager
13th September 2019

This page is intentionally left blank

Corporate Performance

All Measures Report

June 2019

6

NORTHAMPTON
BOROUGH COUNCIL

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

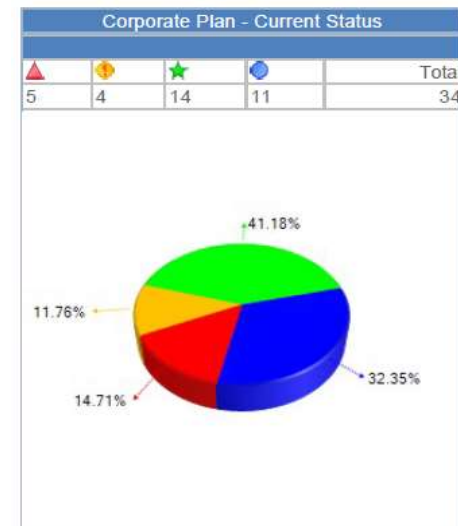
NORTHAMPTON
BOROUGH COUNCIL

Northampton Borough Council Corporate Plan 2018 – 2020



Ambitious | Prosperous | Proud

- **A stronger economy**
 - Shaping place and driving growth
 - Creating a thriving vibrant town
 - A clean, green and tidy town
- **Resilient communities**
 - Keeping the town and people safe
 - Empowering local people
 - More homes, better homes
- **Exceptional services to be proud of**
 - Putting the customer first
 - Spending your money wisely
 - Improving your governance



Monthly Measures

Measure ID & Name	Mar 19	Apr 19	May 19	Jun 19	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)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	Bigger is Better		100.00 %
We continue to demand all rents due.											
Source Date 30/06/2019											
+ AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	?	?	?	?	?	?	?	?	Smaller is Better	?	?
This KPI has been discontinued and will not appear on the next report. The team are working on new KPIs to replace.											
Source Date 30/06/2019											
+ BV008 Local invoices paid within 10 days (M)	89.83	82.28	83.85	80.86	80.86	80.86	80.00	80.00	Bigger is Better		99.60
Performing within targets											
Source Date 30/06/2019											
+ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	99.00 %	99.80 %	99.50 %	98.10 %	98.10 %	98.10 %	99.00 %	99.00 %	Bigger is Better		99.60 %
Performing over targets in April and May, with a slight dip in June. This may be that staff are not authorising invoices within target times to enable payment. To be investigated and staff reminded of process.											
Source Date 30/06/2019											
+ BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	11.36	7.93	7.98	7.76	7.76	7.76	8.40	8.40	Smaller is Better		11.20
We continue to work with the Agresso team to ensure accurate reporting.											
Source Date 30/06/2019											
CHV Number of visitors to Abington Park Museum	3,936	7,115	3,445	7,574	18,134	18,134	15,600	52,100	Bigger is Better		16,059
Qtr 1: A total of 18,135 visits to Abington Park Museum during April to June significantly outperformed Q1 target of 15,600 by 16%. During April, a Spring Food Fair attracted over 2,000 visitors and later in the month, Easter activities including an Easter egg trail drew 1,476 visitors. June saw the museum open its doors to Transport Day - the event was extremely popular and generated over 5,000 visitors throughout the day.											
Source Date 30/06/2019											
+ CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	0.00 %	0.00 %	97.78 %	98.11 %	98.04 %	98.04 %	90.00 %	90.00 %	Bigger is Better		93.89 %
A change to a new system saw no responses entered during April during the changeover. For the period of May and June, 161 responses were received with 2 removed as not relevant, 156 'Satisfied', 3 'Not at all Satisfied'. A 98.04% 'Overall Satisfaction' rate was achieved.											
Source Date 30/06/2019											
+ CS13a % of calls for NBC managed services into contact centre answered (M)	86.25 %	87.27 %	92.02 %	97.09 %	92.09 %	92.09 %	90.00 %	90.00 %	Bigger is Better		95.35 %
Customer Services achieved an overall target of 92.9% of calls answered against the 90% target. We have received a total number of 11218 calls which is 481 contacts less in comparison to May's figures. We have seen an increase in the number of emails received with a total of 2200 contacts which has increased by 271 contacts in comparison to May's Figures. The average wait time for customers has also decreased by 1 minute 09 seconds in comparison to May. Housing, Repairs, Tenancy Management, Housing Solutions, Rent Income & General enquiries have seen an increase in calls of 481 contacts in comparison to May.											
Source Date 30/06/2019											
+ CS14a % OSS customers with an appointment seen on time (M)	88.6 %	86.6 %	88.9 %	90.4 %	88.5 %	88.5 %	90.0 %	90.0 %	Bigger is Better		95.3 %
Customer Services One Stop Shop hit an overall target of 90.4% of appointments seen within 10 minutes. and 89.9% of drop in customers seen within 15 minutes of arrival time. This has increased in comparison to Mays performance. We have seen a slight decrease in the number of appointments booked in comparison to May. Drop In documentation has increased in comparison to May by 224 contacts.											
Source Date 30/06/2019											
+ ESC01n Total bins/boxes missed in period (M)	259	279	324	288	891	891	1,020	4,080	Smaller is Better		1,042
There was a small rise in missed bins and boxes over the quarter but the number is a very small proportion of potential 'misses' and remains well within parameters. The numbers are falling in the last month.											
Source Date 30/06/2019											
+ ESC02 % missed bins corrected within 24hrs of notification (M)	100.00 %	73.00 %	82.00 %	85.00 %	85.00 %	85.00 %	84.00 %	84.00 %	Bigger is Better		81.68 %

Monthly Measures

Measure ID & Name	Mar 19	Apr 19	May 19	Jun 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
Missed bins rectified within 24 hrs continue to fluctuate as Veolia are trying to identify those crews that may have operational blockages or issues. They continue to make small changes to the rounds to make them more balanced but also increasing the supervision on known hotspots											
											Source Date 30/06/2019
ESC04 % household waste recycled and composted (NI192) (M)	69.82 %	49.01 %	51.95 %	49.25 %	49.25 %	49.25 %	44.00 %	44.00 %	Bigger is Better		46.39 %
Recycling figures continue to improve due to the recent service change though are expected to plateau prior to further promotional works.											
											Source Date 30/06/2019
ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	0.00 %	5.33 %	0.00 %	0.00 %	1.78 %	1.78 %	4.00 %	4.00 %	Smaller is Better		?
Of the areas inspected one month saw an area that fell below acceptable levels in April. We work with the contractors to ensure that areas are brought up to standard.											
											Source Date 30/06/2019
ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	0.00 %	4.00 %	4.00 %	4.00 %	4.00 %	4.00 %	4.00 %	4.00 %	Smaller is Better		?
Street cleansing standards continue to rise with the introduction of the Veolia contracts' working practices.											
											Source Date 30/06/2019
ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	8.00 %	2.67 %	5.33 %	0.00 %	2.67 %	2.67 %	2.00 %	2.00 %	Smaller is Better		?
When an area is found to have graffiti cleaning team is sent in immediately to ensure removal of the graffiti.											
											Source Date 30/06/2019
ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	8.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	2.00 %	2.00 %	Smaller is Better		?
											Source Date 30/06/2019
ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	119.11 %	68.22 %	75.41 %	60.63 %	68.23 %	68.23 %	90.00 %	90.00 %	Bigger is Better		37.63 %
Fly tipping continues to be a problem, with increased occasions adding pressure the service. Some fly tips contain hazardous waste, which then requires a specialist contractor to remove, this can cause a slight delay to allow for grouping of requests in order to achieve benefits of scale.											
											Source Date 30/06/2019
HML01 Total no. of households living in temporary accommodation (M)	338	344	346	338	338	338	80	80	Smaller is Better		271
As expected, the shortage of suitable move on accommodation has continued to have a negative impact on the amount of time that homeless households spend in temporary accommodation. Implementation of the Council's 14 point Temporary Accommodation Action plan and the restructure of the Housing Options and Advice Service are underway and should be largely completed by the end of October. They are expected to reduce the use and cost of temporary accommodation in the future.											
											Source Date 30/06/2019
HML07 Number of households that are prevented from becoming homeless (M)	48	52	61	34	147	147	150	600	Bigger is Better		81
In addition to the households that have been prevented from becoming homeless in the quarter, the team has helped relieve homelessness for 73 households by accessing supported or private rented accommodation or helping them restore family ties. Since the beginning of April, extra resources have been invested in negotiating with private landlords to renew tenancies and working with local letting agents to provide working households with access to suitable rented housing.											
											Source Date 30/06/2019
HML09 Number of households for whom a full homelessness duty is accepted (M)	33	23	29	33	85	85	240	960	Smaller is Better		66
All decisions to 'accept' a rehousing duty under the homelessness legislation have been made after the Council has discharged its duty to relieve the household's homelessness for 56 days. As expected the number of acceptances has remained similar to the previous quarter as the team continues to focus on reducing its large caseloads.											
											Source Date 30/06/2019

Monthly Measures

Measure ID & Name	Mar 19	Apr 19	May 19	Jun 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
+ IG03 % FOI/EIR cases responded to within 20 working days (M) All FOI/EIRs received were responded to within period.	99.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	Bigger is Better		86.0 %
Source Date 30/06/2019											
+ IG04 % Subject Access requests responded to within 40 days (M) All Subject access requests received were responded to within timescales.	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	Bigger is Better		100.0 %
Source Date 30/06/2019											
+ NI157a % Major Planning applications determined in 13 weeks or agreed extension (M) All targets were achieved.	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	Bigger is Better		100.00 %
Source Date 30/06/2019											
+ NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M) We continue to achieve targets of 100%	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	95.00 %	95.00 %	Bigger is Better		100.00 %
Source Date 30/06/2019											
+ NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M) We continue to meet targets	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	95.00 %	95.00 %	Bigger is Better		99.57 %
Source Date 30/06/2019											
+ PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M) A multi agency inspection in April on 70 vehicles resulted in 39 faults being identified and notices being issued. This included all minor and major faults and some where on multiple faults on the same vehicle. The findings were not unexpected and owners would be aware of the process to rectify these faults. No inspections were carried out in May or June.	0.00 %	39.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	70.00 %	Bigger is Better		80.00 %
Source Date 30/06/2019											
+ PP53a % Service Requests responded to within 5 working days (M) increase in level of service requests but response levels maintained	86.54	97.41	96.35	96.89	96.87	96.87	92.00	92.00	Bigger is Better		85.18
Source Date 30/06/2019											

Quarterly Measures

Measure ID & Name	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	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)	388			414			456			491			340	340	Bigger is Better		406	
The number of HMO's with a licence continues to rise. As in previous quarters will continue to pursue any cases where its suspected licences are required and have not been applied for.																		
Source Date 30/06/2019																		
HMO08 No. of HMOs with an additional licence (Q)	376			358			358			398			398	500	Bigger is Better		490	
Since a change in the law properties that previously had been recorded as additional are now classed as mandatory. This means less 'additional' to process with a corresponding rise in mandatory licences.																		
Source Date 30/06/2019																		
+ IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	100.0 %			100.0 %			66.0 %			100.0 %			100.0 %	100.0 %	Bigger is Better		50.0 %	
Targets met within quarter.																		
Source Date 30/06/2019																		
+ IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	28.00			0.00			29.83			26.00			26.00	28.00	28.00	Smaller is Better		29.50
All LGO cases responded to below target of 28 days within quarter																		
Source Date 30/06/2019																		
MPE01 No. of new businesses locating on NWEZ (Q)	3			1			5			2			2	5	Bigger is Better		2	
There are very few vacant units left in the NWEZ so there are less businesses who can relocate here now. The Business Incentive Scheme is in its last year and ends March 2020.																		
Source Date 30/06/2019																		
MPE02 No. of new jobs created on NWEZ (Q)	6			2			37			7			7	50	Bigger is Better		16	
As few businesses can locate to the NWEZ it also impacts on the number of jobs that can be created.																		
Source Date 30/06/2019																		
+ PP16 % Off licence checks that are compliant (Q)	55.56 %			100.00 %			0.00 %			0.00 %			0.00 %	60.00 %	Bigger is Better		54.55 %	
No off licence checks were carried out during this period.																		
Source Date 30/06/2019																		
TCO05n Town Centre footfall (Q)	3,617,163			3,365,002			3,138,909			3,277,491			3,277,491	3,250,000	12,000,000	Bigger is Better		3,864,070
A slight rise in footfall over the previous quarter has been recorded																		
Source Date 30/06/2019																		

Major Project update

Delivery of the Northampton Waterside Enterprise Zone

The construction of a new £300 million University of Northampton Campus, Carlsberg Bottling Plant, Northampton Castle Rail Station and One Angel Square are all complete. Contractors for the Vulcan Works are now on site and delivery continues to programme, construction jobs will be reported on a half yearly basis. Movement within the EZ for Q1 shows 2 businesses coming into the Zone creating 7 jobs.

Source Date 30/06/2019

Development of the Greyfriars site

Options of the potential use of the Greyfriars site and the delivery routes were reported to Members in June. A detailed master planning process for the site will now be undertaken to quantify the level of public investment that is needed in order to be able to maximise the regeneration benefits from the site and make it attractive to the market.

Source Date 30/06/2019

Restoration and regeneration of Delapre Abbey and Park

The project is near completion. All Breedon works are complete, together with Health and Safety works which form part of the residual outstanding items. Flood drainage works to protect the new car park have also been successfully completed. Works to upgrade the security incorporating Audio Challenge is underway and Listed Building Consent has been submitted.

Source Date 30/06/2019

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

Two new businesses were supported in Q1, creating 4 additional jobs and attracting £518,345 of private sector investment. Overall the project since inception in 2014 has supported 160 new and existing businesses with £1,327,666 committed grants. 771 jobs created that leveraged £8,028,388 of private sector investment.

Source Date 30/06/2019

Delivery of the Four Waterside Development

Architects are continuing to progress the development of a masterplan for the site. This work is taking place alongside a commercial review of uses which includes soft market testing in order that what comes forward on the site can be delivered. The capital programme for 2019/2020 includes significant resource to enable us to pump prime developments on this site.

Source Date 30/06/2019

Development of the Cultural Quarter

Demolition works now complete, together with external piling on the Museum development. New extension works have commenced with scaffolding erected and roof works underway. Internal refurbishment and remodelling progressing as planned. The project is currently within budget and quality of work remains satisfactory. Unfortunately programme has slipped due to late steel works. Works progressing on all internal areas with new roof completing shortly.

Source Date 30/06/2019

Development of the Cultural Quarter - Vulcan Works

The Vulcan Works project plans to build opportunities for start-ups and young businesses in the creative and IT sectors with a total of 59 letting units of variable sizes and levels of specification. Angel Street demolition and piling are now complete. Internal brick cleaning is also completed and works to Guildhall Road frontage commenced.

Source Date 30/06/2019

Delivery of the Castle Station development

Work continues with Network rail and the train operator who continue to be keen to develop the site. We are working with them to find a way forward with the proposed development plans.

Source Date 30/06/2019



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL - Dementia Friendly Town

Response and Action Plan in response to the Recommendations from Scrutiny Panel

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Monitoring activity	Monitoring complete		
March 2018	February 2019	Date to be added by O&S Committee when agreed monitoring is completed		
Recommendation 1: Northampton Borough Council works towards “Dementia Friendly Status for Northampton” being achieved. A Dementia Friends Champion is nominated to lead on this work.				
Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
A Dementia Friends Champion (DFC) to be nominated to lead on	Marion Goodman	Officers Time	April 2018	Louise Musson – Call Care Manager appointed to lead on the work for Dementia

17

<p>the work required.</p> <p>Work towards Northampton being a Dementia Friendly Town (DFT) in liaison with the Northampton DAA, Northamptonshire DAA and University of Northampton.</p>				<p>Friendly Town</p> <p>NBC have become a member of the Northampton and Northamptonshire Dementia Action Alliance (DAA).</p> <p>Louise Musson (NBC) is Chair of the Northampton DAA and Deputy Chair for the Northamptonshire DAA.</p> <p>The Northampton DAA has now applied for 'working towards Dementia Friendly Community' Status. This will be confirmed in January 2019. At which point they will be able to start evidencing the work being carried out throughout Northampton to support the town gaining Dementia</p>
---	--	--	--	---

				<p>Friendly Community status.</p> <p>Northampton Dementia Action Alliance has now been given 'working towards Dementia Friendly'. This allows NBC to use the logo which demonstrates our commitment to people living with dementia.</p> <p>The working towards stickers are now displayed in the One Stop Shop.</p>
<p>Recommendation 2: A Dementia Forum is established. Northampton Interfaith Forum (NIFF) is invited to join the Forum.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Northampton Forum (Dementia Action Alliance) to be	Louise Musson	Officers Time	April 2018	Completed – Northampton has a DAA which is currently chaired by Louise

established. Interfaith Forum to be invited to join.				Musson (NBC). NIFF has been invited to form part of the Northampton DAA and have since joined. One of the local churches has held a Dementia Friendly Service and are looking to make this a regular event and open it out to other churches.
Recommendation 3: Northampton Borough Council registers with the Alzheimer's Society as part of the Dementia Friendly Recognition Scheme.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Internal Dementia Strategic Working Group to be formed from all the key areas of NBC. This will enable a review of best practice	Louise Musson and Lead Officers for each area	Officers Time	April 2019	This group has started working in the individual service areas including museum services and community safety and

<p>in the organisation for people living with dementia and their carers and work towards fulfilling the Alzheimer's criteria for becoming a DF organisation.</p> <p>Northampton Borough Council will register as an organisation 'working towards DF community/organisation.</p>			<p>January 2019</p>	<p>partnership. Further regular meetings of the whole working group have been diarised commencing in February 2019</p> <p>Group met in April, the following proposals were discussed:-</p> <ul style="list-style-type: none"> • NBC to have DF champions in key areas i.e. OSS. • DF information sessions should be added to the staff induction. • All existing public facing staff to have DF information session, this could be added as an objective in this year's appraisal. • LM to look at on line DF information
--	--	--	---------------------	---

				<p>sessions.</p> <ul style="list-style-type: none">• HR to review carers policy which will include Carers of people living with Dementia.• Planning will consider people with Dementia when sending out their public engagement letters.• Museums are considering people with dementia during the design of the new museum.• Museums will continue running their DF café.• OSS will consider the environment for people living with dementia and ensure
--	--	--	--	---

				<p>all front facing staff have DF information sessions. They will look at some of their team attending champion training to support this.</p> <ul style="list-style-type: none">• Call Care will have an information table in the OSS during Dementia Awareness Week WB 20th May. <p>As part of the DAA, Northampton Borough Council will be recognised as one of the leads for working towards Dementia Friendly Northampton. This will be confirmed January 2019.</p> <p>We have liaised with the Alzheimer's Society and</p>
--	--	--	--	---

				<p>offered to hold a Dementia Champion training day here at the Guildhall. We are just waiting for the Alzheimer's Society to provide a date for when they can provide the trainer. This will allow NBC to have several officers trained as Champions. This would enable them to provide Dementia Friends Sessions to other staff.</p> <p>Alison from the OSS is really keen to have this and then have all front facing staff attend DF sessions.</p> <p>HR are forming a Policy working group in September and will review the Carers policy once this has been set up.</p>
<p>Recommendation 4: Dementia Friends information and training is included in both Councillor and staff inductions.</p>				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
DF Champions training needed for a number of staff, to ensure DF information sessions are provided. DF information sessions to be provided to all new staff and Councillors.	HR, Training & Development, Health and Wellbeing	Officers Time Champion Training for Officers which is Free from the Alzheimers organisation.	April 2019	This will form part of the work of the NBC strategy group.
Recommendation 5: A Councillor Champion for older people, focussing on dementia is appointed.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Appoint Councillor for Older People	Marion Goodman	None	April 2018	Cllr Anna King, Cabinet Member for Community Engagement and safety is the Councillor Champion for Older People

Recommendation 6: The Dementia Friends Champion liaises with the local churches in Northampton to ascertain what Groups are currently available and whether further Groups such as Care and Share could be introduced.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
DFC to liaise with NIFF and other church groups to establish a database of Dementia Support Groups within Northampton.	Louise Musson	Officers Time	April 2019	Stephanie De Vally from Northamptonshire Police is progressing this action as part of her contribution to the Northampton DAA. LM liaising with St Peters Church who are running a DF café and offering DF church services. St Peters Weston Favell are holding a DF service in September. They are also looking at their church becoming a DF church.
Recommendation 7: The Dementia Friends Champion has dialogue with the Transport Manager of UNO and the Head of Vulnerable Persons, Northants Police, regarding training for drivers of UNO around raising awareness of those living with dementia.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
The NBC Strategic Working Group will liaise with UNO and other transport providers via the Bus Station User Group to support them with raising awareness of Dementia and their carers.	NBC Strategic Group	Officers Time	September 2019	This will form part of the work of the NBC strategy group. Both UNO and Northamptonshire Carers are members of the DAA.
Recommendation 8: The Dementia Friends Champion works with the Assistant Chief Executive, Northamptonshire Carers, regarding the introduction of ID cards for carers when travelling with someone living with dementia.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
The NBC Strategic Working Group will liaise with UNO, other transport providers and Northamptonshire Carers via the Bus Station User Group to discuss the introduction	NBC Strategic Group	Officers Time	September 2019	This will form part of the work of the NBC strategy group.

of carer ID cards. .				
-------------------------	--	--	--	--



NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

30 SEPTEMBER 2019

BRIEFING NOTE:

SCRUTINY PANEL 1 – FOOD POVERTY

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 1 to undertake comprehensive Scrutiny activity regarding food poverty
- 1.2 Membership of the Scrutiny Panel comprises Councillor Dennis Meredith (Chair); Councillor Cathrine Russell (Deputy Chair); Councillors Aziz, Bottwood, Cali, Roberts and Smith.
- 1.3 The scope of the Review was approved by the Overview and Scrutiny Committee and evidence gathering has commenced.

2 UPDATE

- 2.1 The Scrutiny Panel has held one evidence gathering meetings with further meetings scheduled. At its July 2019 meeting the Scrutiny Panel received a very comprehensive “setting the scene” presentation; the core questions were agreed to be put to expert advisors and site visits confirmed.
- 2.2 Over the summer period two visits to Food Banks took place and the Scrutiny Panel will receive the findings from these visits at its September meeting. Also at the September meeting expert advisors will attend the meeting and provided responses to the core questions.
- 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 progress report is noted.

This page is intentionally left blank



**NORTHAMPTON
BOROUGH COUNCIL**

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

30 SEPTEMBER 2019

BRIEFING NOTE:

OVERVIEW AND SCRUTINY WORKING GROUP – GANGS AND KNIFE CRIME

1 INTRODUCTION

- 1.1 The Overview and Scrutiny Committee commissioned the Overview and Scrutiny Working Group to undertake comprehensive Scrutiny activity regarding gangs and knife crime
- 1.2 Membership of the Scrutiny Panel comprises Councillor Graham Walker (Chair); Councillor Jane Birch (Deputy Chair); Councillors Aziz, Lane and Russell.
- 1.3 The scope of the Review was approved by the Overview and Scrutiny Committee and evidence gathering has commenced.

2 UPDATE

- 2.1 The Working Group has held two evidence gathering meetings with further meetings scheduled. At its July 2019 meeting the Working Group received a very comprehensive “setting the scene” presentation from Senior Officers of Northamptonshire Police; the core questions were agreed and expert advisors attended the meeting of the Working Group in September and provided responses.
- 2.2 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 progress report is noted.

This page is intentionally left blank