

**NORTHAMPTON BOROUGH COUNCIL**  
**Overview and Scrutiny Committee**

Your attendance is requested at a meeting to be This meeting will be held  
remotely at <https://www.youtube.com/user/northamptonbcTV>  
on 11 January 2021 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](mailto: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](http://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 Andrew Kilbride Councillor Samuel Kilby-Shaw Councillor Dennis Meredith Councillor Nilesh Ramesh Parekh Councillor Emma Roberts Councillor Cathrine Russell Councillor Zoe Smith

**Calendar of meetings**

<b>Date</b>	<b>Room</b>
15 February 2021 6:00 pm	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
<b>1</b> <b>6:00PM</b>	<b>Apologies</b>		Members to note any apologies and substitution
<b>2</b>	<b>Minutes</b>	<b>1 - 4</b>	Members to approve the minutes of the meeting held on 9 November 2020.
<b>3</b>	<b>Deputations/Public Addresses</b>		<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. Should you wish to speak at this meeting please email <a href="mailto:ttiff@northampton.gov.uk">ttiff@northampton.gov.uk</a> detailing your request to speak.</p>
<b>4</b>	<b>Declarations of Interest (Including Whipping)</b>		Members to state any interests.
<b>5</b> <b>6:05PM</b>	<b>Update on Housing Acquisitions Scheme</b>	<b>5 - 6</b>	The Committee to receive a briefing on the update on Housing Acquisitions Scheme
<b>6</b> <b>6:25PM</b>	<b>CSP Performance</b>	<b>7 - 14</b>	The Committee to receive a performance report from the Chair of the CSP.
<b>7</b> <b>6:40PM</b>	<b>Performance Management Scrutiny</b>	<b>15 - 20</b>	<p>The Committee to undertaken performance management Scrutiny:</p> <ul style="list-style-type: none"> <li>• MPE02 No of new jobs created on NWEZ</li> <li>• CS14a - %OSS customers with an appointment seen on time – an update regarding what provisions are in place so that it ensured the right people are reached</li> <li>• ESC04 % household waste recycled and composted (NI192)</li> <li>• PP53a % Service Requests responded to within 5 days – Noting that staff had been deployed on a wide range of new duties relating to Covid 19, and an update on business regulation work.</li> </ul>
<b>8</b> <b>7:10PM</b>	<b>Performance Monitoring Report</b>	<b>21 - 30</b>	Members to review the Performance Monitoring Report for future Performance Management Scrutiny.

# Northampton Borough Overview & Scrutiny Committee

<b>9</b>	<b>Overview and Scrutiny Reports</b>		The Cabinet Members to provide an update on the accepted recommendations contained within the reports:
<b>9 (a) 7:20PM</b>	<b>Food Poverty</b>		
<b>9 (b) 7:30PM</b>	<b>Gangs and knife crime</b>		
<b>10 7:40PM</b>	<b>Monitoring of accepted recommendations</b>	<b>31 - 58</b>	The Overview and Scrutiny Committee to undertake monitoring of the accepted recommendations contained within the O&S Report:  Culture and Tourism
<b>11 7:50PM</b>	<b>Potential future pre decision scrutiny.</b>		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
<b>12 7:55PM</b>	<b>Urgent Items</b>		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.

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## NORTHAMPTON BOROUGH COUNCIL

### MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 9 November 2020

<b>COUNCILLORS PRESENT:</b>	Councillor Jamie Lane (Chair), Councillors Tony Ansell, Rufia Ashraf, Janice Duffy, Penny Flavell, Andrew Kilbride, Sam Kilby-Shaw, Emma Roberts, Cathrine Russell and Zoe Smith
	Councillor Stephen Hibbert – Cabinet Member for Housing and Wellbeing
<b>Officers</b>	Phil Harris, Director of Housing and Wellbeing Tracy Tiff, Democratic and Member Services Manager Ed Bostock, Democratic Services Officer
<b>Members of the Public</b>	Robin Burgess – Hope Centre

**Apologies** Councillor Graham Walker (Deputy Chair) Councillors Aziz, G Eales, and Meredith

#### 1. MINUTES

The minutes of the meeting held on 7 September 2020 were signed by the Chair as a true and accurate record.

#### 2. DEPUTATIONS/PUBLIC ADDRESSES

Mr Robin Burgess, CEO, Hope Centre, addressed the Scrutiny Panel on agenda item 7 – Scrutiny Panel 1 – Food Poverty.

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

There were none.

#### 4. MONITORING OF ACCEPTED RECOMMENDATIONS CONTAINED WITHIN OVERVIEW AND SCRUTINY REPORTS

##### (A) CHILD SEXUAL EXPLOITATION (CSE)

Councillor Stephen Hibbert, Cabinet Member for Housing and Wellbeing and Phil Harris, Director of Housing and Wellbeing presented the action plan in relation to the accepted recommendations contained within the Scrutiny report – Child Sexual Exploitation (CSE) and highlighted the salient points.

It was emphasised that safeguarding training for Members was scheduled next week and Councillors were urged to attend. In response to a query regarding the training for the Board of NPH, Phil Harris suggested that the Board Member proposes such training to the Board as this would be an issue for NPH.

The Chair thanked all those involved in the Scrutiny Review – CSE. He added that once the training had taken place that all recommendations would have been completed and no further monitoring would need to take place.

AGREED: That monitoring on the accepted recommendations contained within the Scrutiny Report – CSE is complete.

## **5. PERFORMANCE MONITORING REPORT**

The Overview and Scrutiny Committee considered the Performance Monitoring Report and it was suggested that the further information is requested on the following for Scrutiny Performance Monitoring to be undertaken:

MPE02 No of new jobs created on NWEZ

CS14a - %OSS customers with an appointment seen on time – an update regarding what provisions are in place so that it ensured the right people are reached

ESC04 % household waste recycled and composted (NI192)

PP53a % Service Requests responded to within 5 days – Noting that staff had been deployed on a wide range of new duties relating to Covid 19, but an update on business regulation work would be requested.

AGREED: That an update on the above performance measures would be requested to be provided to the next meeting.

## **6. SCRUTINY PANELS**

### **7. SCRUTINY PANEL 1 - FOOD POVERTY**

Mr Robin Burgess, CEO, Hope Centre addressed the Scrutiny Panel. He highlighted that since the work of this Scrutiny Panel and its recommendations the situation had changed in relation to food poverty. Poverty had increased during the Covid19 pandemic. The demand on Food Banks and the support required from Agencies had increased. There had been tremendous collaboration of the Voluntary Sector in relation to a grant of £300,000 from DEFRA that the Voluntary Sector is administering. There is a need to recognise the significant work undertaken by the Voluntary Sector. Mr Burgess concluded that he welcomed the report of the Scrutiny Panel but highlight that it is a fluid time.

Mr Burgess was thanked for his address.

The Chair thanked all those involved in the work of the work of the Scrutiny Panel and recognised the input of the co optees to this review. He thanked Councillor Meredith for chairing this high profile Scrutiny Panel. The Chair then drew the Committee's attention to the recommendations contained within the report, stating that he would present the report to Cabinet at its meeting on 16 December 2020 and would be asked the Cabinet Member to provide an update to the Overview and Scrutiny Committee at its meeting on 11 January 2021.

The Committee made comment, asked questions and heard:

Councillor were impressed by the recommendations put forward.

A number of issues had taken place since the production of the report, such as the Government now funding school meal vouchers over the school holiday period.

A lot of people are facing eviction and the poor living conditions of some was referred to. It was recognised that the right expert advisors had presented evidence to this Scrutiny Review.

The report references the Living Wage employer and it was noted that some key workers often earn less than this.

It was suggested that the review should be repeated as the situation is very different now to what it was when the review started.

Community support across the town has been fantastic.

**AGREED:** That the report of the Scrutiny Panel – Food Poverty is approved and the Chair of the Overview and Scrutiny Committee will present the report to Cabinet at its meeting on 16 December 2020.

## **8. OVERVIEW AND SCRUTINY WORKING GROUP - GANGS AND KNIFE CRIME**

The Chair presented this report to the Committee recognising the work undertaken by Councillor Walker in chairing this Working Group. He then referred the Committee to the recommendations contained within the report.

The Committee made comment, asked questions and heard:

It was noted that the Cabinet Member provides details of some of the activities that are being undertaken but a more detailed report would also be useful.

There appears to be a gap in the knowledge base on what work is being done.

The Chair thanked all those involved in this Scrutiny activity.

**AGREED:** That the report of the Scrutiny Working Group – Gangs and Knife Crime is approved and the Chair of the Overview and Scrutiny Committee will present the report to Cabinet at its meeting on 16 December 2020.

## **9. POTENTIAL FUTURE PRE DECISION SCRUTINY**

There was none.

At this point the Chair suggested that the Committee might have the need for an additional meeting to be scheduled for it to undertake a health check on its recommendations and whether any were outstanding. A recommendation would be required how they would be taken forward or whether Cabinet would have enacted the recommendations by Vesting Day.

## **10. URGENT ITEMS**

There were none.

The meeting concluded at 6:37 pm







## OVERVIEW & SCRUTINY COMMITTEE

<b>Report Title</b>	<b>Update on the Housing Acquisitions Scheme</b>
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<b>Meeting Date:</b>	11 January 2021
<b>Accountable Cabinet Member:</b>	Councillor Stephen Hibbert

### 1. Purpose of this report

- 1.1 In July and August 2020, an Overview & Scrutiny Working Group reviewed the way in which the Council has used the 'Buy Back' arrangements to reduce its use of temporary accommodation, and it undertook a pre-scrutiny review of the Council's decision to extend and expand the housing acquisitions scheme.
- 1.2 When Cabinet approved the extension and expansion of the housing acquisitions scheme at its meeting on 19 August 2020, it was agreed that the Overview & Scrutiny Committee would be provided with regular updates on the progress of the scheme.
- 1.3 The purpose of this report is to provide the Committee with its first update.

### 2. Background

- 2.1 In order to increase its stock of affordable rented housing and reduce the use and cost of Temporary Accommodation (TA), the Council has been working closely with Northampton Partnership Homes (NPH) to purchase former council homes and then let them, as permanent homes, to homeless families living in the most expensive TA.
- 2.2 The rent charged for these permanent homes is an 'affordable rent' (up to 80% of the market rent) but 'capped' at Local Housing Allowance (LHA) rates.
- 2.3 During the housing acquisitions pilot scheme, the Council sought to simplify and accelerate the home buying process, including the rate at which properties can be acquired, repaired, refurbished and let. The financial viability of each acquisition was assessed on the basis of an investment appraisal that included a 'ceiling' on total costs, including the purchase price, legal costs and any repairs and maintenance required.

- 2.4 At its meeting on 19 August 2020, Cabinet approved the extension of the housing acquisitions scheme to acquire more homes, including 15 one-bedroom homes and three five-bedroom HMOs to meet the needs of people who have been sleeping rough.
- 2.5 Cabinet also approved the expansion of the scheme to include any suitable homes (not just those that were previously owned by the Council) and acknowledged that the cost of ongoing maintenance can be reduced by acquiring blocks of similar homes.
- 2.6 Although it was agreed that the housing acquisitions scheme will continue to use a target operating model that is based on agreed formulae and ceilings on purchase and repair costs, Cabinet agreed that there may be occasions when the Council chooses to exceed those cost ceilings, in order to meet specialist requirements, where those acquisitions are forecast to remain affordable within the Housing Revenue Account.

### **3. Developing a pipeline of housing acquisitions**

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- 3.1 Following Cabinet approval of the extension and expansion of the housing acquisitions scheme, NPH undertook an appraisal of the local housing market to establish whether or not there was a sufficient supply of suitable family homes available, within the agreed cost ceilings, to support a second round of property purchases.
- 3.2 After reviewing the formulae and ceilings on the purchase and repair costs, the Council's Finance Team issued a new set of cost ceilings, for the second round of housing acquisitions, at the beginning of November 2020.
- 3.3 On 16 December 2020, Cabinet approved – subject to due diligence – the acquisition, through the Housing Revenue Account, of a block of 44 apartments which is currently under construction, by a private developer, at 85-89 Lion Court, Southbridge.
- 3.4 Construction of 85-89 Lion Court – which comprises 15 one-bedroom homes, 28 two-bedroom homes and 1 three-bedroom home – is due to be completed in February 2021. If the Council's purchase of the apartment block is completed in a timely manner, tenants could start moving in as early as April 2021.
- 3.5 Although it has taken a while to develop a pipeline of individual housing acquisitions, momentum is now building and the situation, as at 23 December 2020, was as follows:
- The Council has instructed solicitors to proceed with the purchase of 4 homes (2 one-bedroom, 1 two-bedroom and 1 three-bedroom) that it has surveyed, valued and agreed a purchase price with the vendor.
  - The Council is awaiting the outcome of the surveys and valuations it has commissioned in relation to 8 homes (3 one-bedroom and 5 two-bedroom) that it has expressed an interest in purchasing.

**Phil Harris**  
**Director of Housing and Wellbeing**

# Agenda Item 6

## Northampton Borough Council Overview and Scrutiny



### Overview and Scrutiny Committee

11 January 2021

### Briefing Note – Crime & Disorder, Overview & Scrutiny

#### Summary

On the 3 February 2011 it was agreed that as part of the Overview & Scrutiny Committee role, that in meeting their responsibilities under the Crime and Disorder (Overview and Scrutiny) Regulations 2009, an annual report from the Community Safety Partnership (CSP) would be provided. The report would focus on the levels of CSP performance and whether crime has increased in the light of reduced resources, and if so what measures have been taken to meet any shortfall in performance. The report was to advise the Committee of work undertaken, thereby informing Overview and Scrutiny of further review or scrutiny that may be required.

#### Community Safety Partnership – Priorities

The Community Safety Strategy was refreshed in March 2020. The partnership has used the Police's annual Strategic Assessment to help determine the priorities for the partnership. The Assessment collates considerable information and data, detailing levels of crime and anti-social behaviour that enables the Community Safety Partnership to consider the current position and any changing circumstances or emerging issues that could necessitate different approaches or interventions.

Certain other considerations have been considered in addition to recorded figures, that have helped to identify those areas of work that now form the priorities contained in this new Community Safety Strategy 2020-2022. Including; volume of crime, level of harm and community concern, the impact on our communities and victims and how much added value can the partnership give.

In addition, existing and emerging national priorities, policing priorities included in both Northamptonshire Police's Control Strategy and the Police and Fire Crime Commissioner's Policing and Crime Plan, are also considered.

Northampton Community Safety Partnership has established a strong Community Engagement Network. The need for local people to be given an opportunity to voice their

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# Northampton Borough Council Overview and Scrutiny

views and opinions is important in achieving longer-term change and improving community safety.

The partnership regularly asks the community to identify what their greatest community safety concern is in their neighbourhood. These results are analysed every three months and used to set the locally identified priorities.

These have been reflected in the priorities going forward. A new two-year strategy has been developed to reflect the current priorities.

From the analysis undertaken, the feedback from our communities and understanding the current risks, harm and threats the following community safety priorities have been identified for 2020-22.

These have been reflected in the priorities going forward.

1. *Serious Organised Crime – including gangs, knife crime, youth violence and modern slavery*
2. *Interpersonal Violence – including domestic abuse and sexual violence*
3. *Anti-Social Behaviour, Hate Crime and Town Centre Disorder – including community cohesion, alcohol related violence and prevent duty*
4. *Serious Acquisitive Crime – Burglary, robbery and vehicle crime*

An action plan has been developed, which provides further details several SMART actions, detailing how the Partnership Strategy will be delivered. The action plan is an evolving document, which is updated bi-monthly.

## Actual Performance

The Home Office places Community Safety Partnerships in groups considered to have enough similar characteristics to allow a meaningful comparison of their crime rates: this is known as the Most Similar Group.

Using data obtained from the Home Office iQuanta system we are able to produce the table below. There are thirteen crime types on the table and a headline category of all crime.

The Current Position column tells us whether performance is in line with, Above or Below the upper and lower control limits from the average for the Group; the Distance column gives the difference between our crime rate and that average, with the arrow indicating whether this distance has improved or worsened compared to the year-end figure.

Next we have our Rank within the Group, with lower numbers indicating better comparative crime figures. The final column shows the current Crime Rate per 1,000 head of population and the same measure at the 2019/20 year-end.

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Crime Type	Most Similar Group			Crime Rate (per 1,000)	
	Current Position	Distance from Average	Rank		
				current	2019/20
All Crime	Inline	5.5%	10	107.74	110.36
Robbery	Inline	8.9%	10	1.54	1.89
Theft from Vehicle	Inline	27.9%	12	6.31	7.92
Theft of Vehicle	Below	-25.9%	5	1.42	1.55
Theft from the Person	Below	-40.2%	2	0.70	0.98
Shoplifting	Inline	-17.7%	6	5.57	7.09
All Other Theft	Inline	-3.3%	6	7.32	8.01
Violent Crime	Inline	6.2%	10	50.31	46.53
Sexual Offences	Above	51.5%	14	4.91	4.64
Racially Aggravated Offences	Inline	9.4%	11	1.72	1.42
Drug Offences	Inline	17.9%	14	4.90	4.52
Criminal Damage	Inline	-2.9%	7	9.94	10.68
Burglary - Residential	Below	-20.7%	6	9.20	10.85
Burglary - Business/Community	Above	50.8%	15	2.61	3.59

Data from the Home Office lags by a month; the table above shows data for the twelve months to the end of August 2020, while the rest of the figures quoted in this report come from Northamptonshire Police and are for the year to the end of September.

The picture from this table is positive, with the overall crime rate falling despite the increase in violent crime.

Public disorder offences have risen and while some are attributable to COVID breaches, the upward trend preceded lockdown. The rise in drug offences is attributable to an increase in enforcement. There has been a significant drop in burglary residential; this occurred across the county and, while the lockdown has obviously had an effect, it should be noted that this type of crime reduced by 32.0% in 2019/20, as the result of a Police initiative which devoted more resources. Burglary residential is now 20% below the average for the Group. Burglary business has also fallen, although this decrease only began in March 2020.

Violent crime accounted for 41.8% of the crime recorded in the town, making it the most significant category. Recorded violent offences for the year rose by 17.5% and the Partnership's crime rate is now 6.2% above the average for our Most Similar Group. Violent crime breaks down as 43.4% without injury, 29.0% with injury and 27.4% stalking and harassment.

Domestic violence accounts for 35.0% of all violent offences: offences with a domestic flag rose by 23.2% in the year to the end of September, while the figures for other violent offences increased by 14.6%.

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Incidents of anti-social behaviour recorded by Northamptonshire Police increased by 27.8% during the year to the end of September. Police have been recording reports of breaches of the COVID regulations as anti-social behaviour offences and it is this which has been the main driver behind the increase in anti-social behaviour reports in the first four months of 2020/21.

A secondary measure for anti-social behaviour is criminal damage: figures for the Partnership decreased by 8.2% compared with 2019/20.

## Impact of COVID-19

The coronavirus pandemic has created huge and immediate challenges across the country. Many organisations have had to adapt swiftly to continue supporting the people who need them.

Over the past few months, with the support of a network of key officers, partners and the community and voluntary sector we have been providing support and coordinating requests to support those most vulnerable in our communities.

In response to the COVID19 pandemic, the Community Safety and Engagement Team, since March have been coordinating the requests that have been coming into Northampton's community resilience hub.

More than 1,200 vulnerable people in Northampton have requested help and been supported with emergency food deliveries, food collection, shopping, furniture collection, prescription collections, emotional and mental health issues, loneliness and social isolation and financial support.

We are working with several organisations, we recognise the importance in continuing these relationships and providing support to these groups at neighbourhood level post COVID19 – we are looking to do this through the community safety and engagement team and our existing multi-agency neighbourhood working groups.

We will work with our local infrastructure organisations, to ensure we support new and existing groups and volunteers and identify emerging issues around health inequalities, community cohesion and mental health, all of which have a significant impact on the delivery of our Community Safety Strategy as they are causal factors towards crime and anti-social behaviour.

## Specific pieces of work that have taken place in the last six months, since the last report in July 2020 include:

- Delivered and supported the following community engagement events, bringing our communities together, including; International Day for Persons with a Disability **virtual event**, International Men's Day **virtual event**, Windrush **virtual event**, Srebrenica **virtual event**.
- In addition to the £982,410 administered to the community and voluntary sector, through Direct Grants, Cllrs Community Fund, Small Grants Fund and the

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Partnership Grant. £90,000 has been distributed to community and voluntary organisations across the borough through Cllr COVID specific grants. These organisations are delivering positive outcomes to improve the quality of life of our residents living in the Town, many of which have an impact on reducing crime and improving community safety.

- Street Pastor Scheme continues to operate in the Town Centre, on bank holidays and pay weekends.
- Taxi Marshal Scheme, two taxi marshals providing cover Friday and Saturday evenings, pay weekends and bank holidays resumed.
- Purple Flag reaccreditation scheme for the Town Centre achieved.
- Renewal of the Town wide Public Spaces Protection Order, giving additional enforcement powers, to tackle varying forms of anti-social behavior including street drinking.
- Renewal of PSPO for the gating of Marble Arch.
- Jeyes Jetty Public Spaces Protection Order approved as well as planning permission for the gates granted. Gates are being made and installation to occur imminently.
- Installation of gate at Wilson Farm Track. This, along with continuous enforcement from both the police and wardens, has been done to help prevent issues surrounding constant fly tipping and fires, which on average occurs twice a week. Issues are still on going but CCTV is due to be installed in the new year.
- The multi-agency case management meetings for Anti-Social Behaviour and Hate Crime, Cuckooing and Youth Violence – all taking place via the zoom platform.
- Our Anti-Social Behaviour Officers are working in partnership with the local policing team, in tackling anti-social behaviour, serious organised crime, and begging and youth violence, they have achieved the following:
  - There are currently 25 active cases being managed by the Anti-Social Behaviour Case Managers.
  - 31 CPW's (Community Protection Warning Letters) have been issued – 21 for neighbour disputes, 7 for verbal abuse and threatening behaviour, 1 for cuckooing, 1 for aggressive begging and 1 for an out of control dog.
  - 8 CPN's (Community Protection Notices) have been issued – 2 for neighbour disputes, 3 for verbal abuse and threatening behaviour and 3 for aggressive begging
  - 2 x Cuckooing injunctions have been obtained on 2 prolific offenders who have been persistently targeting the most vulnerable residents in Northampton.
  - A 3 month Closure Notice and a 3 month Closure Order extension was obtained on a property which had caused high levels of alarm and distress to other residents due to the many incidents of ASB, crime, drug taking and drug dealing.
  - 10 x neighbour disputes (13 CPW's (Community Protection Warning's) and 1

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- CPN (Community Protection Notice) issued)
  - 6 x street drinkers/beggars (2 CPW and 2 CPN's issued)
  - 2 x female perpetrator targeting vulnerable individuals for money/place to stay etc (1 CPW and 1 CPN issued)
  - 1 x youth nuisance (1 Acceptable Behaviour Contract issued)
  - 3 x perpetrators causing harassment, verbal abuse, threatening behaviour (2 CPN's issued)
  - 4 x gang related/ASB injunctions have been submitted to deal with gang violence on the Eastern part of the Town.
  - 7 x CPW's issued and 1 ASB injunction and 1 Cuckooing injunction being progressed to tackle issues on the North East part of the Town.
- Youth Providers Network is working to identify gaps in youth services/provision in the Borough. Coordinating the activity and youth spaces that are developing in the Town. Bringing partners together to work collaboratively as our youth offer continues to grow and develop.
- Through the funding secured from the Home Office's Trusted Relationships Fund, Free2Talk continue to deliver youth services in four of our priority neighbourhood areas, increasing the support available to the town's most vulnerable young people. Delivering interventions and mentoring to young people most at risk of getting involved in knife crime and anti-social behaviour. Including the recently established 'safe zone' in McDonalds in the Town Centre, part of our focus on contextual safeguarding.
- Specific engagement work, in Thorplands (due to being identified as a police priority area and recognising the need for a multi-agency approach to build community resilience). Including hand delivered letters to residents, engagement sessions and bike marking session, designed to improve confidence and increase reporting. Funding secured for joint basketball/youth worker project.
- Support given to police for St David's Day of Action in May. Environmental work planned for the New Year.
- Development work of the augmented reality app for the Knife Angel started including filming interviews with key people involved in tackling violence and gang related issues.
- Promoted and supported Police knife amnesty events in Town Centre in December.
- Supported police with a number of bike marking events, in Abington Park (July & August) with approx. 120 bikes marked over the 2 sessions. In Wootton, Briar Hill, St James. Each session had over 60 bikes marked with Wootton receiving over 80.
- Target hardening continues of properties of vulnerable residents, that have been victims of anti-social behaviour, hate crime or domestic abuse.

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# Northampton Borough Council Overview and Scrutiny

- Community and engagement newsletter – issued weekly through our community engagement network, providing community safety messages and campaigns, details of events and general updates.

## Specific pieces of work that will take place in the next three months:

- Develop virtual community safety package for schools, with partners – to be rolled out in our primary schools.
- Develop a programme of days and weeks of action.
- Continue to plan with partners a range of activity, focusing on anti-violence messages and activity to coincide with the arrival of the knife angel which has been put back to May 2021.
- Youth forum have started planning the ‘youth app’ in partnership with communication and digital teams at NBC, the app will allow young people to see what youth provision there is in the Town, searchable by location.
- Environmental works in St David’s (cutting down and removal of shrubbery) to be undertaken in January.
- Youth project to start in Thorplands (joint basketball/youth worker led) and will be tackling issues like team building and conflict management.
- Concentrated community resilience and engagement work planned for Blackthorn similar to that recently carried out in Thorplands.
- Community engagement sessions booked for Thorplands and Blackthorn in January (and ongoing).
- Planning for a month-long campaign for West Northamptonshire against violence and aggression continues for the Knife Angel visit in May 2021 and coordinating activities with those planned by North Northamptonshire.
- Coordinated joint enforcement day across the south west targeted untaxed vehicles and fly tipping. Key areas included Kings Heath, Briar Hill, St James and St Crispins.
- Installation of gates at Jeyes Jetty under the PSPO.
- PSPO going to Cabinet in January 2021 with view to gate Dunster Street alley in March 2021 as part of the OPFCC ‘Safer Streets’ project.
- Supporting the OPFCC to deliver on the Safer Streets project delivering home and vehicle security packs to 1900 homes in the Castle Ward (Wellingborough Road area)

[www.northampton.gov.uk/scrutiny](http://www.northampton.gov.uk/scrutiny)

Call 01604 837046 or 01604 837408

E-mail: [scrutiny1@northampton.gov.uk](mailto:scrutiny1@northampton.gov.uk)

# Northampton Borough Council Overview and Scrutiny

## Conclusion

We have seen an overall crime reduction in the Town, for many of the individual specific crime types. However violent crime continues to be an issue for the partnership and a focus for the strategy going forward.

The CSP continues to work closely with partner agencies, particularly the Police, the Office of the Police, Fire and Crime Commissioner, East Midlands Ambulance Service, Youth Offending Service, University of Northampton and Community and Voluntary Organisations to deliver activities that will tackle our key issues.

Despite the COVID pandemic, the partnership has been able to deliver against the priorities set out in the Community Safety Strategy 2020-22, whilst supporting the response offered through the community resilience hub and engaging with our communities to ensure the public health messages are being received.

There are several planned actions as set out above to be delivered over the next 3-6 months.

Brief Author: Vicki Rockall, Community Safety & Engagement Manager on behalf of Councillor Anna King, Portfolio Holder for Community Safety & Engagement – December 2020

## **Overview & Scrutiny Report – Performance Management 23 December**

**CS14a - % OSS customers with an appointment seen on time – an update regarding what provisions are in place so that it is ensured the right people are reached.**

### **One Stop Shop contingencies**

Within the One Stop Shop we have robust process' in place to identify vulnerable customers that do not have access to a telephone or are unable to access NBC self-help options available on-line.

In order to offer equal access to NBC services the One Stop Shop has made available appointments specifically for customers who have a vulnerability and therefore cannot access our services over the phone to receive face-to-face assistance to access NBC services. Between 1<sup>st</sup> April 20 – Nov 20 the OSS completed 167 face-to-face appointments, 100% of these customers were seen at their scheduled appointment time.

Customers can also utilise the self-serve area within the OSS, where they have access to three computers that can be used to access NBC services. Phones are also located in this space that allows the customer to contact various departments within NBC, floorwalkers are available to assist customers to use this equipment and answer any questions or queries they may have.

In addition, we have set up an extension for our colleagues from our Partners and Service areas, enabling them to make contact to arrange appointments for customers that would benefit from seeing someone face to face.

### **Partnership Hub**

Since the 19<sup>th</sup> March 2020 eleven partner agencies based within the hub suspended all services operating from the One Stop Shop due to the on-set of the Corona virus pandemic. Since this date all eleven agencies continue to assist customers via remote access to services through telephone and online enquiries and have significantly reduced face-in face interactions. These contingencies have been successful and therefore remain in place to continue to supply services remotely protecting customers by reducing the need for them to come into the One Stop Shop.

In the interim, the Customer Services team are continuing to support and signpost vulnerable customers needing to access support from key partner agencies by supplying telephone numbers, website addresses or completing referrals for identified vulnerable customers.

With regards to Citizens Advice, a bespoke referral arrangement process is in place to identify vulnerable customers requiring assistance. For those customers who approach NBC via the OSS or the contact centre and are unable to utilise the Citizens Advice website self-help options, the team will complete a CA referral form on the customers behalf. We then forward the customer details to a designated officer at CA who makes contact directly with the customer within 36 hours, and dependant on the customers circumstances they will be offered a telephone or face-to-face appointment.

Within the OSS we continue to have regular discussions with all partners regarding their recovery plans

**Training to identify vulnerabilities:**

In June the Training & Quality Team attended external bespoke training specifically to support vulnerable customers and have cascaded this training to all advisors throughout Customer Services

This extensive training has enabled the team to confidently and competently recognise and identify vulnerable customers through utilising and engaging techniques to encourage disclosure and adapt appropriate responses to actively support customers in achieving their required outcome.

**NPH Community bus**

NPH, “Daphne the bus” was launched on 24<sup>th</sup> July 2019 the bus provides mobile housing services to residents throughout the Borough to facilitate engagement with residents within their own locality about NPH services. During the summer the bus was operating within Covid compliant guidelines and stationed at twelve different locations within the community during the month of August, and fourteen during September. Presently Daphne is currently unavailable, but a new timetable has now been confirmed and the bus will be back within local communities as from January 2021. The schedule of locations will be on the NPH website in addition to the Voice free magazine.

**Northampton Borough Council  
Overview and Scrutiny Committee  
Performance Management Scrutiny  
11 January 2021, 6pm**

**Briefing Note:**

At the recent Overview and Scrutiny Committee, Members considered the Performance Monitoring Report and it was suggested that the further information is requested on the following for Scrutiny Performance Monitoring to be undertaken:

ESC04 % household waste recycled and composted (NI192)

**Background**

At a recent meeting of the Scrutiny Panel, further information was requested regarding the performance indicator ESC04 - % of waste recycled or composted.

**1 Update –**

This target was set prior to the council agreeing to introduce a chargeable garden waste scheme and was set in line with the previous years performance.

It should be noted that the chargeable garden waste scheme has had an effect on the overall amount of material recycled and composted – The current subscription rate is around 53% of applicable properties, hence the reduced amount of compostable material collected. Due to Covid, the subsequent lockdowns and so called ‘amazon’ effect, have also meant that the new scheme didn’t have as big an impact on this indicator as it could have, using April to October figures, the 19/20 figures averaged around 1500 tonnes per month whereas 20/21 has averaged around 1800 tonnes per month.

Brief Author: Christopher Carvell, Environmental Services Contract Manager  
December 2020.

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## **Overview and Scrutiny Committee 11 January 2021**

### **Performance Management Scrutiny KPI PP53a Percentage of service request responded to within SLA Update on Coronavirus Business Regulation**

As indicated in the performance report, the performance on this indicator has dropped during the current year due in part to increased workload involved in dealing with the regulation of business compliance with coronavirus legislation. Clearly this has been an exceptional year with the Coronavirus pandemic impacting on many of the Councils activities.

The Environmental Health and Licensing Team have led on the enforcement of the various regulations which have been enacted during this year to implement measures designed to limit the spread of coronavirus. More than ten sets of regulations have required that certain categories of business close, operate in an amended manner or imposed additional requirements on the operators of different types of businesses.

During the initial lockdown in the spring and early summer the majority of the retail, leisure and hospitality industry was required to close. Staff from the team supported by neighbourhood wardens monitored compliance with the legislation and, working with colleagues around the county and in the police developed consistent approaches to the enforcement of the legislation. A significant amount of time has been spent in providing advice and support to the businesses which were allowed to operate to assist them to do so in a COVID-19 secure manner. As the legislation was implemented very quickly without the usual consultation processes, there were a number of anomalies and areas of uncertainty (for example the definition of homeware and whether a shop selling a range of goods was permitted to open if it sold some items of food).

As the regulations changed to allow various sectors to re-open, the team provided further advice and support to assist businesses to re-open safely, for example by ensuring that water systems were appropriately flushed through to prevent the risk of legionella. Advice was also given to businesses which were diversifying to provide a different range of services, for example through delivery or takeaway operations.

Future changes in legislation including requirements for the wearing of face coverings, the collection of track and trace data and the monitoring of bookings limited to a maximum of six people followed and the team had to understand and communicate these requirements to the businesses being regulated. Further regulations introduced the tier systems and the second lockdown, followed most recently by a revised system of tiering which came into force in early December.

In addition to providing advice and support and, where appropriate, enforcement action, the team has also dealt with complaints and enquiries from members of the public about potential breaches of the regulations. From mid March until mid December the team have dealt with nearly 900 additional service requests in relation to the coronavirus restrictions.

The changes to lifestyles caused by the outbreak has also resulted in an increase in the number of complaints about fly tipping, domestic noise and bonfires as people spend a larger proportion of their time at home and are more aware of their surroundings. This has impacted on the workload of the team and affected response times.

In addition the team have worked with colleagues in the public health team at the County Council, colleagues from Public Health England, The Health and Safety Executive and Health service

colleagues to investigate a number of outbreaks of coronavirus in workplaces (including the large outbreak at Greencore), schools and health and care settings.

This work has been carried out efficiently and effectively by a small team of very professional dedicated officers that I am very proud to work with.

Ruth Austen Environmental Health and Licensing Manager.

December 2020





## **Northampton Borough Council Overview and Scrutiny**

**Overview and Scrutiny Committee  
11 January 2021**

### **Briefing Note: Performance Monitoring Report 2020-2021**

#### **MPE02 – Number of new jobs created on Northampton Waterside Enterprise Zone**

- 1.1 At a recent meeting of the Scrutiny Panel, an update was requested regarding the performance of MPE02 – No of new jobs created on NWEZ

## **2 Update**

- 2.1 Since the inception of the Waterside Enterprise Zone in 2012, 1831 employment positions have been on the Enterprise Zone and 4637 constructions jobs have been created from projects such as the Vulcan Works, One Angel Square and the University of Northampton Waterside Campus. The performance of number of new jobs created on Northampton Waterside Enterprise Zone has tailed off in recent quarters. The decline in number of new jobs created during the past year is due to two main factors:
- 2.1.1 The EZ moving closer to its full capacity resulting in less new/suitable sites for businesses to locate into. The sites that are left are much more complex to bring forwards than the sites when that came forwards when the Enterprise Zone was first established which is also causing the rate of new sites that still haven't come forwards to reduce.
- 2.1.2 The current COVID-19 pandemic has seen businesses experience extreme hardship and therefore not be in a position to expand and recruit.
- 2.2 COVID has saw businesses experience cash flow issues, make staff redundant and in some cases caused the business to cease operations. In a recent ONS survey (December 2020), 46.5% of UK businesses nationally are reporting a decrease in turnover during December and an increased figure have stated they do not have much confidence of survival. Northampton is also the 2<sup>nd</sup> highest area in the UK in terms of out of employment benefits.
- 2.3 Sectors that have been affected badly include the wholesale and retail trade, along with the manufacturing sector which make up a proportion of businesses in the EZ. While the COVID-19 pandemic continues, the majority of businesses are not in a place to consider expanding or moving, so it expected that new enterprises and jobs in the EZ will decrease.
- 2.4 A review of the Northampton Waterside Enterprise Zone has been undertaken by Cushman & Wakefield which sets out a number of potential sites that may be brought forward for development (subject to funding and approval) and which will therefore have a positive impact on jobs created going forward.
- 2.5 Key projects such as Vulcan Works, Four Waterside, Horizon Park and the Train Station Multi Storey Car Park will see a significant number of new temporary and permanent jobs created on the Enterprise Zone.

### **3 Conclusions**

- 3.1 The number of jobs created will continue to be monitored but is likely to remain low for the near future until such time when the effects of the Covid-19 pandemic have subsided and the economy begins to regain momentum. We suggest the target is lowered based on the above and will make this as part of the annual review process.

# Corporate Performance

## All Measures Report

September 2020

23

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		No data or target available
	On or exceeding target		No data available
	Within agreed tolerances		No target available
	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		

NORTHAMPTON  
BOROUGH COUNCIL

## 26



- | Corporate Plan - Current Status   |   |   |   |  |       |
|---|---|---|---|--|-------|
|  |  |  |  |  | Total |
| 6   | 3   | 19  | 6   |  | 34    |
- 
- |  |        |
|--|--------|
|   | 17.65% |
|   | 55.86% |
|   | 8.84%  |
|  | 17.65% |

Monthly Measures															
Measure ID & Name	Jun 20		Jul 20		Aug 20		Sep 20		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%	Bigger is Better	➡	100.00%
We continue to demand external rental income against budgeted income as we have done throughout the year. The team continue to work from home as far as possible during the lockdown period, to safeguard the workforce and ensure a full compliment of staff are available as far as possible.															
Source Date 30/09/2020															
⊕ AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	? ?		? ?		? ?		? ?		? ?		100.00%	100.00%	Smaller is Better	?	?
The trend for arrears is showing an increase, and we are working through the rental arrears on a case by case basis to try to support tenant cashflow etc. However, the Assets Team deal with commercial tenants and don't offer advice to them as that would be a conflict of interest, we offer advice to the Council. The regeneration team offer businesses advice for clients who are need of it. The overall picture going into Unitary is one of debt increasing due to COVID19 and this will put strains on budget.															
Source Date 30/09/2020															
⊕ BV008 Local invoices paid within 10 days (M)	72.51	▲	81.51	★	81.10	★	79.55	🟡	77.04%	🟡	80.00	80.00	Bigger is Better	🔴	83.20
Figures have improved for the quarter in line with targets.															
Source Date 30/09/2020															
⊕ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	99.60%	★	99.80%	★	99.60%	★	99.60%	★	99.60%	★	99.00%	99.00%	Bigger is Better	🟢	99.20%
Performing within target during this quarter															
Source Date 30/09/2020															
⊕ BV009 12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	9.39	★	9.34	★	9.17	★	8.88	★	8.82	★	9.00	9.00	Smaller is Better	🔴	7.57
During the first two months of this quarter there were a number of staff on long-term sickness absence (over 21 days) and the figures included staff who were shielding as a result of covid19 and were not able to work from home. In August this reduced with shielded staff able to return to work and long-term sickness has continued to be reduce in September. We have also seen a reduction in the overall levels of sickness absence, particularly short-term sickness absence from July onwards.															
Source Date 30/09/2020															
CH11 Number of visitors to Abington Park Museum	0	★	0	★	0	★	0	★	0	★	0	0	Bigger is Better	🔴	30,383
Abington Park Museum remained closed over the summer due to the high levels of Covid in Northampton. Online history talks have been offered through the Museum Service in September with more dates being arranged during autumn and winter.															
Source Date 30/09/2020															
⊕ CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	91.04%	★	100.00%	🟡	90.91%	★	96.55%	🟡	94.70%	★	90.00%	90.00%	Bigger is Better	🔴	96.45%
Overall, the quarterly target was met. The introduction of an automated system over the last two weeks in September has had no apparent impact on the satisfaction levels. We continue to maintain a reduced service within the One Stop Shop with no impact on satisfaction.															
Source Date 30/09/2020															
⊕ CS13a % of calls for NBC managed services into contact centre answered (M)	96.24%	★	93.41%	★	90.69%	★	87.43%	🟡	94.00%	★	90.00%	90.00%	Bigger is Better	🔴	94.81%
The dip at the end of this quarter's performance in the contact centre is due to a reduction in staffing levels and increased time it take to train new staff ensuring training environment is Covid safe. Recruitment into new vacant positions has been completed and start dates offered to successful candidates. Staff wellbeing continues to be a priority and we having regular one to ones with all staff. The face to face service continues on a appointment basis only for vulnerable customers that are unable to self serve or have a priority need, which is continuing to work well and is being reviewed on a regular basis															
Source Date 30/09/2020															
⊕ CS14a % OSS customers with an appointment seen on time (M)	100.0%	🟡	100.0%	🟡	100.0%	🟡	100.0%	🟡	100.0%	🟡	90.0%	90.0%	Bigger is Better	🟢	90.6%
Targets are consistently exceeded every month.															
Source Date 30/09/2020															
⊕ ESC01n Total bins/boxes missed in period (M)	597	▲	447	▲	385	▲	387	▲	2,760	▲	2,040	4,080	Smaller is Better	🔴	1,939

Monthly Measures															
Measure ID & Name	Jun 20		Jul 20		Aug 20		Sep 20		Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
The amount of bins and boxes missed in period is showing an increase on last years' figures. This time last year saw recorded figures of 1,939 missed bins and boxes against 2,760 this year (in the six month period). There has been an increase of household waste generated during the quarter which was expected, with more people working from home during the first lockdown. There has also been disruption to collection rounds due to Covid related driver shortages.															
Source Date 30/09/2020															
ESC02 % missed bins corrected within 24hrs of notification (M)	96.00%		77.00%		98.00%		98.00%		93.00%		90.00%	87.00%	Bigger is Better		85.00%
Despite a drop in July, Veolia continue to improve overall on picking up missed bins by using the data collected to work on those rounds that show any consistent poor performance. This is shown by maintained improvement in responses to missed bins and boxes of 91% this year compared to 82% in the corresponding quarter last year.															
Source Date 30/09/2020															
ESC04 % household waste recycled and composted (NI192) (M)	46.16%		44.68%		43.63%		44.83%		44.83%		48.00%	48.00%	Bigger is Better		48.12%
The introduction of the chargeable garden waste scheme has impacted on the amount of material recycled and composted. Forecasts are showing a only a potential 3% drop to 45% from a 53% subscription rate.Compared to last year, the recycling figure is down by around 2 percentage points, this is mainly due to the amount of green material diverted to home composting and the Household Waste and Recycling Centres, coupled with the implementation of the Chargeable Garden Waste scheme which has seen an impact on the amount of material composted.															
Source Date 30/09/2020															
ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	1.61%		1.33%		0.00%		0.00%		1.47%		4.00%	4.00%	Smaller is Better		7.79%
Areas assessed for litter continue to show improvements due to new rounds and operational methods.															
Source Date 30/09/2020															
ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	9.00%		1.00%		0.00%		0.00%		4.33%		25.00%	25.00%	Smaller is Better		4.00%
Areas assessed for detritus also continue to show improvements due to new rounds and operational methods.															
Source Date 30/09/2020															
ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	1.00%		0.00%		0.00%		1.00%		0.50%		2.00%	2.00%	Smaller is Better		0.00%
We continue to inspect 75 transects for graffiti every month. The amount of graffiti appears to be decreasing. The areas chosen for inspection are random, but include various types of areas including residential and industrial and in different areas across the Borough. We continue to remove any reported graffiti as soon as we are notified as well as any found on inspection.															
Source Date 30/09/2020															
ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.00%		0.00%		0.00%		0.00%		0.00%		2.00%	2.67%	Smaller is Better		0.00%
We are also receiving less reports of flyposting giving the town an improved appearance.															
Source Date 30/09/2020															
ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	90.55%		96.91%		89.45%		85.51%		88.95%		70.00%	70.00%	Bigger is Better		71.82%
Due to new recording methods, fly tipping removal performance is improving. Out of 6198 fly tips recorded in quarter all were removed within 48 hours of reporting unless they required specialist clearance because of the hazardous nature of the 'tip' or because they were oversized. There were 403 such fly tips.															
Source Date 30/09/2020															
HML01 Total no. of households living in temporary accommodation (M)	356		334		346		332		332		380	380	Smaller is Better		348
The number of households in temporary accommodation reduced during the quarter, partly due to the lower number of placements. This was due, in part, to the Government's ban on evictions which was extended until September 2020.															
Source Date 30/09/2020															
HML07 Number of households that are prevented from becoming homeless (M)	48		44		26		62		260		300	600	Bigger is Better		276
The average number of households prevented from becoming homeless each month during the quarter was 8% lower than the previous quarter (44 compared to 48). The significant variance between the prevention figures in August and September was due, in the main, to when the casework outcomes were recorded.															

Monthly Measures															
Measure ID & Name	Jun 20		Jul 20		Aug 20		Sep 20		Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
Source Date 30/09/2020															
HML09 Number of households for whom a full homelessness duty is accepted (M)	19		13		8		21		106		480	960	Smaller is Better		179
The Council accepted a full housing duty for fewer households during the Quarter than the same Quarter in 2019/20 (106 v 179). This was due, in part, to the Government's ban on evictions which was extended until September 2020 and has reduced the number of households becoming homeless.															
Source Date 30/09/2020															
IG03 % FOI/EIR cases responded to within 20 working days (M)	100.0%		100.0%		97.3%		100.0%		99.0%		98.0%	98.0%	Bigger is Better		100.0%
Despite two very large FOI requests for correspondence relating to Sixfields, with a combined total of over 70 hours officer time to respond, all but two FOI's in this second quarter were responded to in time. The two late responses were both just one day over the 20 day statutory timeframe. With a 98% target the responses for this quarter were within target.															
Source Date 30/09/2020															
IG04 % Subject Access requests responded to within one month (M)	100.0%		100.0%		100.0%		100.0%		100.0%		100.0%	100.0%	Bigger is Better		100.0%
A total of 17 subject access requests were received during this quarter, with all being completed within timescales.															
Source Date 30/09/2020															
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.															
Source Date 30/09/2020															
NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M)	98.44%		100.00%		100.00%		100.00%		99.74%		100.00%	100.00%	Bigger is Better		100.00%
100% applications determined within agreed time scales during this quarter.															
Source Date 30/09/2020															
NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	99.41%		95.15%		100.00%		100.00%		97.20%		100.00%	100.00%	Bigger is Better		100.00%
100% applications determined within agreed time scales for August and September, however in July only 95.15% applications were determined within agreed time scales, with two applications being out of time.This was not due to COVID, but staffing operational issues, which are being addressed. This gives an average over the year of 99.09% of applications determined within timescales.															
Source Date 30/09/2020															
PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	0.00%	Bigger is Better		17.00%
No vehicle checks were carried out during this period as Police and DVSA were unable to provide staff to carry out check operations. The team deal with complaints and enquiries about the taxi and private hire fleet in addition to working with the food and safety team to carry out checks to monitor compliance with coronavirus regulations.															
Source Date 30/09/2020															
PP53a % Service Requests responded to within 5 working days (M)	630.00		86.20		78.10		81.46		82.17		85.00	85.00	Bigger is Better		96.43
Large number of service requests were received over the quarter, staff have done their best to respond but with other urgent Covid related work there have been delays in meeting response times.. With spikes in figures and the extra work involved during a period where agile working has been necessary, staff have been deployed in many areas. We are also mindful that staff need to take their regular annual leave breaks which impacted on levels of response especially in August.															
Source Date 30/09/2020															



Quarterly Measures															
Measure ID & Name	Dec 19		Mar 20		Jun 20		Sep 20		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)	471		519		509		520		520		500	500	Bigger is Better		473
The number of Mandatory HMOs that are licensed increased by 11 between June and September. This was due to the establishment of new HMOs and the Council's ongoing scrutiny of the borough to identify licensable HMOs that are operating without a licence.															
Source Date 30/09/2020															
HMO08 No. of HMOs with an additional licence (Q)	382		388		324		478		478		324	324	Bigger is Better		393
The number of additional HMOs that are licensed increased by 154 between June and September. A new additional HMO Licensing Scheme was introduced in February 2020 and this has resulted in an increase in the number of applications received and processed. Although this initial increase is expected to level off during the second half of the financial year, the Council will continue to identify licensable HMOs that are operating without a licence.															
Source Date 30/09/2020															
IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	100.0%		87.8%		100.0%		100.0%		100.0%		100.0%	100.0%	Bigger is Better		100.0%
There were no new full investigations within the quarter, though an earlier case did require full investigation in the period.															
Source Date 30/09/2020															
IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	23.00		21.00		1.00		1.00		1.00		1.00	1.00	Smaller is Better		26.00
Again, there were no new full investigations with the quarter although an earlier case did required full investigation in the period.															
Source Date 30/09/2020															
MPE01 No. of new businesses locating on NWEZ (Q)	1		3		1		1		2		10	-	Bigger is Better		4
One new business located on the NWEZ during this quarter creating seven new jobs.															
Source Date 30/09/2020															
MPE02 No. of new jobs created on NWEZ (Q)	1		5		4		7		11		100	-	Bigger is Better		16
Seven new jobs were created in the quarter.															
Source Date 30/09/2020															
PP16 % Off licence checks that are compliant (Q)	0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	-	Bigger is Better		0.00%
No specific checks were carried out during this period. The team were working with colleagues in the food and safety team to support the Council's response to the coronavirus pandemic, carrying out checks on a range of business premises to monitor compliance with regulations															
Source Date 30/09/2020															
TCO05n Town Centre footfall (Q)	2,935,852		2,504,292		1,057,879		597,235		1,655,114		6,250,000	12,000,000	Bigger is Better		6,363,216
Footfall in the period July to September period has improved on the first quarters figures but is still 30% below 2019 figures.															
Source Date 30/09/2020															

Major Project update	
Delivery of the Northampton Waterside Enterprise Zone	
One business located to the area during the quarter creating 7 new jobs.	
	Source Date 30/09/2020
Development of the Greyfriars site	
The Council gave permission for Northamptonshire Partnership Homes to use the site as a compound for the refurbishment/renovation of Belgrave House development. The use of this site as a compound is likely to keep the site occupied for 18-24 months. This site will also be on the long list for partial funding through the Towns Fund where the best route to enable its development will be considered. Roads around Greyfriars are also being put forward for Local Pinch Point funding with the aim of improving traffic flow in this area and enable further future changes to the road network.	
	Source Date 30/09/2020
Restoration and regeneration of Delapre Abbey and Park	
Snagging works are now complete and we continue to work through a number of small projects.	
	Source Date 30/09/2020
Delivery of the Business Incentive Scheme and account management to key businesses	
This project is now ended.	
	Source Date 30/09/2020
Delivery of the Four Waterside Development	
The masterplan, development appraisal and delivery advice are now complete. A draft Outline Business Case (OBC) to meet the viability gap has been development and is in the process of being appraised by SEMLEP prior to it being taken to the Enterprise Zone Board in November 2020. If the Enterprise Zone Board approve the OBC it will then be taken to the SEMLEP Board for approval. Should both Boards give approval, then a new round of soft market testing will be undertaken to test the demand for the proposed mix of uses. The site will also be on the long list for partial funding through the Towns Fund.	
	Source Date 30/09/2020
Development of the Cultural Quarter - Guildhall Museum	
Snagging and outstanding works continue. A meeting was held in September to resolve the outstanding issues with the works programme and the contracts and site managers reviewed all outstanding and snagging works for completion of a detailed closeout programme. The gallery installation is progressing well but is taking longer than anticipated due to Covid-19 working measures. It is anticipated installation works will complete early-mid January 2021 and opening will be towards the end of January 2021. With the majority of building work finished in September, staff started to work (under Covid-safe conditions) reinstalling the gallery displays. The first of a series of three online history talks took place in September on Zoom and the service have planned to offer during half term puppet craft packs to make at home. Further online talks are planned throughout the autumn and winter along with an adult online Christmas cookery workshop.	
	Source Date 30/09/2020
Development of the Cultural Quarter - Vulcan Works	
Developments continue and the 'sample' room in Angel Street is complete with some additional works required to the floor finish. Plant Room works have commenced in the Victorian Workshops; Internal wall linings and partition installation ongoing in Fetter Street; Brickwork and window installation complete with partitioning almost complete on all floors of St Johns Block. Anticipated completion date is 8 February 2021. The project team continue to be in contact with the external project manager through the ever changing Covid-19 situation to keep informed of any potential risk to the programme. The site continues to follow measures to comply with government guidelines.	
	Source Date 30/09/2020
Delivery of the Castle Station development	
In detailed discussion with Network Rail over provision of 950-1350 space Multi-storey Car Park. Regular workshops taking place on a preferred structure and a briefing note has been produced and is under review. It outlines the structure and will seek approval on a way forward prior to entering into Head of Terms discussions and developing a Business Case. On development of the Business Case it is the intention to take it to Cabinet later in the year for a decision on the route going forward.	
	Source Date 30/09/2020



## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY

#### ACTION PLAN: SCRUTINY PANEL – Culture and Tourism – Recommendations in Progress

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
13 June 2018	11 November 2019	
<p><b>Recommendation 1: An action plan is devised and ensures the marketing and the promotion of Northampton's culture, heritage and tourism is effective and includes:</b></p> <p>The action plan includes a vision for the promotion of the town which includes the following definitions:</p> <ul style="list-style-type: none"><li>• <b>Culture</b> - "the arts and other manifestations of human intellectual achievement regarded collectively".</li><li>• <b>Tourism</b> – "The commercial organisation and operation of holidays and visits to places of interest".</li><li>• <b>Heritage</b> – "Valued objects and qualities such as historic buildings and cultural traditions that have been passed down from</li></ul>		

previous generations”.

and

Aspires to be a city of culture in 2025

#### **Update : 10<sup>th</sup> June 2019 Overview and Scrutiny Committee**

Following research by Officers, Members and Partners regarding submitting a bid to be a city of culture it was proposed that a long term strategic vision and aim for Northampton to be a city of culture for 2029 would be launched. It was realised that 2025 was too soon. The Arts Council was supportive. It was commented that by this time projects such as the Vulcan works would be completed. Work will continue and funding would be identified

Action	Lead Cabinet Member & lead responsible Officer	Resources required / available	Target date	Achievement/Completed
<ul style="list-style-type: none"> <li>A review is undertaken of the success of the Britain's Best Surprise and funding is sought to support Northampton's contribution to it.</li> </ul>	Cabinet Member for Community Engagement and Safety  Communications Manager	Communications Manager.  Funding required	Spring 2019	The Communications Manager has joined the Britain's Best Surprise board and is working to ensure Northampton's offer is clearly highlighted as part of its work. The board has now produced a Destination Management Plan and has been asked to propose delivery against elements of that to attract funding from Northampton Borough Council, which can be achieved through the cultural and heritage budget established in 2018/19.  <b>Update October 2019</b> The current theme of activity is the Year of Food and Drink, next year (2019/20) it will be the Year of Arts and Culture (launch event on 24 October at the

				<p>Royal &amp; Derngate) and discussions have begun about the following year's theme</p> <p><b>Update March 2020</b> The Year of Arts and Culture official launch took place at the Core at Corby Cube in February and was very successful, attracting national media attention.</p> <p>Coronavirus has curtailed this activity to a great degree, though there are plans for the Northampton Museum and Art Gallery to feature heavily in the programme once public activity becomes commonplace again</p> <p><b>Update August 2020</b> Funding of £5,000 has been identified to support the activity of Northamptonshire: Britain's Best Surprise</p>
<ul style="list-style-type: none"> <li>An app. that gives details of what to do and where to visit in Northampton is developed similar to that produced by Hull – <u>Curious Collector App</u>.</li> </ul>	<p>Cabinet Member for Community Engagement and Safety</p> <p>Communications Manager and Digital Services Manager</p>	<p>Digital Services Team</p> <p>Communications Manager</p> <p>Northampton Town Centre BID</p>	Autumn 2019	<p>Initial discussions have taken place with the Digital Team about the possibility of revamping the Love Northampton website and App. As Northampton Town Centre BID are looking to be involved in the project, they were approached and asked whether they might be able to identify any resource to support this work. No response has been received to date. This will continue to be followed up as an option.</p>

			Summer 2019	We are also engaging with the producers of Trail Tale, an app which offers guided walks around British Towns. They are keen to create a package for Northampton at no cost to the Council. This is
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				<p>likely to be the preferred option</p> <p><b>Update August 2019</b> We have now engaged with the producers of Trail Tale and are pulling together a package of material for them to use. Northampton is featured on the app now, albeit in a limited form</p> <p><b>Update October 2019</b> We are pulling together content for the new Love Northampton website and will provide this as additional content for the Trail Tale app. This will be complete by Christmas</p> <p><b>Update December 2019</b> Content has largely been decided and a further member of the Digital Services team has been recruited to help optimise it for web use. This work is set to begin in the new year.</p> <p><b>Update August 2020</b> The new Love Northampton website has been populated and is currently being user-tested</p>
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<ul style="list-style-type: none"> <li>Shoes, leather and lace manufacturing are promoted on the website "Britain's Best Surprise."</li> </ul>	<p>Cabinet Member for Community Engagement and Safety</p> <p>Marketing and Communications Manager</p>		<p>Aim to have this in place by unitary.</p>	<p>We have asked for this to be added to the Britain's Best Surprise forward plan for 2019 for discussion in the spring.</p> <p><b>Update October 2019</b> This has been discussed and is a contender for the 2020/21 theme year.</p> <p><b>Update August 2020</b> Northamptonshire's footwear offer has its own section on the Northamptonshire: Britain's Best Surprise website <a href="https://www.northamptonshiresurprise.com/crm-categories/things-to-do/shoes/">https://www.northamptonshiresurprise.com/crm-categories/things-to-do/shoes/</a></p>
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				This still forms part of the Britain's Best Surprise considerations for next year's primary activity
<ul style="list-style-type: none"> <li>The Green Badge qualification, offered by the Institute of Tourist Guiding (ITG) is investigated for Northampton in conjunction with Northampton BID. This qualification is opened to ward Councillors and Honorary Aldermen.</li> </ul>	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Cabinet Member for Community Engagement and Safety</p>	<p>Town Centre BID representatives</p> <p>Democratic Services Manager</p> <p>Facilities Team re: Guildhall Tours</p>	To be considered by Northampton Town Council	<p>In partnership with Northampton Town Centre BID, Ward Councillors and Honorary Aldermen to be consulted in relation to their interest in the qualification.</p> <p>If positive, then training to be arranged as appropriate. This work will start in April 2019</p> <p><b>Update August 2020</b></p> <p>With the emerging changes relating to Unitary and Northampton Town Council, little progress has been made against this action. Now, with the coronavirus pandemic, it is proposed that this action is transferred to actions to be considered by Northampton Town Council at the appropriate time</p>
<ul style="list-style-type: none"> <li>Northampton Borough Council (NBC) works with its global brands to collectively promote the Northampton offer to a wider audience.</li> </ul>	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Economic Development Consultant</p> <p>Economic Growth and Regeneration</p>	<p>Economic Development Consultant</p> <p>Economic Growth and Regeneration Manager</p>	Part complete – but more work to do. Aim to have this in place ahead of unitary.	<p>Engagement with a number of those firms has started with regard to signage around the Enterprise Zone. A number of Northampton's high-profile firms have agreed to be featured on newly revamped signage and designs are now in place for many of those new signs. Following the completion of this work, the intention is to extend the conversation to include how those firms might use their considerable influence to support and promote brand Northampton.</p>

	Manager			<p>We have also asked for this issue to be added to the Britain's Best Surprise forward plan of work for 2019 as it is as much a countywide opportunity as it is one for the borough.</p> <p><b>August 2020</b></p> <p>The first stage of the place marketing work is underway which involves stakeholder engagement with Northampton's major brands to develop a place narrative. This place narrative will be used to create marketing materials which will be used by the council and its partners through Northampton Forward to promote Northampton as a place to Live, Work and Visit.</p>
<ul style="list-style-type: none"> <li>Signs on the entrance to Northampton are erected that says what the town has to offer. "Don't drive through, stop and visit ...."</li> </ul>	<p>Leader of the Council</p> <p>Marketing and Communications Manager</p>		<p>To be considered by Northampton Forward</p>	<p>With the ongoing work in relation to promoting Northampton, signage will be included as part of this work. It is proposed that this action is not progressed until the name and branding has been formally agreed. The Communications Manager is liaising with NCC who are responsible for the current signs to understand the process required. Highways England would also need to be involved as they have a signage strategy</p> <p><b>Update October 2019</b></p> <p>In the meantime, gateway signage has been</p>

				<p>introduced to the Enterprise Zone featuring some of the fantastic companies that call Northampton home, and part of the hoarding at Four Waterside – opposite the train station – has been similarly branded.</p> <p><b>Update March 2020</b> It is proposed that this action is now transferred to be considered as part of the Northampton Forward</p>
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				<p>place marketing plans</p> <p><b>Update August 2020</b> This has been included as part of the Northampton Forward plans</p>
<ul style="list-style-type: none"> <li>Brand Northampton as an exciting place to visit.</li> </ul>	<p>Cabinet Member for Community Engagement and Safety</p> <p>Cabinet member for Regeneration and Enterprise</p>		Ongoing	<p>This work is ongoing through all other strands outlined in this document.</p> <p>Funding has been contributed from NBC and from the Lord Lieutenant to promote Northampton as a film industry location. Alan Moore recently filmed here at the Guildhall and Vulcan Works.</p> <p>A film location database has been established for Northampton.</p> <p>The Emporium way art project has seen funding contributed to street and art and the start of pop up covent garden style events, the first of which was held on 30<sup>th</sup> March 2019.</p> <p><b>Update August 2019</b> In addition, we are working with the Digital Services Team to overhaul the Love Northampton website to make it fit for purpose.</p> <p>Also, we are in the early stages of a piece of place marketing work which will consider how best to</p>

				attract a visitor audience as well as better engage local residents.
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<ul style="list-style-type: none"> <li>Blue plaques are introduced around the town.</li> </ul>	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Marketing and Communications Manager in liaison with the Planning and Regeneration Teams.</p>		In progress	<p>The English Heritage publication <i>Celebrating People &amp; Place Guidance On Commemorative Plaques &amp; Plaque Schemes</i> provides detailed guidance on developing blue plaque schemes. This includes aims, selection process, criteria, costs, funding and project management recommendations.</p> <p>This should be used to help develop a strategic approach to establishing and implementing a blue plaque scheme for Northampton.</p> <p>A proposal is being developed in relation to reviving the practise of updating panels in the Mayors' Names Gallery in the Guildhall which commemorates local benefactors and philanthropists, setting out their works. There would be suggested criteria and consideration of the selection procedure would be required. A panel would be established to oversee the selection. In addition, this will provide an opportunity to consider a more permanent location for the new Boards</p> <p><b>Update October 2019</b> Planning Policy have produced a paper on the process surrounding Local Blue Plaque Schemes.</p> <p>A proposal to install new boards in the Great Hall Corridor dedicated to more recent benefactors and</p>
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				<p>philanthropists who are now deceased was considered by the Executive Programme Board. Eight names were suggested for the new boards, i.e. George Thomas Hawkins, Joan Wake, Joseph Bassett-Lowke, Joanne Campbell, Frank Dickens, Joan Tice, James Manfield and Lynn Wilson. The Executive Programme Board accepted the proposal and consideration will also be given how to highlight high profile living individuals' connections to Northampton.</p> <p><b>Update December 2019</b> A project team has been set up to work on the Philanthropists and Benefactors Names Boards and Blue Plaques Scheme. This comprises officers from Facilities, Planning, Communications, Democratic Services and Museums Services. The team is working on a number of matters including the financing of the scheme, town and country planning considerations, how public consultation might take place, the possibility of a selection panel, selection criteria and how to research the background of people nominated for blue plaques</p> <p><b>Update March 2020</b> The Project Team defined selection criteria for</p>
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				<p>nominations and processes for the Names Boards and Blue Plaques. A selection Panel was recruited to ensure impartiality, test subjects selected for the Names Boards and Museum Volunteers researched them to see if they met the criteria (James Manfield, Joanne Campbell, Joseph Grose, Marie Bouverie, Alfred Cockerill). The Panel met on 4<sup>th</sup> March and, after much deliberation, James Manfield and Marie Bouverie were selected to be honoured on the Names Boards. Funding and Listed Building Consent to put new boards in the Great Hall corridor are being sought.</p> <p>The subjects for the Blue Plaques will be nominated via public consultation, which will be published on various NBC media platforms and will be launched on 16<sup>th</sup> March for 6 weeks. The Panel will be asked to shortlist 8 subjects from the nominations to be researched to ensure compliance with the criteria. The Panel will meet to choose the final 4 nominees location of the plaques will be agreed, permissions and consents sought and the plaques created and unveiled.</p>
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**Update August 2020**

Listed Building Consent has been granted for the installation of the Names Boards but there was a special condition imposed. This has been addressed and an application made to Planning Department to discharge the Condition. The response date for this is expected to be 14<sup>th</sup> October.

Quotes have been obtained for the lettering on the Boards and is Circa £2K per board (the lettering used is gold leaf)

There has been some discussion over Mary Bouverie due to one of her distant relations and a paper will be submitted to CMB for the final go-ahead.

Blue plaques part of the project hasn't moved forward due to the Covid19 lockdown. However, the project is underway again and a meeting in early September has been scheduled with a view to going to public consultation in October 2020.

**Update December 2020**

The special condition for installation of the Names Boards has been addressed and the boards have been manufactured. It has proven difficult to engage a calligrapher to undertake the work as there are not that many locally due to it being a specialist profession.

The original intention was to install the Boards in February 2021 but the boards may not now be ready

<ul style="list-style-type: none"> <li>• Opportunities to promote our</li> </ul>	Leader of the Council	Communications Team	Autumn 2019	The communications manager has contacted the council's twinning association leads with a view to discussing this as a possibility. There is a twinning
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cultural heritage with Marlberg are investigated.	Marketing and Communications Manager			<p>visit due from Marburg to Northampton in 2019 and an attractive offer is being developed for them to enjoy and feed back on their return.</p> <p><b>Update August 2020</b> Any such activity will need to be revisited once we are past the worst of the Covid-19 pandemic</p>
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<ul style="list-style-type: none"> <li>Funding is sought to maintain and upkeep monuments around the town, such as Eleanor Cross, the Tram Terminals and other historic buildings.</li> </ul>	Cabinet Member for Regeneration and Enterprise	Head of Economic Development and Regeneration	Ongoing	<p>There are limited funding streams in relation to heritage assets and in order to tap into them the monument must be on the Historic England Heritage at Risk Register. The Queen Eleanor Cross is on the risk register funding has been sourced from Historic England regarding the project. The cross is the only monument on the list. Very few heritage funding organisations offer grants to public bodies for maintenance and upkeep purposes. We have successfully secured funding for the Notre Dame project, (the site is not protected formally).</p> <p>In addition there are plans for a monument clean-up at St Giles Church in preparation for Mayflower 400. The year-long commemoration marking the 400<sup>th</sup> anniversary of the Mayflower's pioneering voyage starts in November 2019. The Mayflower 400 events programme will share the values of migration, tolerance, freedom and democracy and tell the story of a ship and its passengers and the trail will attract visitors to Northampton</p> <p><b>Update March 2020</b></p>
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				<p>Work is now complete on renovation of the Eleanor Cross and it has received some high-profile coverage in Britain magazine (and of course more locally).</p> <p><b>August 2020</b> Visual structural surveys have been completed for all of the Monuments within the borough. Works required as a result of these will be considered as part of future year capital bids.</p>
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<ul style="list-style-type: none"> <li>A Co-Ordinator role similar to that of the Tourism Executive of Leicestershire Promotions Limited is established in conjunction with Britain's Best Surprise aspirations for a Destination Management Organisation.</li> </ul>	<p>Cabinet Member for Community Engagement and Safety</p> <p>Marketing and Communications Manager</p>	<p>Marketing and Communications Manager</p> <p>Funding Required</p>	To be considered as part of the Unitary programme	<p>Initial discussions have taken place with Britain's Best Surprise over its involvement in delivering the new Destination Management Plan for Northamptonshire. Further discussion is needed as there is currently an aspiration at board level to hand responsibility over to local authorities in Northamptonshire for delivery. If sufficient funding can be identified countywide, there might be scope for this to be delivered independent of local authority control, but still meeting their aspirations.</p> <p><b>Update October 2019</b> There might be scope to consider this as part of a place marketing exercise which Northampton Forward is set to embark on in the coming months</p> <p><b>Update March 2020</b> It is proposed that this action is transferred to be considered as part of the Unitary programme</p>
<ul style="list-style-type: none"> <li>A Cultural Strategy for the Borough is developed to look at investment, opportunities,</li> </ul>	<p>Leader of the Council</p> <p>Chief Executive</p>	Chief Executive	In Progress	<p>Discussions began in the autumn 2018 with the Chief Executive of the Royal &amp; Derngate on how best this could be developed. Further discussions are planned to progress the development of a Cultural Group that will lead on the creation of a new</p>

<p>infrastructure to promote Northampton and grow the cultural sector, to make an application to be the City of Culture 2025.</p>				<p>Cultural Strategy for the town.</p> <p><b>Update August 2019</b></p> <p>Further discussions took place in March 2019 and wider discussions have since taken place. The meeting in May 2019 involved representatives from the university, Screen Northants, NN Contemporary, Business Improvement District, Engine Creative and NMPAT.</p> <p><b>Update October 2019</b></p> <p>In early October the Chief Executive and a range of colleagues from across the cultural sector in Northampton met and started to explore the development of a Cultural Compact for the town. Toby Norman-Wright, Senior Relationship Manager from the Arts Council, was also at the meeting and he is very keen that we submit a proposal to them to be one of the early adopters. A Cultural Compact is essentially a partnership beyond just the cultural sector, but also involves the business sector as well as health, and the voluntary and community sector. The view is, once established, to develop several key priorities as well as a broader cultural strategy for the town. This will very much play into the wider work that we are doing and where we see culture as a unique selling point of Northampton</p>
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				<p><b>Update December 2019</b> A proposal was submitted to the Arts Council for funding to develop a Cultural Compact for the town. In December ACE confirmed we had been successful in securing monies to develop the Compact. Work on this will begin early in 2020</p> <p><b>Update March 2020</b> Work is continuing with regard to the development of the cultural compact and an action plan is being developed and a Job Description and Person Specification is being written for the appointment of a cultural compact director. The director will lead on the production of an ambitious and outward looking 10 year strategy and a highly focused 5 year business plan to amplify the social and economic impact of culture, secure additional investment and drive measurable progress towards a set of shared priorities and ambitions.</p> <p><b>Update August 2020</b> Limited progress since March due to Covid and the cultural sector in Northampton have been focused on their own areas of activity. Work has now started regarding advertising a role to progress this which will be advertised in in September 2020.</p>
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**Recommendation 2:**

As part of the induction process for Councillors, a leaflet of pamphlet on the history of Northampton is given to all Members. The same leaflet is available for events such as Heritage weekends.

Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
	Cabinet Member for Community Engagement and Safety	Funding may be required to design and produce the leaflets	In Progress and due for completion April 2020	<p>A timeline of significant events and dates has been developed as background research for what will be the new history galleries in the redeveloped Central Museum and Art Gallery. This can be developed into a useful and meaningful leaflet for use at events such as Heritage weekends and also for museum visitors and Councillors. It is envisaged that the majority of the information will be available online as part of the Museums Digital offer, this will negate the requirement to produce a large number of paper copies.</p> <p><b>Update December 2019</b> First stage of the museum website is under development and will launch in March 2020.</p>

				<p>This is primarily core visitor information and public programme. Digital downloads of this nature will form part of phase 2 development, timescales to be agreed.</p> <p><b>Update March 2020</b> The new museum website is due to launch on March 20<sup>th</sup> 2020. The first stage of the website is focusing on visitor information and public programme activity as all staff resource has been dedicated to the museum development. The timeline, along with more detailed collections content, will form part of the second phase.</p> <p><b>Update August 2020</b> The museum website launch has been delayed due to Covid 19. The website will be launched towards the end of September as part of the pre-opening marketing for the museum re-opening.</p>
<p><b>Recommendation 4:</b> Giving consideration to Unitary Status, civic pride and ceremonies are protected.</p>				

Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
Undertake a Community Governance Review in preparation for a new Town Council	Leader  Chief Executive / Borough		Completed	A specific task and finish group has been established to progress this. A community governance review is being undertaken  <b>Update August 2019</b> A Cross Party member group was established

for Northampton	Secretary			<p>in Autumn 2018 to begin work on a community governance review (CGR). CGR Phase 1 consultation was undertaken and finalised in late Spring 2019 with a report to Council in June.</p> <p><b>Update October 2019</b> Phase 2 consultation is due to finish on 8<sup>th</sup> November leading to a final report to Council.</p> <p><b>Update March 2020</b> Phase 2 of the consultation was completed and a report was taken to Full Council on 24<sup>th</sup> February with all recommendations, including the making of the Community Governance Reorganisation Order creating a Northampton Town Council of 21wards and 25 councillors, agreed. The report is below:</p> <p><a href="http://www.northamptonboroughcouncil.com/councillors/documents/s61690/CCommunity%20Governance%20Report%20with%20all%20appendices%20as%20one%20document.pdf">http://www.northamptonboroughcouncil.com/councillors/documents/s61690/CCommunity%20Governance%20Report%20with%20all%20appendices%20as%20one%20document.pdf</a></p>
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**Recommendation 5:**

The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.

Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
Monitoring of the accepted recommendations – O&S Committee 11 November 2019, as per O&S Committee meeting 30 <sup>th</sup> April 2019	Tracy Tiff		11 November 2019	