

Scrutiny Panel 2 – Retail Experience

CORE QUESTIONS – TO ALL EXPERT WITNESSES

How can Northampton Borough Council (NBC) further develop partnership working with the town centre business community?

How can NBC support local businesses throughout the development period of any major building projects in and close by to the town centre

How can Northampton's retail experience be supported and the impact of low inflation and the economic downturn be mitigated?

How can the independent retail sector and multiple/larger chains work in partnership to ensure work towards sustaining the viability of the retail sector?

What effective marketing and promotion would benefit the town's retail sector and how do you feel the profile of the town centre could be raised?

How can retailers, landlords, prospective developers and agents develop the town's retail sector?

How can regulations and advice regarding the retail sector be utilised and accessed more by retailers?

What other activities could have a more positive impact on retailers?

How can independent retailers compete with both larger multiples and internet shopping?

What would you like the town centre will look like in 5 years time?

How good are the communication channels from the Borough Council regarding new town centre developments?

What do you feel would enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre

Has there be any occasion where you have used the Internet to buy any item and why?

Any other comments

Additional questions to BID

What are the BID's ambitions for the town centre?

How is the BID looking to improve the overall shopping experience in the town centre?

Does the BID have any influence beyond the town centre?
How does the BID support the retail sector in comparison with other sectors within the town centre?

In respect of the Portas Review and lobbying government: what aspects would the BID like lobby for?

Does the BID take into account best practice carried out by other BIDs in town centres around the UK?

How could schools and community groups be engaged in the retail experience?

Any other comments

Additional questions to Cabinet Member (Environment)

What impact does the following have on the levels of cleanliness in the town centre:

- Seasonal variation
- Enforcement and legal powers
- Resources available
- Partnership working with local businesses for overall presentation of retail areas
- Guidance available for new shops and businesses
- Positioning of waste bins to encourage use
- Vacant premises

Additional questions to Cabinet Member (Planning, Regeneration and Enterprise) and Head of Regeneration and Development

In terms of Planning and Regeneration:

Please provide details of support available to retail businesses

What are the key elements required for successful town centre regeneration

Please supply details of whether the role of retail investment can be a catalyst for regeneration

Any other comments

Questions EMS

Do you feel that education or material is required to alter the public to the nuisance of litter, the cost to the Council and local residents of clearing it up and the penalties that can result?

Please provide details of the cleaning rota for the town centre?

Are there any particular 'hotspots' regarding littering in the town centre, and how do you deal with these?

Questions to the Police

Do you think crime has an affect on footfall to the town centre?

What do you think the Council could do, in terms of safety, to make the town centre more appealing to visitors?

Do you think anti social behaviour caused by drinking and begging has an affect on footfall and how many prosecutions have there been in the past 12 months?

Questions to all ward Councillors and County Councillor that covers the town centre area

Please supply details of your shopping experience in Northampton

What do you feel would enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre?

What would you like the town centre to look like in 5 years time?

Has there be any occasion where you have used the Internet to buy any item and why?

Any other comments

Questions to Northampton Forums (and to be used by the Youth Forum who have offered to undertake a survey and report back its findings)

Please supply details of your shopping experience in Northampton

What do you feel would enhance the retail experience to attract new visitors / shoppers and increase the number of return visits to the town centre?

Do you feel communication levels from the Borough Council regarding new town centre developments and effective and why?

What would you like town centre to look like in 5 years time?

Has there be any occasion where you have used the Internet to buy any item and why?

Any other comments

