



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

SCRUTINY PANEL 2 – RETAIL EXPERIENCE

29th October 2012

Response to the core questions: Mr Overall

Personal Data / history

Raymond Overall

Independent Business owner , Northampton town centre since 1974

Business , Hairdressing ,incorporating Vocational Training.

Name of business, Raymond Martin Hair. /multi salon owner / Northampton school of hairdressing.

Business first opened 1974 , St Giles terrace , Northampton Town Centre , moved to The Drapery first floor in 1982 , incorporating training as City & Guilds training Centre from 1985 to 2004 .

Exhibition Hairdresser , UK , America , Germany , Tokyo , 1985/1992

Training broker . for LSC , 1996 to 2004 , delivering NVQ work based training , re Apprentership level 2 / 3 Hairdressing , to include key skills .

Consultant to City & Guilds, and further education department re development of Modern Apprenticeships.

National Hairdressers Federation, Northamptonshire branch Chair 1995/98

Customs and excise, advisory group member, 1997/98

Bid director 2011/12 , consultant re implementation of Bid company , and delivery of remit .

Bid activity , environment , highways , implementation

Current status , owner of Naked ,The Hair Salon , The Drapery Northampton .
Established 2004 .

Chair , Northampton Market square review panel , 2011/12 .

Current Chair , market square advisory group , on behalf of Cllr Tim Hadland .

Question 1

Small working groups,

MAG GROUP , good example.

Question 2

Keep traffic moving?

Road closures to a minimum,

Noise, and dust pollution in town centre, positive press.

Question 3

Impact of low" inflation?

Parking rates.

Parking locations

Business rates

Shopper experience

Question 4

Bid initiative

Work with NBC , re managed obligations of the presentation and maintenance of the town centre .

Question 5

Raise the profile of the town , re presentation and shopping experience , promotion comes after this has been achieved , no packaging .

Question 6

Shop front initiative , encouraging upgrade and regular maintenance .

Rents do need to be held at current levels , for the foreseeable future

Kettering & Wellingborough Road ?

Parking location .

Question 7

Business Link .

Seminars .

Mentoring between large and small retailers .

Internet sites .

Question 8

Cleaning .

Maintance .

Policing

Vagrant management .

Parking location , and pricing .

Presentation .

Events

Question 9

Niche products .

Customer relations .

Business web site .

Question 10

About the same .

The new bus station will improve the Drapery .

Continuity in Street furniture .

Good base line services .

Accessible localised parking .

Anything other than like Milton Keynes .

Question 11

Excellent

Improvement on Town Centre Management communication and activity .

Question 12

Market Town “

Presentation

Eas of access

Cleaning , reliable targeted .

Maintenance , Scheduled , and of good standard

Control of licensed premises .

Events

Somewhere to sit that is not covered in food grease .

Question 13

Yes , convenient , not necessarily cheaper .

The Town centre management , re base line services is poor .

Communication with businesses is week .

Transparency , and access to base line services departments is blocked .

Policing is sporadic .

Most of the services to the Town Centre , to include policing is reactive , not proactive .

Maintance standards are poor .

Town Centre management office , weak .

I Hold Northampton , and the Town Centre in high regard , and do think that the activities of the Borough Council , in the last year , have contributed to improvements , in presentation , and especially re the services of Enterprise .

However , I would say that some departments of the base line services , need to improve .Not much continuity of standards here , especially re repairs , drain cleaning , and targeted cleaning

Policing of the Town Centre has also improved this year ., but no planning re licence premises concentration in the Drapery , re new status , bus station .

I my dealing as a bid director, I haven't found much accountability, from the heads of departments, re above.

Continuity, of deliver