

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held in The Jeffrey Room, The Guildhall, St. Giles Square, Northampton, NN1 1DE on Monday, 25 September 2017 commencing at 6:00pm

Simon Bovey
Interim Chief Executive

If you need any advice or information regarding this agenda please phone Tracy Tiff, Scrutiny Officer, telephone 01604 837408 (direct dial), email ttiff@northampton.gov.uk who will be able to assist with your enquiry. For further information regarding **Overview & Scrutiny Committee** please visit the website www.northampton.gov.uk/scrutiny

Members of the Committee

Chair	Councillor Jamie Lane
Deputy-Chair	Councillor Graham Walker
Committee Members	Councillor Brian W Sargeant Councillor Tony Ansell Councillor Rufia Ashraf Councillor Mohammed Azizur Rahman (Aziz) Councillor Alan L Bottwood Councillor Vicky Culbard Councillor Janice Duffy Councillor Christopher Malpas Councillor Dennis Meredith Councillor Cathrine Russell Councillor Samuel Kilby-Shaw Councillor Zoe Smith

Calendar of meetings

Date	Room
16 November 2017 6:00 pm 29 January 2018 30 April 25 June	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

Northampton Borough Overview & Scrutiny Committee

Agenda

Item No and Time	Title	Pages	Action required
1 6:00pm	Apologies		Members to note any apologies and substitution
2	Minutes	1 - 12	Members to approve the minutes of the meeting of the Committee held on 26 June 2017 and the Call In Hearing held on 12 July 2017.
3	Deputations/Public Addresses		<p>The Chair to note public address requests.</p> <p>The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak.</p>
4	Declarations of Interest (Including Whipping)		Members to state any interests.
5	Monitoring of previous Overview and Scrutiny Reports		
5 (a) 6:05pm	Keep Northampton Tidy	13 - 31	
5 (b) 6:25pm	Retail Experience in the Town	32 - 34	The Committee to consider a briefing on the retail experience in the town, particularly around the high street.
5 (c) 6:45pm	Health Check of the Local Economy	35 - 39	
5 (d) 7:05pm	Match Day Parking	40 - 42	
6 7:25pm	NBC Owned Street Lighting	43 - 45	
7 7:45pm	Performance Monitoring Report	46 - 59	Members to review the Performance Monitoring Report
7 (a) 7:50pm	Performance Management Scrutiny	60 - 62	<p>The Committee to undertaken Performance Management Scrutiny on KPI:</p> <p>PP06 - %age change in serious acquisitive crime from the baseline (m).</p>

Northampton Borough Overview & Scrutiny Committee

8	Scrutiny Panels		<p>The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels.</p> <p>In accordance with the Scrutiny Panel Protocol this item is for the Committee's information with no discussion.</p>
8 (a) 8:05pm	Scrutiny Panel 1	63	
8 (b) 8:10pm	Scrutiny Panel 2	64	
8 (c) 8:15pm	Scrutiny Panel 3	65	
9 8:20pm	O&S Reprovision of the Environmental Services Contract Working Group	66 - 68	
10 8:25pm	Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee	69 - 70	Councillor Brian Sargeant to provide an update on the work of NCC's Health and Social Care Scrutiny Committee.
11 8:30pm	Potential future pre decision scrutiny.		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
12 8:35pm	Urgent Items		This issue is for business that by reasons of the special circumstances to be specified, the Chair is of the opinion is of sufficient urgency to consider. Members or Officers that wish to raise urgent items are to inform the Chair in advance.

NORTHAMPTON BOROUGH COUNCIL

MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 26 June 2017

COUNCILLORS PRESENT: Councillor Jamie Lane (Chair), Councillor Graham Walker (Deputy Chair – in the Chair for items 1 to 5(b)) Councillors Brian Sargeant, Tony Ansell, Mohammed Aziz, Alan Bottwood, Vicky Culbard, Janice Duffy, Dennis Meredith, Cathrine Russell, Sam Kilby-Shaw and Zoe Smith

John Dale, Head of Economic Development and Regeneration
Ruth Austen, Environmental Health and Licensing Manager
Katie Young, Senior Regeneration Officer
Tracy Tiff Scrutiny Officer
Ed Bostock, Democratic Services Officer

Councillor Phil Larratt, Deputy Leader of the Council – observing
Councillor Arthur McCutcheon - observing

1. APOLOGIES

Apologies for absence were received from Councillors Elizabeth Gowen and Christopher Malpas.

2. MINUTES

The minutes of the meeting held on 8 May 2017 were signed by the Chair as a true and accurate record.

3. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

5(A) PERFORMANCE MONITORING SCRUTINY

The Overview and Scrutiny Committee undertook performance management Scrutiny of:

- HML107
- PP16

HML107

Phil Harris, Head of Housing and Wellbeing, provided information regarding HML107 – number of households that are prevented from becoming homeless. Phil Harris highlighted the salient points to the Committee.

The Committee made comment, asked questions and heard:

- The Head of Housing and Wellbeing and his Team was congratulated by the Committee on the results received regarding assisting homeless individuals.
- In answer to a query, the Committee heard that Community Law and other Agencies do not count statistics in respect of homelessness but play an important role in assisting those who are homeless. The advice they provide is very important.
- The Social Lettings Agency should assist in helping those claiming benefits to obtain private rentals.
- The Committee welcomed the provision of the Night Shelter in the town.
- The Night Shelter is for males only. Females are temporarily housed in bed and breakfast accommodation whilst alternative accommodation is located.
- In answer to a question, Phil Harris advised that an audit of beggars is planned for the autumn 2017; it will take place both during day time and night time hours.
- An app. is being developed that will make it easier for people to make donations should they wish.
- The Night Shelter has helped a number of people.
- The Committee was pleased to note that NBC had donated a number of allotments to the Hope Centre.
- In answer to a query, Phil Harris advised that over 60 volunteers had been trained to work in the Night Shelter and he had a lot of contact with other Agencies and services.

PP16

Ruth Austen, Environmental Health Manager, provided details regarding PP16 – Percentage of Off licence checks that are compliant. Ruth Austen referred to the written briefing paper and elaborated upon the information provided.

The Committee made comment, asked questions and heard:

- Ruth Austen undertook to provide statistical data in relation to enforcement to the Scrutiny Officer for circulation to the Committee.
- In answer to a query regarding psychoactive substances, Ruth Austen advised that there was no specific information available in this respect but a lot of Multi Agency checks are undertaken.

Phil Harris and Ruth Austen were thanked for providing information to inform the Performance Management Scrutiny role.

AGREED: That the information provided is noted.

(B) PERFORMANCE MANAGEMENT SCRUTINY

The Committee reviewed the Corporate Performance All Measures Report – March 2017.

In response to the Committee's queries regarding KPIs ASTO5a, ASTO5b, the Deputy Leader confirmed that he was working with the Head of Service on these and up to date data would be provided in the next report.

The Committee asked that it undertakes performance management Scrutiny on KPI PP06 - %age change in serious acquisitive crime from the baseline (m).

It was AGREED: The Cabinet Member for Community Safety, and the Director, attends the next meeting of the Committee to provide data and information in relation to KPI PP06 - %age change in serious acquisitive crime from the baseline (m).

6. MONITORING OF THE ACCEPTED RECOMMENDATIONS CONTAINED WITHIN THE O&S REPORTS:

Councillor Jamie Lane took over the role of Chair from item 6.

The Overview and Scrutiny Committee received a briefing note regarding an update about the recommendations contained within the Overview and Scrutiny report: NBC owned street lighting. John Dale, Head of Economic Development and Regeneration highlighted the salient points contained within the briefing note.

The Overview and Scrutiny Committee asked questions, made comment and heard: In response to a query, John Dale confirmed that any street lights that would remain on would be brought to Northamptonshire County Council standard. A query was raised regarding retrospective billing for the lighting.

It was requested that a further update is brought to the Committee at its meeting on 25 September 2017.

The Deputy Chair requested that updates are brought to the Committee at its meeting on 25 September 2017 regarding:

- Match Day Parking
- Health Check of the Local Economy

John Dale, Head of Economic Development and Regeneration was thanked for attending and providing an update.

AGREED: (1) That the progress to date is noted.
(2) That the Cabinet Member and Director for Enterprise, Regeneration and Planning are asked to attend the meeting of the Overview and Scrutiny Committee on 25 September 2017 to provide a further update.
(3) that the Cabinet Member and Director for Enterprise, Regeneration and Planning are asked to attend the meeting of the Overview and Scrutiny

Committee on 25 September 2017 to provide a further update – Match Day Parking and Health Check of the Local Economy.

7. SCRUTINY PANELS

8. SCRUTINY PANEL 1

The Overview and Scrutiny Committee received the scope of the Review – Cemeteries. It was noted that the Scrutiny Panel felt that the required objectives should be:

- To review cemeteries in the Borough, concentrating on:

Maintenance and health and safety requirements
Amenities and facilities
Financial implications

AGREED: (1) That the scope of the Scrutiny Panel 1 – Cemeteries is approved.

(2) That the objectives of the Review – Cemeteries is :

- To review cemeteries in the Borough, concentrating on:

Maintenance and health and safety requirements
Amenities and facilities
Financial implications

9. SCRUTINY PANEL 2

The Overview and Scrutiny Committee received the scope of the Review – Culture and Tourism. The Committee noted that in discussing the purpose of the Review, the Scrutiny Panel felt that the purpose/objectives of the Review should be expanded:

- To promote Northampton's heritage and culture on a national and global platform.
- To increase visitor numbers to Northampton through its diverse heritage and cultural offering.
- To increase jobs and spending linked to tourism.
- To use the vehicle of tourism to provide learning about Northampton.

AGREED: (1) That the scope of the Scrutiny Panel 2 – Culture and Tourism is approved.

(2) That the objective of the Review – Culture and Tourism is:

- To promote Northampton's heritage and culture on a national and global platform.
- To increase visitor numbers to Northampton through its diverse heritage and cultural offering.
- To increase jobs and spending linked to tourism.
- To use the vehicle of tourism to provide learning about Northampton.

10. SCRUTINY PANEL 3

The Overview and Scrutiny Committee received the scope of the Review – Dementia Friendly Town.

AGREED: (1) That the scope of the Scrutiny Panel 3 – Dementia Friendly Town.

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

The Overview and Scrutiny Committee received a progress update from the Chair of the O&S Reprovision of the Environmental Services Contract Working Group.

AGREED: That the progress update is noted.

12. OVERVIEW AND SCRUTINY REPORTING AND MONITORING WORKING GROUP

The Overview and Scrutiny Committee was asked to confirm the membership of the Overview and Scrutiny Reporting and Monitoring Working Group.

AGREED: That membership of the Overview and Scrutiny Reporting and Monitoring Working Group is:
Councillor Jamie Lane (Chair)
Councillors Alan Bottwood, Mohammed Aziz, Janice Duffy, Dennis Meredith, Brian Sargeant, Sam Kilby-Shaw and Zoe Smith

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

The Overview and Scrutiny Committee received a report back from Councillor Brian Sargeant, NBC's representative to NCC's Health and Social Care Scrutiny Committee.

Councillor Sargeant confirmed that he would be attending the Health Scrutiny event organised by the Centre for Public Scrutiny on 27 June 2017 and would provide an update to the Committee at its September meeting.

AGREED: That the update is noted.

14. ANNUAL REPORT 2016/2017

The Overview and Scrutiny considered the draft Overview and Scrutiny Annual Report 2016/2017. The draft report gives a summary of the some of the work that Overview and Scrutiny has undertaken over the year.

The Chair requested that page 13 is updated to remove the words "*in the Spring*" regarding the monitoring of the Match Day parking report as this would now be taking later in the year.

AGREED: That the Overview and Scrutiny Annual Report 2016/2017 is approved and the Chair of the Committee presents it to the July 2017 meeting of full Council.

15. POTENTIAL FUTURE PRE DECISION SCRUTINY.

There were none.

16. URGENT ITEMS

There were none.

At this point the Chair informed the Committee that Councillor Hallam had today become a father to a baby girl named Isla. The Committee conveyed its congratulations to Councillor and Mrs Hallam.

The meeting concluded at 7:25 pm

NORTHAMPTON BOROUGH COUNCIL
OVERVIEW & SCRUTINY COMMITTEE

Wednesday, 12 July 2017

COUNCILLORS PRESENT: Councillor Jamie Lane (Chair); Councillor Graham Walker (Deputy Chair); Councillors Brian Sargeant, Tony Ansell, Jane Birch (substitute for Councillor Gowen), Vicky Culbard, Janice Duffy, Matt Golby (substitute for Councillor Alan Bottwood); Dennis Meredith, Cathrine Russell, Sam Kilby-Shaw and Brian Oldham (substitute for Councillor Christopher Malpas), Zoe Smith

CALL-IN AUTHORS: Councillors Danielle Stone and Julie Davenport

INTERNAL WITNESSES Councillor Jonathan Nunn, Leader of the Council
Councillor Tim Hadland, Cabinet Member, Regeneration, Planning and Enterprise
Ian Gray, Interim Director, Regeneration, Planning and Enterprise
Paul Walker, Head of Economic Development
John Dale, Head of Economic Development
Chris Randall, Strategic Finance Business Partner

OBSERVING Councillor Alan Bottwood
Councillor Stephen Hibbert
Councillor Anna King
David Kennedy
Gary Youens

PUBLIC Mick Ford
Jess Thompson
Paul Dyball

OFFICERS Francis Fernandes, Borough Secretary
Tracy Tiff, Scrutiny Officer

1. APOLOGIES

Apologies for absence were received from Councillor Christopher Malpas (Councillor Bottwood substituted) and Alan Bottwood (Councillor Golby substituted) and Councillor Elizabeth Gowen (Councillor Birch substituted).

2. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

4. CALL IN OF CABINET DECISION OF 21 JUNE 2017: ITEM 8: DELAPRE ABBEY RESTORATION PROJECT

Upon the advice of the Borough Solicitor and Monitoring Officer, this Call-In request had been through the appropriate channels and it was confirmed that procedure had been followed. The Call-In Authors, Councillors Danielle Stone and Julie Davenport, would be invited to expand upon their reasons for concern, following which the Overview and Scrutiny Committee would question the Call-In Authors.

Councillor Jonathan, Leader of the Council, Councillor Tim Hadland, Cabinet member for Regeneration, Planning and Enterprise, would be invited to give evidence and respond to the Overview and Scrutiny Committee's questions. The Cabinet Members would be asked to give their reasons for their recommendations or advice. A questions and answer session would follow.

The Call-In Authors would then be given the opportunity to add any points of clarification before any resolution or recommendation be moved.

The Chair would then sum up the findings regarding the Cabinet decision. If there were still concerns, the Chair would lead in determination of the recommendation with reasons for consideration by Cabinet. At the conclusion of the debate and following responses to all matters raised, the Chair will ask the Committee to vote to determine whether or not it would uphold the decision of Cabinet.

Councillor Danielle Stone, Call-In Author, and Councillor Julie Davenport addressed the Committee and expanded upon their reasons for Call-In: -

Key points:-

Councillor Stone commented:

- The Call In had been raised regarding how the decision had been made for the additional capital expenditure of £490,000 and queried how this figure had been arrived at. There is a need for good governance and good management in decision making. The Call In Authors felt that there had been inadequate management control and queried what management controls are in place.
- The Call In Authors were concerned why costs were climbing for the restoration of the Abbey and queried why the project had been overspent.
- There is a need for proper checks to ensure the Project is value for money. Councillor Stone referred to the Committee to the Call In that detailed the recent history of the additional capital costs approved by Cabinet. There had been an additional £2 million allocated to the project.
- Councillor Stone queried whether the Delapre Abbey Preservation Trust (DAPT)'s business case had been revised, and if so how many times? She went on to query what consultation had been undertaken.
- Concern was raised regarding the health and safety requirements; Councillor Stone commented that health and safety should be present in all project plans. She

queried whether the initial safety audit was adequate. Councillor Stone referred to the Consultants that had been engaged to produce the Funding Plan for the Project. Its cost had been around £20,000. None of the strategies proposed by the Consultants had been implemented.

- The project is still in Phase 1 but this further expenditure relates to Phase 2.
- Councillor Stone asked for responses to the following questions:
 - Whether there had been revisions to the Business Plan
 - Information regarding income generation vs bookings and the percentage of profit expected
 - How the spend had been scrutinised
 - How the Risk Register for the Project is being monitored
 - What input the accountants have had regarding the accounts for the Project and whether it is value for money

Councillor Davenport commented:

- The Labour Group is not against the restoration of Delapre Abbey but the call in is in respect of the management of the Project. The Project could have been better managed.
- The public want to know why DAPT have not raised any funds so far and why the Borough Council is having to fund it. Why is the Council not loaning money to DAPT.
- The Call In Authors have not had sight of the Business Plan, Implementation Plan or other Plans
- Councillor Davenport queried what consultation had taken place.
- Councillor Davenport queried why the additional sum of £490,000 had not been foreseen back in February 2017
- Councillor Davenport advised of the poor condition of the Lodge and this was included within Phase 1 of the Project. The Apple Store had not been refurbished either.
- The car park had hosted a number of events already but the condition of the Lodge lets the Project down.
- The public needs an explanation how this money is spent.

The Committee asked questions the Call-In Authors:

- In response to a question about the Call In Authors' biggest fear about the Project, the Call In Authors advised that this was in respect of lack of proper, robust project management.
- In answer to a query, the Call In Authors confirmed that they were not against the Project but there is a need to assure the public that it is a value for money Project.
- The Call In Authors commented that the Trust will be making a profit and therefore why have they not been offered a loan rather than funding.

Councillor Jonathan Nunn, Leader of the Council, provided evidence, key points:

- In response to the three reasons for Call-In, Councillor Nunn advised that a Risk Register for the Project exists. All such information is readily available and can be provided to Councillors if asked for.
- Discussions about the additional budgetary requirements took place with the Heritage Lottery Funding (HLF) and assured that project is financially sustainable.
- Project Management of the Project is sound. Paragraph 3.2.5 (Regulatory and Safety Requirements) of the Cabinet report of 21 June 2017 provides details.
- Since the opening of the Café at Delapre Abbey, car parking has been difficult; it has to have sustainable growth. Councillor Nunn referred the Committee to paragraph 3.2.9 (Delapre Abbey Preservation Trust (DAPT) Requests and emphasised that all of this information is clearly accessible.
- There is a clear, detailed Governance Plan to the Project. The Call In Authors should have asked to have sight of this information.
- Delapre Abbey has hosted a number of events.
- It is a glorious Project, one to be proud of. Groups such as Friends of Delapre Abbey have kept the dream of Delapre alive.
- It was clarified that DAPT is not a private company but a Trust.

Councillor Tim Hadland, Cabinet Member for Regeneration, Planning and Enterprise, addressed the Committee, key points:

- DAPT is a registered Charity. Requirements of HLF funding were that the Abbey must be run by a registered Charity. The Trust will make a surplus that will be reinvested into the Abbey. The Council still owns the Abbey for the community.
- In December 2016 there was authorisation given to an increase in the capital budget of £65,000 for the urgent procurement of the servery for the café.
- Councillor Hadland confirmed he had not received a request for a Councillor to have sight of the Business Plan for the Project. He confirmed such documents are freely available.
- It was confirmed that all expenditure is needed and there had been financial due diligence. The original budget did not cover the additional items; they are now required; all requests for additional monies had been scrutinised. Councillor Hadland provided the example of the water tank, which had been a requirement of the Fire Service; who had put in this requirement. This was found to be an economical solution.
- The Friends of Delapre Abbey had been offered space in the 19th Century Stables to accommodate the tearoom but they had declined it.

The Committee asked questions of the Leader of the Council and the Cabinet Member:

- In answer to a query, it was confirmed that it was not expected that further capital expenditure would be required for Phase 1.
- In response to a query regarding the appropriately designed refuge points, the Committee heard that these were dependent on the detail of the Project and this was not known at the outset of the Project.
- The Cabinet Member advised that it had been decided it would be better to complete the South side and North side rooms of the Abbey at the same time

although the North side rooms are of a lower standard. This makes the Abbey more attractive, rather than refurbishing the rooms in stages.

- The Trust will pay nominal rent.
- There will be an Oversight Board set up and a nominated Northampton Borough Councillor will be a member of DAPT.
- The latter phase of the Project will include the Stable Yard and the Stables; these are of a simpler design.
- Councillor Hadland confirmed that should a Councillor submit a request to have sight of the Business Plan for example, this would be made available.
- In answer to a query what would happen if the Trust was to fail, it was confirmed that responsibility would fall to Northampton Borough Council but a condition of the funding of HLF is that the Abbey is run by a Trust.
- NBC remains responsible for the maintenance and structure of the Abbey.
- In response to a question regarding controls of the Project, the Cabinet Member assured that controls are in place and that they have been audited at the various stages. It is expected Phase 1 will be completed by mid-Autumn 2017.

The Chair invited the Call-In Authors to add points of clarification.

Councillor Danielle Stone and Councillor Davenport advised:

- The Call In Authors were disappointed that no new information had been provided. An additional £2 million had been required that had been requested on three separate occasions demonstrating bad planning. There had also been slippage in the Project.
- The Call In Authors confirmed that they had asked Officers for this information.
- There is a need for good governance of the Project.

There were no further questions of the Call-In Authors.

Findings and Conclusions

During the deliberation session, the Overview and Committee concluded that this was a glorious project for both Northampton and Northamptonshire; a jewel in the crown. The Committee was keen for the Project to go ahead. The concerns of the Call In Authors were acknowledged; however, the information is available and upon a request, Councillors could be furnished with the required information.

From the evidence received it demonstrates that:

- Governance for the Project is in place
- There is a sound Business Case, a Risk Register and there has been due diligence.
- Officers are open to answer any questions that Councillors may have regarding the Project

The Chair asked the Committee to consider whether the Call-In would be upheld or not.

Upon a majority vote it was resolved that it was,

RESOLVED:

That the Call-In be rejected on the grounds that it was unfounded as the Hearing had demonstrated that:

- Governance for the Project is in place
- There is a sound Business Case, a Risk Register and there has been due diligence.
- Officers are open to answer any questions that Councillors may have regarding the Project

The meeting concluded at 7:50pm

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL Keep Northampton Tidy

Recommendations from Scrutiny Panel (Keep Northampton Tidy) completed in March 2015

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Response received by Overview and Scrutiny Committee	Monitoring activity	Monitoring complete
July 2015	20 January 2016	25 September 2017	25 September 2017

Previously outstanding actions

Recommendation 5: Officers from Planning Services rigorously pursues perpetrators to illegal advertising/flyposting with a view to prosecution. The Scrutiny Panel recognises legislative weaknesses regarding flyposting and asks that Cabinet lobbies MPs for a change in legislation to make it easier to prosecute in respect of this issue.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Contact made with Planning Division to discuss situation	Planning Division	Staff time		Complete – Planning Division confirm that fly posting has been monitored and, where complaints have been received, the Planning Enforcement team has been

				<p>prepared to take appropriate action. However, there have been few examples of unauthorised fly posting and so no formal action has been taken.</p> <p>Neighbourhood Wardens monitor flyposting and report cases to Planning Enforcement and Licensing Teams. Licensing have contacted a number of venues to warn of potential licence review if fly posting continues.</p> <p>During summer 2017 over 200 fly posters have been removed. Organisations responsible for fly posting have been served with Community Protection Warnings.</p>
Recommendation 11: Consider the gating of jetties at night in the town centre that are currently subject to anti-social behaviour.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed

Investigation of possible night time gating of jetties	Members of Town Centre Task Group	Staff time		<p>Complete</p> <p>Extensive investigations have been carried out into the possible night time gating of the jetty in Northampton that is associated with high levels of anti-social behaviour. It was concluded that this was not practical due to the following reasons:</p> <p>Who would lock and unlock any gates.</p> <p>How would the gate be designed to enable exit for persons fleeing a fire via the various fire exits which open out into the Jetty.</p> <p>The jetty is very narrow and any gate would need to be especially made. A shutter style which could perhaps</p>
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				<p>descend and then be locked was also investigated.</p> <p>It was concluded that the cost of this would be disproportionate given the levels of anti-social behaviour that were taking place.</p> <p>A report to approve a Public Spaces Protection Order to gate an alleyway, (Marble Arch) was presented to Cabinet on 13 September. The effectiveness of this PSPO will be monitored and the applicability of the approach to other locations will be considered.</p>
<p>Recommendation 20: Where practical, the Local Authority and the Highways Agency arranges anti-littering campaigns at service stations</p>				
Action	Implementation/responsibility	Resources	Target date	Achievement/Completed

	by	required/available		
Contact Highways Agency to discuss	Environmental Health and Licensing Manager	Staff time		<p>Complete</p> <p>Highways England operate a number of Regional anti litter campaigns that have included the Northampton area.</p> <p>Only one service station (junction 15A Southbound) is within Northampton Borough.</p> <p>Contact with Highways England will be maintained as part of the mobilisation process of the new Environmental Services in 2018.</p>
<p>Recommendation 21: Post April 2015 contact is made with the Highways Agency to ask that it reviews its grass cutting schedule to include amenity cuts in addition to safety/ visibility cuts and litter picking schedules along the A45 throughout the borough and that MPs are contacted in this respect</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed

Contact to be made with Highways England	EH and Licensing Manager	Staff time		Complete. A meeting has taken place with NBC, Keir and NCC to discuss how highways and gateway issues will be dealt with both under the new contract and to foster improved working relationships. A further meeting is currently being arranged including Highways England and their contractors.
Recommendation 22: . Planning Services, Northampton Borough Council, together with the Highways Agency, explores improvements to gateways including signage, such as “Welcome to Northampton” signs to be erected on the entrance to Northampton on the A45 at Billing and at Junction 15 (M1)				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Contact Highways Agencies to discuss				A meeting has taken place with NBC, Keir and NCC to discuss how highways and gateway issues will be dealt

				with both under the new contract and to foster improved working relationships. A further meeting is currently being arranged including Highways England and their contractors.
Recommendation 23: The Highways Agency is asked to de-clutter signage, in particular around junction 15.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Request made to the Highways Agency				A meeting has taken place with NBC, Keir and NCC to discuss how highways and gateway issues will be dealt with both under the new contract and to foster improved working relationships. A further meeting is currently being arranged including Highways England and their contractors.

Recommendations already complete				
Recommendation 2: All Councillors are sent details of the Report It App., how it works and details of the Report It App. are included in the Induction Pack for all Councillors.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Information on the App to be provided to all Councillors	ICT services Staff	Staff time	Summer 2016	Complete Details of App available on NBC website.
Recommendation 4: Officers, such as Neighbourhood Wardens, are charged to use adhesive stickers over illegal fly-posts advertising events indicating cancellation of the event in appropriate cases and removing outdated fly-posts..				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Stickers made available to wardens and used where appropriate. Some fly posters also removed	Neighbourhood Warden Team	Staff time and small cost for printing, met within existing budgets	March 2016	Complete

<p>Recommendation 6: Funding of £2,000 is made available for:</p> <p>1 Officers to be charged with disseminating portable ashtrays in the town centre.</p> <p>2 “Do not feed the pigeons” signs to be erected in various locations in the town centre.</p> <p>And the provision of chewing gum boards is investigated on a cost benefit basis.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Purchase of portable ashtrays</p> <p>Investigation of Do not feed the Pigeons signs and chewing gum boards</p>	<p>Communities and Environment Division staff in consultation with Enterprise</p>	<p>Staff time and budget for the purchase of equipment</p>	<p>Summer 2016</p>	<p>Complete</p> <p>Portable ashtrays have been made available, partly funded by Town Centre BID</p> <p>Large amounts of additional signage conflicts with the objective of decluttering the town centre. Signs are used where specific problems identified.</p> <p>The use of chewing gum boards has been investigated. They are not considered to be an</p>

				effective solution (unsightly, attract wasps and ineffective).
<p>Recommendation 8: Officers are instructed to contact supermarkets highlighting the problem of abandoned shopping trolleys in the town and encouraged to participate in a trolley collection schemes.</p> <p>Through the Planning Conditions, supermarkets and similar are required to have mechanisms installed to prevent trolleys being removed from site.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Contact made with supermarkets.</p> <p>Discussion with planning team about the practicality of use of conditions to deal with this matter</p>	<p>EH and Licensing Manager</p> <p>Planning Division</p>	Staff time	June 2016	<p>Complete</p> <p>Supermarkets have been contacted and reminded of the problems associated with abandoned trolleys and their responsibility to collect them.</p> <p>Planning Officers indicate that this requirement is outside the scope of conditions that can be included in planning conditions.</p>

Recommendation 9 All Councillors are provided with details of the Shop Front Cleaning Orders (Community Protection Notices) and Street Litter Control Notices Legislation, the guidance to this Legislation when it becomes available and other relevant Legislation.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Briefing paper produced for all Councillors on Community Protection Notices	EH and Licensing Manager	Staff time	June 2016	Complete Briefing paper produced and made available..
Recommendation 10 All relevant Agencies are encouraged to come together at budget planning time, with the aim of making a contribution to the cleanliness and community safety of the town.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Town Centre Task Group has been re-established and will ensure that coordination continues	All members of the group	Staff time	Summer 2016	Complete Group in place and discussions carried out to coordinate actions
Recommendation 12: : Information about resources available is published on the Council's website.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Web content updated	Relevant web authors	Staff time	Summer 2016	Complete. Web content updated and will be reviewed as part of the planned overhaul of the NBC website.
Recommendation 13 In recognising their success, Cabinet explores the effectiveness of Kangaroo Runs				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Assessment of effectiveness of kangaroo runs and other initiatives to be explored.	ES (Direct Services) Manager in liaison with Community Safety Team	Staff time for investigation. Direct cost of providing kangaroo runs , staff overtime / fuel and disposal costs	Summer 2016	Complete Kangaroo runs target specific areas and will continue as part of Community Safety Weeks of Action. Date on fly tipping hotspots has been evaluated and additional proactive targeted fly tipping collections started in May 2016 providing wider coverage across

				Northampton.
Recommendation 14 Additional funding of £5,000 per year is allocated for five schemes with Junior Wardens and education activities.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Junior Warden schemes are operated in schools	ES (Direct Services) Manager	£500 plus Staff time	Summer 2016	Complete – a growth bid was not submitted for this as a number of Junior Warden schemes are running using funding from Councillor empowerment funds and other sources. All Wardens work with schools in their areas to provide environmental and safety education using resources from the Junior Warden programme.
Recommendation 16 : Community Clean Ups are co-ordinated so that they supplement the cleansing regime of the Environmental Services contract.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Improved coordination between contractor and Members and Community Groups to coordinate clean ups	Customer services staff and staff at Enterprise	Staff time	Summer 2016	Complete Enterprise support community clean ups by providing equipment and clearing the waste collected. Steps have been taken to ensure that enquiries are referred to the correct members of staff.
Recommendation 17 Campaigns, such as Community Clean Ups, are publicised both on the Council's webpage and by the organisers of the Community clean ups				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Increased coordination of clean ups	Neighbourhood Wardens and relevant Web authors.	Staff time	Summer 2016	Complete Website content updated and will be reviewed as part of proposed overhaul of NBC website.
Recommendation 19: Where possible, co-ordinated working between the Local Authorities and the Highways Agency regarding major				

highway closures to enable litter picking to take place during closure periods.

Action	Implementation/responsibility	Resources required/ available	Target date	Achievement / Completed
Clarification obtained regarding current practice	Enterprise Staff / Northamptonshire Highways / Highways Agency	Staff time	Summer 2016	Complete. Litter picking on high speed roads is coordinated. Consent is required to undertake this work and appropriate arrangements are in place to ensure that this occurs

Recommendation 24 A time limited Action Plan in respect of the 30 criteria of the Purple Flag Accreditation is produced; with the aim of exploring the feasibility of entering an application for Purple Flag Accreditation for Northampton town centre.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Development of an action plan for applying for Purple Flag accreditation.	NBC staff working in partnership with Town Centre BID	Staff time	2017	Work is currently at the planning stage of developing an understanding of the criteria for gaining purple flag accreditation and how this

				would apply in Northampton.
Recommendation 1: Investigate the wider use of the successful NBC Report It App., such as the inclusion of a facility to report tree and used as a channel to request and co-ordinate community action such as litter picks. Consider extended to include NCC issues with borough				
Resources required/available	Target date	Achievement/Completed		
Staff time		Complete – Issue has been logged with ICT and will be taken forward as part of review of Website and reporting methods.		
Recommendation 3: A Usage Log for the Report It App. is produced on an annual basis. .				
Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed	
ICT services staff	Staff time		Complete -. quarterly reports being produced and made available	
Recommendation 7: To enhance an area, empty brick or similar highway planters in situ in the town centre are, either filled with various foliage, removed or topped with a hard surface.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Ensure that all	Environmental Services (Direct	Staff time budget	March 2016	Complete

planters in the town centre area provided with suitable floral displays Stickers made available to wardens and used where appropriate.	Services) Manager			Additional planting has been provided.
Recommendation 15: The viability of running a National Citizen Scheme (NCS) to attract mid-late teenagers involvement is investigated				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Investigation of the viability of running a scheme or linking with existing schemes				<p>Complete</p> <p>Enquiries have been made and it has not been possible to link with this specific scheme.</p> <p>However in the coming year it is planned to engage with the Youth Forum to develop environmental initiatives for young people.</p>

Recommendation 18: Community (Parish) Enhancement Teams are encouraged to undertake more work within the town.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Confirm whether this resource is available and what steps need to be followed	EH and Licensing Manager to obtain information from NCC / contractors	Staff time		Complete Details have been obtained about the process for applications for works by Community Enhancement Gangs for 2017/18. The closing date for applications is Friday 24 February. The information on the application process has been shared with all Members and with Parish Councils and Community Groups.
Recommendations to the Overview and Scrutiny Committee				
Recommendation 28: The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Included onto the O&S Monitoring Work Programme 2016/2017	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place 2 February 2017	

Overview & Scrutiny Committee

Date: 25 September 2017

Briefing Note: Retail Experience in the Town Centre

1. Introduction

The purpose of this briefing note is to provide Committee with an update on various key measurement points to provide a general overview of our town centres health. This information provided will assist the Committee in gaining a better understanding of the 'Retail Experience in the Town centre'.

2. Updates:

2.1 Vacant Shops Units

The council has maintained details of the vacant shop units in Northampton town centre for many years. The table below provides details of the number and % of vacant shops unit over the last 5 years from 2013 to 2017.

Year (mid-year)	Number of vacant units	Overall % of units vacant
2013	84	16.0 %
2014	83	15.8%
2015	54	13.6%
2016	52	13.3%
2017	55	14.3%

Since 2013 the total number of vacant units in the town centre has reduced despite the number of businesses relocating or closing down. Across the town centre there are a number of units which have been vacant for over two years and for a variety of reasons have been difficult to let.

The town centre has attracted many new businesses over the last 5 years and the council 'Business Improvement Grant' funding and partnership workings with local landlords have been key factors.

Northampton town centre has faced and continues to face similar challenges to other town centres across the UK. The recent new developments in and around the town centre have assisted in attracting inward investment and maintain a relatively stable economy.

2.2 Parking Performance

The council introduced various free parking offers in 2014 to support the town centre. The offers included 2 hour free parking and Saturday free parking in the multi-storey car parks.

Year	2 Hour Parking	Saturday Parking
2014 – 15	726,369	377,984
2015 – 16	909,470	425,880
2016 – 17	1,022,958	438,727
2017 - 18	426,430 (up to 31 August)	178,513 (up to 31 August)

In 2016/17 the free 2 hour parking offer attracted more visitors into the councils multi-storey car parks, with the Grosvenor and Mayorhold attracting 766,490 (75%) of all visitors. The same car parks attracted more visitors for the free Saturday parking with 308,013 (70%) using the car parks.

The economic impact / benefit is difficult to comment upon as there is no evidence to compare.

The overall parking figures across all the council's car parks has seen an increase in numbers from 2014/15 when there were 2,005,588 visitors. In 2015/16 visitor numbers increased to 2,170,971 and in 2016/17 figures increased again to 2,282,418. The figures for 2017/18 are continuing to show visitor numbers increasing.

2.3 Footfall Performance

The footfall figures in the town centre over the last two years have increased for the first time since 2010.

Year	Abington Street	Market Square	Total
2010	11,271,153	4,670,066	15,941,219
2011	10,845,992	4,725,315	15,587,187
2012	10,236,177	4,741,195	14,977,372
2013	9,424,071	4,701,253	14,125,324
2014	9,137,256	5,339,713	14,476,969
2015	9,191,509	5,668,010	14,859,519
2016	10,258,701	5,622,474	15,881,175
2017 (up to August)	6,119,815	3,409,175	9,528,990

As a general indicator, footfall figures are used to highlight how town and city centres are performing. Every town needs to attract shoppers into their town centres to help economic growth.

- 2.4 The above factors (vacant shop units, parking figures and footfall) are useful in providing a broad overview of how the town centre is performing. However, there are many other aspects which impact on the vibrancy and vitality of town centres and these include environmental factors, safety, events and promotion.
- 2.5 Northampton town centre has seen many businesses close and move over the last 5 years, but we have always managed to attract new businesses to replace them.

3. Actions & Impacts

Positive promotion / events / partnership working / ?????

4. Other Implications

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

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

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

Proposed dates for monitoring implementation of accepted recommendations

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

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

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

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

Recommendation 3: It is recommended to Northamptonshire County Council and partners that schools and employers work closely to provide work place experiences for young people that are still in education.

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>On behalf of SEMLEP, NCC and all other partners the Careers and Enterprise Company is now fully operational and is charged with reshaping the careers and enterprise landscape to help inspire and prepare young people for the world of work. A network of local senior business volunteers (Inc. from Mahle, Travis Perkins, Dacsher and Haines Watts) work in partnership</p>	<p>Jon Hinde</p>	<p>No additional resources required</p>	<p>September 2017</p>	<p>Completed The Careers and Enterprise Company are working effectively with schools and colleges throughout Northampton (and the shire) to provide young people with work experience opportunities.</p>

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



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

25 September 2017

BRIEFING NOTE: MATCH DAY PARKING

1 INTRODUCTION

- 1.1 An Overview & Scrutiny Report in March 2015 outlined an 'activity' that had taken place around issues concerning Match Day Car Parking; availability, congestion and potential solutions.
- 1.2 The Cabinet response of March 2017 proposed a meeting with the relevant organisations to discuss the issues and potential ways forward based on the recommendations contained in the original O&S report.
- 1.3 This paper provides an update on progress made and the next steps.

2 UPDATE

- 2.1 An Officer/Member working group has been established which is chaired by Cllr Brian Sargeant, chair of the original Scrutiny Parking Working Group. The first meeting was held on 7 August 2017 with the next meeting scheduled for 11 September 2017.

- 2.2 In attendance at the first meeting were:

Northamptonshire County Council	Cllr Gareth Eales David Grindley, Manager of Transportation Service
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Northampton Borough Council	Cllr Tim Hadland Cllr Brian Sargeant Cllr Jane Birch Cllr Danielle Stone John Dale Derrick Simpson Katie Young
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Northampton Partnership Homes	Helen Town
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Northampton Town Football Club	Steve Inwood, Stadium Manager
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	Nick Ancel
Stage Coach Midlands	Steve Burd, MD of Stagecoach
Societal Travel	James Thorpe
St James Residents Association	Graham Croucher

Representatives from the Northampton Saints Rugby Football Club were unfortunately unable to attend the first meeting however, the meeting on the 11 September will be held at the Saints grounds.

2.3 Discussions were held around the following:

- Wider use of car parks in the vicinity of the stadium
- The Saints, Northampton Town Football Club, NBC and NCC clearly advertising the Car Parking on websites/brochures/programmes
- Possibility of public transport usage incentives – joint bus/train tickets
- Traffic Management Plans
- Pineham and Swan Valley Park and Ride – this could be something which may be looked at in the future

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

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

3 NEXT STEPS

3.1 Elements that are within NBC control will be explored and a way forward for each of these will be outlined at the next meeting.

3.2 Longer term solution which will be considered by NBC and its partners could include:

- Garage and Car Park site
- Public transport usage incentives
- Traffic Management Plans
- Park and Ride schemes
- Promotion on partner's websites/programmes/brochures of match day car parking.

3.2.1 NBC will meet with the Saints prior to the next full meeting to update them on the progress to date.

4. RECOMMENDATION

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

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

John Dale
Head of Economic Development and Regeneration



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
25 SEPTEMBER
BRIEFING NOTE: NBC STREET LIGHTING

1. INTRODUCTION

- 1.1 Northamptonshire County Council (NCC) has been maintaining and paying the electricity for a number of Northampton Borough Council (NBC) and Northamptonshire Partnership Homes (NPH) owned street lights for a number of years. NCC propose to hand the 607 street lights back to NBC/NPH to manage and maintain. Any that are not accepted will be removed by NCC at the end of September 2017.
- 1.2 Following the Overview and Scrutiny report in July 2015 and the Cabinet response in January 2017, an Officer/Member working group was established which is chaired by the Deputy Leader, Cllr Phil Larratt. The working group has met on five occasions with the next planned for 18 September 2017.
- 1.3 The lighting in question sits on a number of parks and housing estate areas. The ownership of the 607 lighting columns breakdown is as follows:

NBC Assets:	179 (29.5%)
NPH:	428 (70.5%)

The responsibility for the management and maintenance of the lights will fall as per the percentages above.

- 1.4 This paper provides an update on progress made and the next steps.

2. UPDATE

- 2.1 The key responsibility of the working group is to identify, monitor and evaluate current usage of all NBC owned Street Lighting. The working group will also oversee the transfer of those street lights which are owned

by NBC but currently managed and maintained by NCC. A number of these street lights are on NPH land and discussions are underway regarding the management and maintenance of these.

2.2 NBC/NPH are keen to ensure that the street lighting asset list is accurate and comprehensive. Some assessment work therefore is necessary. To help to identify any street lighting that NBC may not be aware of, a communication has been composed which has been sent to the NBC and NCC Ward Councillors, the two Business Improvement Districts (town centre and Brackmills), Parish Councils and local groups. This states that NBC are in the process of updating their street lighting asset list and that their assistance may be required in terms of identification of street lights which may need repairing/replacing. Some responses have already been received from these emails and relevant work is being carried out.

2.3 NCC attended the last working group to outline their current position as follows:

- NCC have undertaken an audit of their street lighting and will no longer be managing, maintaining or paying the electricity for any street lighting that is not on their land or owned by them.
- NCC have a deadline of the end of September 2017 to hand back all of these street lights to the relevant authorities.
- Any which are not on NCC land and are not accepted by the local authorities will remain in their management and will be removed.
- NBC and NPH will need to decide whether or not to accept the transfer which is scheduled for 2 October 2017.
- NBC and NPH will have to manage, maintain and pay the electricity for the street lighting that is accepted from NCC.

2.4 The lighting is situated in a number of housing estate areas and parks. If they were to be removed, this would have a detrimental effect for the tenants of those areas and the visitors to the parks in the darkened hours.

3. NEXT STEPS

3.1 Considering the information in 2.3 and 2.4, a paper is going to Cabinet on Wednesday 13 September with the recommendation that NBC and NPH accept the transfer from NCC and the responsibility for the maintenance and electricity costs for the 607 NBC/NPH owned lighting columns.

3.2 The NBC Owned Street Lighting Group are working on completing a comprehensive asset list which will include all of the NBC/NPH owned lighting. This will also include the lighting to be accepted from NCC and ensure NBC and NPH are maintaining the lighting to the highest standard possible. Following the Cabinet decision, a report will be commissioned to survey all of the NBC owned street lighting, undertake an options appraisal and make any recommendations of energy saving opportunities

as well as any which may need replacing/removing. It is likely that this will bring forward opportunities for an invest to save programme

- 3.3 A map containing all the NBC and NPH street lights is in the process of being completed which will inform the survey.

4. THE WAY FORWARD

- 4.1 The information within the survey report and options appraisal will allow NBC and NPH to make an informed decision on the future of each street light. This will include upgrading, removal and replacement. Recommendations from this report will be consulted on with the relevant wards and taken to Cabinet for approval.
- 4.2 NCC will begin to remove any unwanted street lighting starting at the end of September 2017.
- 4.3 NBC and NPH to negotiate with a management company to manage and maintain the lighting assets on behalf of NBC and NPH.
- 4.4 The cost implications arising from the management and maintenance of street lights are yet to be established, however an indicative figure will be reported to Cabinet of £72,500 for the electricity and maintenance costs. Once finalised the cost apportionment will be discussed and finalised with NPH.
- 4.5 A method to enable the public to report any defects to NBC or its nominated contractor, as may be appropriate, will need to be identified.

5. RECOMMENDATIONS

- 5.1 That Overview & Scrutiny;
1. Note the progress that has been made to date and invites the Director of Regeneration, Enterprise and Planning to submit a further update in due course
 2. Endorse the way forward outlined in this briefing.

John Dale
Head of Economic Development and Regeneration
September 2017



Performance Outturn

Key Indicators

April 2016 – March 2017

Introduction

This report details the performance against key indicators during the 2016/17 financial Year which support the delivery of the Corporate Plan.

The following pages provide a summary for each theme, Your Town and You, and gives detailed information for individual measures.





2016/17 performance is compared to 2014/15 and 2015/16.

If population or household figures are required, April 2016 values from the Office of National Statistics (ONS) have been used for the entire year.

Population: 217,700

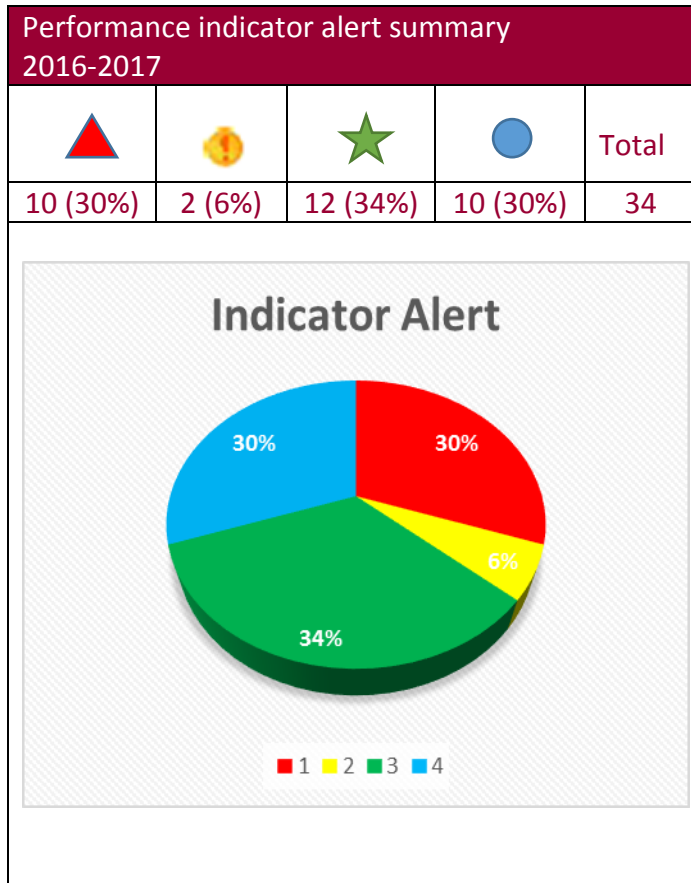
Number of households: 95305

Report Key

	Exceptional or over performance
	On or exceeding target
	Within agreed tolerances
	Outside agreed target tolerance
	Good to be low: Better
	Good to be low: Worse
	Good to be high: better
	Good to be high: worse
	No change
	No data or target available
	No data available
	No target available

Are we achieving our priorities?

425



Gods of Wealth – Chinese New Year 2017



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Measure ID & Name	2015 Outturn		2016 Outturn		2017 Outturn		2017 Target	2017 -v-2016		Notes
AST05a External Rental income demanded against budgeted income (M) AST05 b Percentage of commercial rent demanded within the last 12 months (more than two months in arrears (M) AST12% Achieved where return on (sub group) investment properties meetings agreed target rate (M)										
The Service has been unable to supply a full set of data for throughout the year. Head of Service is aware and is resolving the problem. Head of Service has met with the responsible Cabinet Member to discuss, and the KPIs will be reviewed for the new financial year.										
BV008 - Local Invoices paid within 10 days	90.83%		93.65%		92.01%		80%	Bigger is better		
This KPI has consistently achieved average scores of well above its target for 2016-2017. It has been agreed to increase the target to 90% for 2017-2018.										

Appendix 1- Outturn Report 2016-2017

Measure ID & Name	2015 Outturn		2016 Outturn		2017 Outturn		2017 Target	2017 -v-2016		Notes
BV008 Percentage of invoices for commercial goods and ser. Paid within 30 days (M)	99.48%	★	99.72%	★	99.23%	★	99.00%	Bigger is better	✓	
This KPI has consistently achieved its targets over the last twelve months. As the target is 99% this target will remain.										
BV12_12R Average no of days/shifts lost to sickness for rolling 12 month period (M)	10.53	⚠	7.83	⚠	8.05	⚠	7.50	Smaller is better	✗	
The service was brought back in house from January 2017. There have been a number of issues identified with recording of staff sickness and processes are in place to ensure that good practice to ensure data quality is accurate following the return of the HR Service. Although figures are within agreed tolerances they are not achieving the target. 2016-2017 saw the introduction of the Transformation and People Board, which will be looking at ways of increasing staff satisfaction at work. It is hoped that improvements in well-being will reflect in staff sickness levels.										
CH10. No of unique visits to Northampton Museum pages (M)	56,229	●	65,332	●	52,221	●	46,000	Bigger is better	✓	
The Museum Service continues to over perform on its targets during 2016-2017. Strong web stats are driven by use of Social Media (Facebook, Twitter) driving visitors to the website and showed a year end result of 11% above target. Guildhall Museum has closed for extensive refurbishment and this measure will continue to be monitored in the short term as a measure to see if 'virtual footfall' continues. During the closure of the Guildhall Road Museum, Abington Park Museum will continue to be open and a measure of visitors for this will be introduced.										
CS05 – Percentage satisfied with the overall service provided by the Customer Service Officer (M)	95.86%	★	92.34%	★	94.44%	★	90.00%	Bigger is better	✓	
We consistently achieve 95% of customers that are satisfied and extremely satisfied with our service delivery on a target of 90%. Customers are e-mailed from our system on every interaction where the customer gives an email address. We also receive comments, and where these relate to a failure of service delivery we work with our partners to review and improve processes. These surveys help us to continue to review and improve our services.										
CS13a Percent of calls for NBC managed services into contact centre answered (M)	88.62%	⚠	92.74%	★	89.32%	⚠	90.00%	Bigger is Better	✗	

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Measure ID & Name	2015 Outturn	2016 Outturn	2017 Outturn	2017 Target	2017 -v-2016	Notes				
<p>The Contact Centre has hit an overall target of 89.32% on a target of 90% of calls answered. During 2016 we took the Referendum calls and over a period of three months we received over 7,600 calls. Due to the effective planning and resourcing we managed to take these additional calls without it having an impact on the other services. Customer Services have been promoting the on line services helping to increase the Environment Services transactions online reducing the impact on Customer Services and increasing customer satisfaction. Fly tipping service requests is one of the many successful online services where 89% were reported online compared to 9% over the telephone and 2% via email. Slightly down on last year and very slightly under target but service is constantly updating with training and striving to improve.</p>										
CS14a Percentage of One Stop Shop customers with an appointment seen on time. (M)	96.1%	★	94.7%	★	94.1%	★	90.0%	Bigger is better	✖	
<p>The One Stop Shop hit an overall target of 94.1% of customers seen within 10 minutes on a target of 90%. In addition we saw 22,733 customers within the drop in section and 99% of these customers were seen within 10 minutes. Our multi skilled floor walkers support customers who are able to, to complete their transactions online which is the easiest and cheapest transaction type thus reducing both telephone calls and appointments into NBC, NPH and LGSS Revenues and Benefits. This has enabled us to see our vulnerable customers efficiently and provide additional resources to support on the phones.</p>										
ESC01n – Total bins/boxes missed in period (M)	3,806	▲	4,811	▲	7,240	▲	1,400	Smaller is better	✖	
<p>The number of missed bins has been badly affected by vehicle breakdown, particularly recycling vehicles. An increased number of spare recycling vehicles have been brought in to be used as spares in case of breakdown. The contract is currently being retendered.</p>										
ESC02 Percentage of missed bins corrected within 24 hours of notification (M)	86.95%	▲	89.05%	▲	95.14%	●	84.00%	Smaller is better.	✔	
<p>Despite the number of missed bins being high, the corrected missed bins remains on target. Year to date value in previous years was being significantly missed, but this year has seen a good rise in the number of bins corrected within 24 hours of notification. We have been very proactive in ensuring that notification to the contractor was prompt and it is reflected in the overall figures. The contract is currently being retendered.</p>										
ESC04 Percentage of household waste recycled and composted (NI192) (M)	41.50%	▲	40.76	▲	41.12%	▲	49.00%	Smaller is better	✖	
<p>Participation rates for food recycling have remained exceptionally low and there has been little increase in participation for recycling plastic, cans, glass, paper and garden waste. It is recognised that there needs to be more promotion and education around recycling, to increase participation rates. The contract is currently being retendered.</p>										

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Measure ID & Name	2015 Outturn		2016 Outturn		2017 Outturn		2017 Target	2017 -v-2016	Notes
ESC05 Percentage of land and highways assessed as falling below an acceptable level – litter (NI195a) (4M)	1.50%		2.39%		3.39%		2.00%	Smaller is better	
This measure has fallen outside the target over the whole year. We continue to work proactively and reactively to issues, and work with the contractor to try to improve the results. The contract is currently being retendered. Contract management is ongoing. New contract arrangements will give the opportunity to review targets and performance.									
ESC06 Percentage of Land and Highways assessed falling below acceptable level – detritus)	1.33%		1.83%		3.28%		4.00%	Smaller is better	
Performing over target.									
ESC07 Percentage of Land and Highways assessed falling below acceptable level (Graffiti)	0.50%		0.61%		0.89%		2.00%	Smaller is better	
Performing within set targets although these only represent a snapshot in time of when a site is visited.									
ESC08 % of Land and Highways assessed falling below acceptable level (Fly Posting)	0.00%		0.00%		0.00%		2.00%	Smaller is better	
Performing within set targets although these only represent a snapshot in time of when a site is visited.									
ESC09 Percentage of Fly tipping incidents removed within 2 working days of notification	99.37%		99.89%		99.89%		100%	Bigger is better	
Performing within set targets although these only represent a snapshot in time of when a site is visited.									
HML01 Total number of households living in temporary accommodation.	67		66		164		100	Smaller is better	
Due to a very sharp rise in the number of homelessness applications received, and a shortage of affordable rented housing, there has been a significant increase in the total number of households living in temporary accommodation compared to last year. This is in common with the rest of the County, and national trends. It is hoped that the establishment of the Social Lettings Agency this year will increase the options available to homeless households, and help people to move on from temporary accommodation. Work has already started on the development of a temporary accommodation reduction strategy.									
HML07 Number of households that are prevented from becoming homeless.	565		504		1003		693	Bigger is better	

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Measure ID & Name	2015 Outturn	2016 Outturn	2017 Outturn	2017 Target	2017 -v-2016	Notes				
<p>The number of homeless households prevented from becoming homeless has increased since last year, and continues to exceed the target. Even though the private rented sector offers few opportunities to prevent homelessness and meet housing need, it is hoped that the current level of performance will be sustained throughout 2017/18.</p>										
HML09 Number of households for whom a full homelessness duty is accepted.	354		313		478		540	Smaller is better		
<p>Although we have tried to keep the number of households who are accepted as homeless as low as possible, we anticipated a sharp rise the in the number of homelessness applications and acceptances compared to last year and this is reflected in the forecast. While we will continue to do everything that we can to prevent households from becoming homeless, in common with the rest of the County, and national trends, the number of homelessness applications and acceptances is expected to rise next year. The termination of Assured Shorthold Tenancies continues to be the main cause of homelessness, accounting for more than half the acceptances.</p>										
HMO01 Number of Houses of Multiple Occupancy with a mandatory licence.	229		321		360		340	Bigger is better		
<p>Houses in Multiple Occupation which require mandatory licensing are those properties which are occupied by five or more unrelated people and the property is made up of three or more habitable storeys. There are 360 properties of this type currently licenced. This scheme has been in operation since 2006. Licenced properties are periodically renewed, and new applications will be received where a property conversion increases the number of storeys.</p>										
HMO08 No of Houses of Multiple Occupancy with an additional licence	163		435		525		550	Bigger is better		
<p>House in Multiple Occupation subject to additional licensing are located within a designated area of the Borough and apply to properties with ground and first floor storeys occupied by three or more unrelated people. This scheme was introduced in November 2014. There are 525 properties of this type licenced, however, it is anticipated by ongoing intelligence and investigations that the total number requiring a licence could be double this. Throughout the year there were only 53 new applications received, clearly indicating the apathy by local landlords to fail to comply with their legal responsibility. The new enforcement policy which was introduced in February 2016, requires the Housing Standards Team to undertake a robust enforcement approach to landlords which are failing in their legal duty to licence their properties. The team is investigating and prosecuting these landlords. There are a number of cases currently going through the court system, there have been three successful cases so far. It is anticipated that as successful prosecutions are achieved and reported this will have a knock on effect and landlords by Quarter 2 in 2017 will be actively applying for licences.</p>										
IG01 Percentage of Local Government Ombudsman cases responded to within 28 days (excluding pre-determined cases)	90%		100%		100%		95%	Bigger is better		

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Appendix 1- Outturn Report 2016-2017

Measure ID & Name	2015 Outturn		2016 Outturn		2017 Outturn		2017 Target	2017 -v-2016	Notes
All cases were dealt with within time for this KPI. The new General Data Protection Regulations will come into force on 25 th May 2018 and the target time will change to 1 month.									
IGO2 Average days to respond to Local Government Ombudsman enquiries (Excluding pre-determined cases)	19.11		23.00		23.00		28	Smaller is better	
All cases dealt with within time scales. The target is to ensure all LGO complaints are responded to within 28 days from the date the council receives them. The average response time was the same as last year, although we are always aiming to improve this.									
IG03 Percentage of Freedom of information or Environmental Information Requests responded to within 20 working days.	97.9%		96.6%		93.0%		95%	Bigger is better	
Three cases over the year that have caused the figures to fall into red were complex and took more than the target 20 days.									
IG04 Percentage of subject access requests responded to within 40 days.	96.7%		96.6%		96.6%		95.00%	Bigger is better	
Continues to perform over target. Achieve 100% response in all but one month of this financial year. Due to an extremely complex request which fell out of timescales during March the average continued to stay the same as last year. We continue to ensure responses are dealt with as a priority.									
MPE01 No of new businesses locating on Northampton Waterside Enterprise Zone	16		17		16		25	Bigger is better	
A total of 16 new business have located to the NWEZ which is slightly up on last year although has not met the target figure of 25. We continue to actively 'market' the Enterprise Zone.									
MPE02 Number of new jobs created on NWEZ	549		602		735		350	Bigger is better	
Although the number of new businesses locating to the Northampton Waterside Enterprise Zone has not increased, the number of new jobs created has increased. Partly this is due to the University which is based within the Innovation Centre reporting increases.									
NI157a Percentage of minor planning apps determined within 13 weeks or agreed extension	83.33%		100.00%		100.00%		80.00%	Bigger is better	
100% of applications continue to be dealt with within timescales.									
NI157b Percentage of minor planning applications determined within 8 weeks or agreed extension	97.42%		98.22%		97.76%		95.00%	Bigger is better	

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Measure ID & Name	2015 Outturn	2016 Outturn	2017 Outturn	2017 Target	2017 -v-2016	Notes			
Consistently good performance over the year, achieving over target. A slight dip on last year's figures, but the team strive to ensure they meet the challenge of targets.									
NI157c Percentage of other planning applications determined within 8 weeks or agreed extension	96.14%		98.80%		99.13%		95.00%	Bigger is better	
Consistently good performance over the year, achieving over target. A slight dip on last year's figures, but the team strive to ensure they meet the challenge of targets.									
PP06 Percentage of change in serious acquisitive crime from the baseline.	-13.24%		8.39%		43.76%		-2.17%	Smaller is better	
Serious Acquisitive Crime has seen an overall spike in crimes over the last year. We have worked hard with Police and other partner agencies to reduce the opportunity for crimes to occur, among other initiatives. The number of vehicle thefts for example has been high but we have worked with hotels and supermarkets to ensure that cars can be seen more clearly on CCTV thus reducing the opportunity for thefts to take place. A number of similar initiatives are seeing results in the early part of 2017-2018 financial year. It is hoped that this trend will continue.									
PP16% Off licence checks that are compliant	-88.89%		70.83%		46.43%		85%	Bigger is better	
The checks carried out focus on off licences it is already suspected will be non-compliant, as there is not sufficient staff within the team to carry out checks on all off-licences we are targeting those of concern. We are therefore expecting to return what appears to be a 'failing' result. Of the inspections carried out, and problems identified they were mostly advisories and inspectors will return to ensure that compliance has been undertaken.									
PP22 Percentage of Hackney carriage and private hire vehicles inspected which comply with regulations	66.99%		69.61%		67.90%		70.00%	Bigger is better	
This indicator is being redefined in 17-18 to be more reflective of the situation. Responses are within acceptable guidelines, and inspections were revealing low level problems such as non-display of badges.									
PP53 Percentage of environment warden service requests responded to within 3 working days.	86.55%		89.64%		85.82%		94.00%	Bigger is better	
The targets has not been met this year due to a significantly increased workload in response to fly tipping/bin bag complaints and also to staff being engaged in a range of other projects. There have also been a number of staffing issues that have meant the team have had to cover absences, although this issue has now been resolved for 2017-18. It has also be decided to redefine the target response time.									
TCO05n Town centre footfall	14,675,096		15,280,622		15,637,574		13,250,000	Bigger is better	

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Measure ID & Name	2015 Outturn	2016 Outturn	2017 Outturn	2017 Target	2017 -v-2016	Notes
<p>Year on year footfall shows a small increase, and the projected target figure will be increased for the next financial year. The council's offer of two hours free parking on weekdays, Saturday free parking in its multi-storey car parks, alongside free parking on Sunday in all its surface car parks has encouraged more visitors to the Town Centre. It is difficult to predict footfall as there are many factors which can affect it but our footfall levels have shown a steady increase. Our target will be increased for 2017-2018 financial year.</p>						
Projects					% Complete	Projected Completion Date
Delivery of the Northampton Waterside Enterprise Zone						
<p>Sixteen new enterprises have started within the Enterprise Zone with an estimated 735 jobs being created (this includes construction jobs) throughout 2016-17 financial year. A new Enterprise Zone working group has been developed for businesses to network, encourage business-to-business working and assist in achieving common goals within the zone. This group first met in October 2016 with the aim to meet quarterly.</p> <p>During the 2016-17 year the University of Northampton started their £330m Campus relocation works to the new Waterside Campus development located just on the outskirts of the town centre. To date, this work has created approximately 300 new construction jobs with around £146m (incl. VAT) private sector capital investment spent. The University are due to open the site ready for their September 2018 academic year.</p> <p>The ongoing works at Site 17 for the County Council Project Angel offices is well underway and completion of the first Phase was achieved in Quarter 1 of 2017-18. Adjacent to this development, the Vulcan works submitted an application for planning which was subsequently approved in April 2017. Tender submission negotiations are underway.</p> <p>Further significant development can be seen on site 7C where a new manufacturing warehouse is in the process of being constructed for HellermannTyton. This work is due to be completed around Quarter 2 2017-18.</p>					On Schedule	Completion forecast for summer 2018 with moving in Sept 2018
Development of the Greyfriars Site						
<p>Initiation for development was released for interested parties to provide NBC with suitable development possibilities for the site to comply with the Central Area Action Plan. Two compliant bids were received and following external advice, NBC selected Carter Endurance as the development partner. Final designs for a mixed use scheme are now</p>					No works	Completion to be determined. Viability work ongoing.

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<p>being prepared with the view to submit a planning application in Quarter 3 2017-18 with a projected start on site in Quarter 1 of 2018-19.</p>		
<p>Restoration and Regeneration of Delapre Abbey and Park</p>		
<p>Delapre Abbey is Grade 2* listed building set within an urban environment. Works began around 2014 to restore and refurbish the building and bring it back into public use with the assistance of Heritage Lottery Funding. Once complete, the building will be an excellent visitor attraction with a fully equipped commercial kitchen and the facilities available to hire the grounds for weddings and other functions. Meeting and conference rooms will be available for hire and the café opened to the public at the end of March 2017.</p> <p>Throughout 2016-17 the works completed include the Billiard Room which was renovated and refurbished, the new conservatory housing the Café was built, the new commercial kitchen was completed, external works including repointing and window replacement was carried out and the 18th century stable block was renovated and refurbished to accommodate the visitor entrance, educational space, retail shop and the War of the Roses exhibition. Works are now ongoing with the view to complete snagging by the end of June. The list of additional items to achieve project close out has now been identified and will be going to Cabinet on June 19 2017 for approval. Subject to approval, these works will be concluded between Quarter 3 – Quarter 4 2017-18.</p>	<p>Contracted works 95% complete</p>	<p>Potentially opening for weddings July 2017</p>
<p>Delivery of the Business Incentive Scheme</p>		
<p>During the 2016/17 financial year thirty three businesses have been supported through successful grant applications which have created 269 jobs and leveraged approximately £1.364m of private sector investment. Applicants have also had access to a free mentoring service to assist them through general business support and growth of their businesses throughout this year.</p> <p>As part of the Business Incentive Scheme, the Gold Street enhancement grant was released offering landlords the opportunity to gain access to funding to improve the facades of their buildings along this primary access route into the town. This scheme committed to five of these grants, all of which provide significant improvements to the appearance of Gold Street.</p> <p>This scheme also ran a Rail Enhancement project providing the necessary provisions to paint over several locations of unsightly graffiti along the southern line entrance into Northampton Train station. Now this graffiti has been removed, the aesthetic improvements to this approach into Northampton has been significantly enhanced.</p>	<p>Ongoing project</p>	<p>March 2020 funds permitting</p>

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<p>Development of the Cultural Quarter/Museum Extension and Art Gallery</p> <p>The Guildhall Road Museum has closed for refurbishment. The project will see the expansion of the Northampton Museum and Art Gallery on Guildhall Road into an adjoining building known as 'The Old Gaol Block'. The main elements of the project are as follows:</p> <ul style="list-style-type: none"> • Doubling the existing exhibition space with a balance between three main themes – art, history and shoes, including a new high quality temporary exhibition space of 380m². • The shoe exhibitions and Shoe Resource Centre will develop the museums international reputation as a centre of expertise in the history and development of footwear, with the aim of attaining national status • The collections stores will be refurbished and expanded to a national standard. • An enhanced learning and activities programme for formal and informal learners • Increased income generation through retail, corporate hire, events and café 	<p>Works not commenced</p>	<p>Project is under review. Potential completion summer 2019.</p>
<p>Delivery of the Castle Station Development</p>		
<p>Scope of programmes being reviewed to include a wider development footprint. GVA Grimley Ltd were appointed to do a planning brief document and car park feasibility analysis by end June 2017.</p>	<p>Works not commenced</p>	<p>Feasibility ongoing.</p>
<p>St Giles Street</p>		
<p>St Giles Street public realm works started with Phase 1 between Hazelwood Road down to Castilian Street. These works started on 22nd February 2016 and were completed 2 weeks ahead of schedule and under budget. The works were well received by staff tenants and residents within the area. Phase 2 commenced 21st June 2016 from Castilian Street down to Derngate, and was fast tracked in order to be completed by the St Giles Street Business event on Saturday 22nd October. Both phases were completed under budget and ahead of programme. Further phases have received initial design proposals, should the project be expanded in future years including Fish Street and Abington Street.</p>	<p>Complete</p>	
<p>Moulton Running Track</p>		
<p>Project commenced in 2014 with the ultimate aim to deliver a new athletics track and facilities at Moulton College. The track was built to an internationally recognised standard along with a purpose built club house and storage facilities. Completed in January 2017 within budget, the running track is now fully operational and used by Moulton College, Northampton Athletic Club and other sporting athletic groups.</p>	<p>Complete</p>	

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<p>Vulcan Works Development</p>		
<p>The Vulcan Works Project will deliver a "Creative Industries Hub" of managed workspace to support the local creative business community in both Northampton and the wider area. The Development will also be home to the University of Northampton's Institute for Creative Leather Technologies Centre (ICLT).</p> <p>This project will refurbish NBC heritage assets within the listed Guildhall Road buildings and will renovate the Fetter Street stores in order to accommodate the ICLT. The construction of a new Creative Hub along Angel Street and on the old Amalgamated Tyres site will provide 49 work spaces which are envisaged to support over 400 new jobs in the Enterprise Zone over the first 10 years post completion.</p> <p>Planning permission was approved April 2017 and tender cost submissions received May 2017. First phase of the asbestos removal completed throughout the site and the opportunity to demolish Amalgamated Tyres as part of an enabling package is being reviewed whilst tender negotiations are underway.</p>	<p>Works not commenced</p>	

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Northampton Borough Council Overview and Scrutiny



NORTHAMPTON
BOROUGH COUNCIL

Overview and Scrutiny Committee

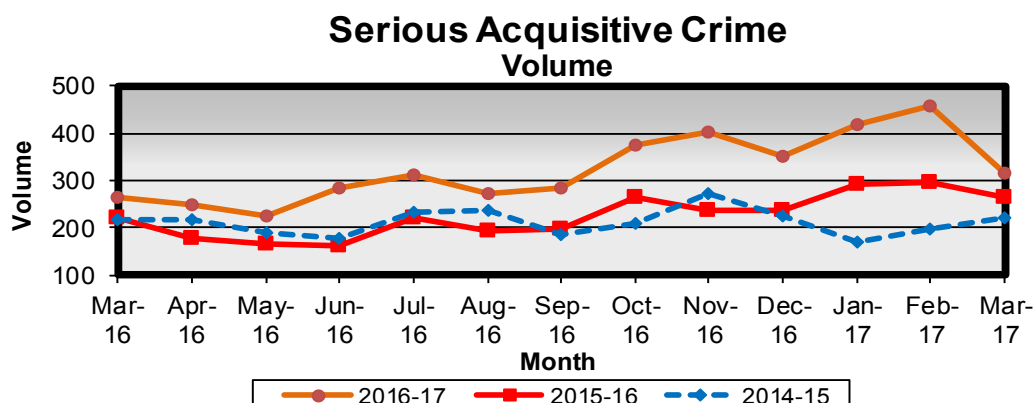
Briefing paper – Serious Acquisitive Crime

Background

All crime levels in Northampton have fluctuated considerably over the past five years. Rates were relatively stable between March 2011 and March 2013, but a significant reduction in all recorded crime followed until March 2014. All crime has risen steadily since then with March 2016 seeing similar levels of recorded crime as in March 2011. Most aspects of the local picture generally reflect national crime trends, with some common patterns due to key changes in police recording of crime. The Police recorded 4.4 million offences nationally in the year ending December 2015 which was an increase of over 7.0% in comparison to the previous year when just over 4.1 million offences were recorded. 39 of the 44 forces of saw an increase in total recorded crimes.

Serious Acquisitive Crime (SAC) is a crime group consisting of theft from and theft of motor vehicles, domestic burglary and robbery offences (personal and business). There have been fluctuations in levels of SAC over the last five years. There was a steady increase in SAC offences recorded between mid-2011 and February 2013 (+30.5% / +953 offences). Strong reductions were seen in the following two and a half years and by August 2015 SAC offences had reduced by over 40% (-1647 crimes). Rates of SAC have since begun to rise with an increase of 46% (+1,239 crimes) when comparing 2016/17 to 2015/16, which has largely been attributed to an increase in vehicle offences.

Figures for 2016/17 are, 2087 thefts from vehicle, 437 thefts of vehicle, 277 robberies and 1029 domestic burglaries. In total a 45.3% increase in Serious Acquisitive Crime



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Facts & Actions

- Gender is a significant factor within the SAC offender cohort, with males being by far the most likely to commit acquisitive offences. Comparatively, gender doesn't appear to be such a key indicator in relation to victims, as the gender split between males and females becomes more aligned.
- Offenders are most likely to be aged 15-19 years for all three crime types within SAC, however, victims are more likely to be within a wider age group of 20-49 years.
- Robbery is the only crime type where offending peaks at a particular age group with 15-19 year olds most likely to be victims of robbery offences.
- Mixed race ethnicities are significantly overrepresented in the offender cohort in comparison to the general population where as white other, black and Asian ethnic groups all account for a greater percentage of victims in comparison to their population sizes within Northampton.
- There is a well evidenced link between serious acquisitive crime and illegal drug use, with daily users likely to be responsible for half of all serious acquisitive crime in an area. That said, recent analysis of those arrested for serious acquisitive crime offences indicates that there has been an increase in non-drug users being arrested, suggesting perhaps that the economic recession may be impacting additionally on serious acquisitive crime rate.
- Given that a significant proportion of residential burglars gain access through open windows and unlocked doors, our approach to tackling burglary involves large scale public education about how to reduce risk and prevent burglary. We also undertake a programme of property marking and target hardening of vulnerable households, including those that are victims of burglary in order to prevent re-victimisation. This approach is further supported by partnership Weeks of Action in priority locations.
- Focus is also placed on ensuring that drug offenders involved in burglary are prioritised for attention by drug treatment providers and the management of offenders is supported through improving access to housing and employment opportunities.
- Targeting of known serious acquisitive crime offenders continues, with a number of successful arrests and prosecutions being achieved this year.
- Early intervention work with young people and their families is key in addressing youth crime. A multi-agency Early Intervention Hub is being piloted in the east of Northampton. The purpose of the 'Hib' is to make contact with young people at risk of involvement in crime and gang related activity, to engage with them and their families, providing support and diverting them into other more constructive pursuits.
- Work with known young offenders to reduce their likelihood of re-offending is led by the Youth Offending Service. Key areas of focus have included: working with

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parents and other family members to improve outcomes for young offenders; ensuring that young offenders are engaged meaningfully in education, training or employment; and working to improve their sense of identity.

- Tackling vehicle crime is largely restricted to public information campaigns warning of the dangers on leaving vehicles unlocked with property on display. In addition, Car Safe operations, supported by high visibility patrols are being run in hot spot locations.

Conclusion

Serious Acquisitive Crime still remains a priority for the Community Safety Partnership, and partners continue to work together to tackle the underlying issues.

Debbie Ferguson
Community Safety Manager

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NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

25 SEPTEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 1 - CEMETERIES

1 INTRODUCTION

- 1.1 The Scrutiny Panel has held its initial evidence gathering meeting, receiving a number of background papers and presentations to inform its evidence base. The Community Impact Assessment for the Review was approved and has been published on the Scrutiny page of the Council's WebPage.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 27 September 2017 and the Panel will hear from a variety of expert advisors, receive a number of background documents around relevant Legislation, fees and charges and cemetery guidance and published papers and report back on its recent site visits.
- 2.2 Further evidence gathering meetings are set, with a further meeting scheduled for 9 November 2017.
- 2.3 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the Overview and Scrutiny Committee notes the progress report.



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

25 SEPTEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 2 – CULTURE AND TOURISM

1 INTRODUCTION

- 1.1 The Scrutiny Panel has held its initial evidence gathering meeting, receiving a number of background papers and presentations to inform its evidence base. The Community Impact Assessment for the Review was approved and has been published on the Scrutiny page of the Council's WebPage.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 14 September 2017 and the Panel will hear from a variety of expert advisors, receive a number of background documents around relevant Legislation and published papers and decide on its schedule of site visits.
- 2.2 Further evidence gathering meetings are set, with a further meeting scheduled for 4 December 2017.
- 2.3 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the Overview and Scrutiny Committee notes the progress report.



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

25 SEPTEMBER 2017

BRIEFING NOTE:

SCRUTINY PANEL 3 – DEMENTIA FRIENDLY TOWN

1 INTRODUCTION

- 1.1 The Scrutiny Panel has held its initial evidence gathering meeting, receiving a number of background papers and presentations to inform its evidence base. The Community Impact Assessment for the Review was approved and has been published on the Scrutiny page of the Council's WebPage.

2 UPDATE

- 2.1 A meeting of the Scrutiny Panel is scheduled to take place on 21 September 2017 and the Panel will hear from a variety of expert advisors, receive a number of background documents around relevant Legislation and decide on its schedule of site visits.
- 2.2 Further evidence gathering meetings are set, with a further meeting scheduled for 27 November 2017.
- 2.3 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the Overview and Scrutiny Committee notes the progress report.

NORTHAMPTON BOROUGH COUNCIL

Overview and Scrutiny

Interim Report of the O&S Re-Provision of the Environmental Services Contract Working Group

1 Purpose

- 1.1 The purpose of the O&S Working Group was to:
- Help non-Executives understand the re provision process and the legal framework around the re-provision of the contract.
 - Enable non-Executives to meaningfully challenge the rigour and robustness of the process.
- 1.2 The purpose of this report is to notify Cabinet on the interim outcome of the Scrutiny activity undertaken by the Working Group in response to the decision by Cabinet to re-provision the Environmental Services Contract.

2 Context and Background

- 2.1 Two non-Executive Councillors called in the decision of Cabinet of 16 November 2016, (item 11 – Re-Provision of the Environmental Services Contract). A Call-In Hearing was held on 29 November 2016. During the deliberation session, the Overview and Committee concluded that there was a need for wider consultation, the recommendations were ill-informed, based on assumptions regarding costs, before quality; the areas of methodology used were flawed; and the contracting out option had been based on a failing contract. The Committee further concluded that there was a need for Overview and Scrutiny involvement at the relevant stages of the process.
- 2.2 The Chair advised of the information received and asked the Committee to consider whether the Call-In would be upheld or not.
- 2.3 Upon a majority vote it was resolved that:
- (1) That after all the evidence had been heard that the Call-In be accepted on the grounds that:

- (i) there is the need for wider consultation;

- (ii) the recommendations were ill-informed, based on assumptions regarding costs, before quality;
- (iii) the areas of methodology used were flawed;
- (iv) the contracting out option had been based on a failing contract.

(2) That there is Overview and Scrutiny involvement in the relevant stages of the process.

- 2.2 The Overview and Scrutiny Committee then convened a Working Group comprising Councillor Dennis Meredith (Chair), Councillor Rufia Ashraf (Deputy Chair); Councillors Aziz, Janice Duffy, Terrie Eales, Jamie Lane, Brian Sargeant, Zoe Smith and Graham Walker to carry out this Scrutiny activity.
- 2.3 This Scrutiny activity links to the Council's corporate priorities, particularly corporate priority - Working Hard and Spending your Money Wisely (Delivering quality modern services) and Protecting Our Environment (A clean and attractive town for residents and visitors).
- 2.4 A series of meetings were held that provided key information to the Scrutiny Working Group. Further meetings will be held during the process. A final report of the Working Group will be presented to Cabinet early in 2018.
- 2.5 The purpose of the meetings held so far was to:
- Help non-Executives understand the complex procurement process that was being followed.
 - Enable non-Executives to meaningfully challenge the rigour and robustness of the proposed process.

3 Conclusions and Key Findings

- 3.1 The interim findings from Scrutiny activity are:
- 3.1.1 The Overview and Scrutiny Committee welcomed the comprehensive presentation given to the O&S Working Group its inaugural meeting and from the information provided to it supported the feedback and progress to date.
- 3.1.2 The O&S Working Group is satisfied that, from the information provided to it, the right processes have taken place to date. From the information provided

so far, the Working Group agreed that the processes to date have been robust and carried out with due diligence.

- 3.1.3 From the information received, the O&S Working Group gives its support for the robustness of the procurement process followed.

4 Recommendations

- 4.1 The purpose of the O&S Working Group was to help non-Executives understand the re provision process and the legal framework around the re-provision of the contract and enable non-Executives to meaningfully challenge the rigour and robustness of the process.

The O&S Working Group therefore recommends to Cabinet that:

- 4.1.1 Cabinet considers the interim findings of the O&S Working as detailed in section 3 of this interim report.
- 4.1.2 Notes that, from the information provided to the Working Group to date, the Overview and Scrutiny Committee is satisfied that the right processes have taken place to date. From the information provided so far the processes to date has been robust and carried out with due diligence.
- 4.1.3 Notes that, from the information received, the Overview and Scrutiny Committee is satisfied that the procurement process has been robust.

Overview and Scrutiny Committee

- 4.1.4 That the O&S Working continues with this Scrutiny activity and submits its final report to Cabinet at the end of the process.

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

25 September 2017

Briefing Note: Northamptonshire County Council's (NCC) Health, Adult Care & Wellbeing Scrutiny Committee

1 Background

- 1.1 Councillor Brian Sargeant is Northampton Borough Council's representative to Northamptonshire County Council's (NCC) Health, Adult Care and Wellbeing Scrutiny Committee. Councillor Rufia Ashraf is the substitute.
- 1.2 A meeting of NCC's Health, Adult Care and Wellbeing Scrutiny Committee was held on 6 September 2017.
- 1.3 The Health, Adult Care and Wellbeing Scrutiny Committee has the overview and scrutiny function responsibilities for scrutiny of health, adult social care and Public Health.

2 Update

- 2.1 Details of the main issues discussed at the meeting held on 6 September 2017 are detailed below:
 - Dementia – An overview of dementia services in the County
 - Corby Clinical Commissioning Group Plans for the future – A presentation was given to the meeting on the plans for future service
- 2.2 In addition, the Committee considered the development and delivery of the work programme for 2017/2018.

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Northampton Borough Council

Overview and Scrutiny

3 Centre for Public Scrutiny - Anatomy of accountability – health scrutiny conference – 27 June 2017

- 3.1 Councillor Brian Sargeant attended the above Health Scrutiny Conference. Verbal feedback from the conference will be provided to the meeting.

4 Conclusions

- 4.1 That the update is noted.
- 4.2 That regular updates of the work of Northamptonshire County Council's Health and Adult Care and Wellbeing Scrutiny Committee be provided by Councillor Brian Sargeant to this Committee.
- 4.3 The next meeting of Northamptonshire County Council's Scrutiny Committee is scheduled for 6 September 2017 commencing at 10:00am and an update on this meeting will be provided to the Committee also.

Brief Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Brian Sargeant

6 September 2017

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