

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held at The Jeffrey Room,
The Guildhall, St. Giles Square, Northampton, NN1 1DE on
Thursday 9 January 2020 at 6pm

George Candler
Chief Executive

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

Members of the Committee

Chair	Councillor Jamie Lane
Deputy-Chair	Councillor Graham Walker
Committee Members	Councillor Tony Ansell Councillor Rufia Ashraf Councillor Mohammed Azizur Rahman (Aziz) Councillor Janice Duffy Councillor Gareth Eales Councillor Penelope Flavell Councillor Luke Graystone Councillor Samuel Kilby-Shaw Councillor Dennis Meredith Councillor Emma Roberts Councillor Cathrine Russell Councillor Brian W Sargeant Councillor Zoe Smith

Calendar of meetings

Date	Room
20 February 2020 6:00 pm 20 April	All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated

Northampton Borough Overview & Scrutiny Committee

Agenda

Item No and Time	Title	Pages	Action required
1 6:00PM	Apologies		Members to note any apologies and substitution
2	Minutes	1 - 6	Members to approve the minutes of the meeting held on 11 November 2019.
3	Deputations/Public Addresses		<p>The Chair to note public address requests.</p> <p>The public can speak on any agenda item for a maximum of three minutes per speaker per item. You are not required to register your intention to speak in advance but should arrive at the meeting a few minutes early, complete a Public Address Protocol and notify the Scrutiny Officer of your intention to speak.</p>
4	Declarations of Interest (Including Whipping)		Members to state any interests.
5 6:05pm	Report of the Overview and Scrutiny Reporting and Monitoring Working Group - General Fund MTFP 2020/2021 and Draft Budget Proposals		The Committee to undertake budget Scrutiny. Report to follow.
6 6:55pm	Sports Policy		<p>The Committee to receive an update regarding the carried motion of full Council of 11 March 2019:</p> <p style="text-align: right;">“In preparation for the transition to Unitary we call upon NBC to produce a Sports Strategy for the people of Northampton that draws on the Sports Strategy for West Northamptonshire of 2009.</p> <p style="text-align: right;">The purpose of this strategy, as</p>

Northampton Borough Overview & Scrutiny Committee

			<p>well as reviewing current facilities, would be to identify gaps, reflect current user preferences and requirements.</p> <p>Only by doing this can we protect the assets in Northampton for the people of the town.</p>
7 7:10pm	Air Quality and Management Change Working Group		The Overview and Scrutiny Committee to receive the minutes of the recent meeting of the Air Quality and Management Change Working Group
8	Monitoring Of Overview and Scrutiny Reports		
8 (a) 7:20pm	Homelessness	7 - 24	Copy attached
8 (b) 7:40pm	Culture and Tourism	25 - 46	
9 8:00pm	Performance Monitoring Report	47 - 54	Members to review the Performance Monitoring Report
10	Scrutiny Panels		The Overview and Scrutiny Committee to receive a progress report from the Scrutiny Panels.
10 (a) 8:05pm	Scrutiny Panel 1	55	
10 (b) 8:10pm	Gangs and Knife Crime Working Group	57	
11 8:15pm	Potential future pre decision scrutiny.		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
12	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.

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NORTHAMPTON BOROUGH COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

Monday, 11 November 2019

PRESENT: Councillor Lane (Chair); Councillor Walker (Deputy Chair); Councillors Ansell, Ashraf, Aziz, Duffy, McCutcheon (In place of G Eales), Meredith, Roberts, Russell and Sargeant

Councillor Jonathan Nunn, Leader of the Council
George Candler, Chief Executive
Marion Goodman, Head of Customer and Cultural Services
Tracy Tiff, Democratic and Member Services Manager
Craig Forsyth, Marketing and Communications Manager

PRESS: James Averill, Democracy Reporter

1. APOLOGIES

Apologies for absence were received from Councillors Smith and G Eales.

2. MINUTES

The minutes of the meeting held on 30 September 2019 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. NORTHAMPTON FORWARD

Councillor Jonathan Nunn, Leader of the Council, and George Candler, Chief Executive, addressed the Overview and Scrutiny Committee and provided an update on Northampton Forward.

Councillor Jonathan Nunn, Leader of the Council, apprised:

In relation to the Future High Street Fund, they had engaged with a number of experts, in particular an organisation that will put the bid together. Priorities had been established such as the Market Square and Drapery improvements. A business case will need to be created and further details provided for the final submission of the business case back to MHCLG at the end of April. Proper and thorough amendments were taking place on the priorities although in some instances it was difficult to assess the immediate commercial return. A process has commenced using the specialist knowledge of those on the Board e.g. reviewing University “declined places” to understand the reasons for this as well as how the success of the Market Square could impact on wider businesses and the University.

In relation to a redesigned Market Square, various options are being considered including fixed stalls as well as events. Trees have been suggested for inclusion and potential green space. In the masterplan consultation many consultees were keen on some form of water to be included. A stage area had also been suggested although that was less likely. A public

consultation will take place towards the end of 2019 on the proposals of the redesign of the market square.

An update was provided on the development of a Place marketing Strategy. –It is important to ensure the focus is correct initially and to produce strong messages of what Northampton is about. Funding would be used for this. The first stage is currently being commissioned to undertake the “discovery stage” while steps two and three would include designing and implementing the strategy and campaign. A member briefing will take place later this month (28 November) on the town centre masterplan.

The Committee asked questions, made comment and heard:

- Member briefing on the Master Plan is supported by committee members
- A beautiful water feature in Sheffield is a good example of a water feature. Councillor Jonathan Nunn advised of water features in Birmingham; water features would be investigated. Hydroponic technology was suggested
- Greyfriars Bus and Coach Interchange is a project that funding is being sought for
- Blue plaques are being investigated for the town
- Councillor Jamie Lane, Chair, suggested a need to review where the footfall counters are located however he is aware it would be difficult to relocate these as new baseline figures would be established making like for like comparisons difficult
- Four Waterside - preparing a masterplan with close liaison with the Environment Agency. Open public consultation is required
- Taking the emphasis off of retail for the town is key to its future success
- The Committee requested a written brief on Northampton Forward for future meetings
- It is important that Councillors are aware of the discovery costs of the Place Marketing Strategy (£20,000)
- It was queried whether historians are being consulted on the project; for example “pre-consultation to the consultation” In response, the Leader advised that it must be ensured that all are engaged in the consultation rather than just one group such as the historians. Councillor Emma Roberts suggested adding historians onto the Board
- The Foundation Stones Project was referred to
- There is a need to factor in maintenance costs when trees are planted
- The Committee suggested that there is a need to find provisions for the homeless

The Chair, thanked Councillor Nunn and George Candler for their updates and reminded the Committee that they could email the Leader with suggestions and ideas at any time.

AGREED: That a written brief on Northampton Forward is presented to the Overview and Scrutiny Committee at its meeting on 20 February 2020.

6. FACILITIES FOR STUDENTS

Marion Goodman, Head of Customer and Cultural Services, highlighted the key points from the written brief and added that the museum will offer discounted rates for students and it has ensured that roles available at NBC are advertised at the university.

The Committee made comment, asked questions and heard:

- NBC works with The Lowdown and closely with Community Engagement as well as a number of partners
- It was queried whether a review of student accommodation was required; Councillor Jamie Lane advised that he would take this issue to the Work Programming event in

March 2020 for consideration

- There is partnership working with NLT (Northamptonshire Leisure Trust)
- NBC works closely with Health and therefore doesn't do anything specifically in relation to sexual health awareness for students
- Bulky waste charges have been reduced to £15 to encourage its use
- All landlords are being targeted regarding responsibilities in relation to flytipping

AGREED: That the update is noted.

7. SPORTS POLICY

Marion Goodman, Head of Customer and Cultural Services, advised that the work on the Sports Policy had been overtaken by Unitary, however, this would be looked at with Daventry District Council and South Northants Council regarding developing a strategy.

The Committee made comment, asked questions and heard:

It was commented that the update does not appear to detail much progression and whether there anything specific being done for a strategy? Marion Goodman, Head of Customer and Cultural Services, explained that not much had happened since the motion was carried at full Council but meetings had been held with other Sovereign Councils and NLT, but until the working group had Programme Managers in place, work could not fully commence.

It was requested that Councillor Phil Larratt, Deputy Leader, is asked to attend the next meeting and provide an update. Councillor Jamie Lane, Chair, advised that this can be reviewed when the motions list returns to Council.

AGREED: That Councillor Phil Larratt, Deputy Leader, is asked to attend January 2020 Overview and Scrutiny Committee to provide an update on the Sports Policy.

8. PROMOTION OF INFORMATION

Craig Forsyth, Marketing and Communications Manager, presented the written brief and highlighted salient points of the different forms and types of communication and engagement.

The Committee made comment, asked questions and heard:

- In response to a query regarding webcasting, the Committee heard that this has been put to one side currently in the move to Unitary
- Direct mail consultation has not always been clear and concise, there is a need for wording in the consultation would be looked at
- It was queried how events that are NBC backed are promoted; Craig Forsyth, Marketing and Communications Manager, explained that the Communications team usually advise service areas of how they should consult regarding direct mail. Often the team has sight of communications before they are released. It was highlighted that the Parish and Community documentation was not clear as the context was difficult for many to grasp.
- If the Communications team are aware of an event that NBC is running they are always happy to promote this where possible.
- The Community Engagement team is utilised as they have a good network to connect with.

- It was advised that noticeboards around the town do on occasion advertise events that were out of date as they were not removed. There needs to be a programme of events advertised e.g. interactive board details what is going on within the town.

AGREED: That the information is noted.

9. STATUTORY GUIDANCE ON OVERVIEW AND SCRUTINY IN LOCAL AND COMBINED AUTHORITIES

Councillor Jamie Lane, Chair, presented the briefing note, highlighting how open and transparent Overview and Scrutiny is at Northampton Borough Council. He added that NBC's Scrutiny process "ticks the boxes" for most of the statutory guidelines. The Committee confirmed NBC's Scrutiny works very well and it should be a recommended model of Overview and Scrutiny to the Unitary authority.

Councillor Emma Roberts commented from a recent conference that it was apparent that NBC's Scrutiny is working well; pre-scrutiny could have more attention but the Working Groups work very well. Councillor Jamie Lane, Chair, added that some recommendations could be implemented quicker but Scrutiny is an evolving process. NBC Scrutiny is good due to lots of excellent Office support.

It was suggested that contact is made with Northamptonshire County Council to ascertain whether it has undertaken any work on the Statutory Guidance

AGREED: That a Working Group is set up to look at the Statutory Guidance against NBC's Overview and Scrutiny process to check how NBC's Scrutiny is working to the recommended guidance.

That membership of the Working Group consists of Councillor Lane (Chair) Councillors Ashraf, Aziz, Duffy and Roberts

10. MONITORING OF OVERVIEW AND SCRUTINY REPORTS

10.A. CULTURE AND TOURISM

Marion Goodman, Head of Customer and Cultural Services, presented the action plan detailing progress on the accepted recommendations. She highlighted:

- A working group will be set up to look at blue plaques
- The "app": will be ready by the end of the year
- The Town Centre Manager asked Aldermen if they are interested in the Green badge qualification but to date had not received much support
- The shoes were unfortunately vandalised
- It was suggested that the Trail app: should include what is going on in the town too; This app had evolved from the ghost walks app
- Scope for the tourism executive is good news

AGREED: That further monitoring takes place at the January 2020 meeting of the Overview and Scrutiny Committee and the Leader of the Council will be invited to attend for consideration of this item.

10.B. CEMETERIES

Marion Goodman, Head of Customer and Cultural Services, presented the action plan and

highlighted:

- In response to a query it was confirmed that the building of the crematorium is still under review and if progressed further it would be by the Unitary Authority
- A working party is looking at cemetery space provision and working with colleagues in Planning. The provision is for 6 years, possibly up to 10 years
- Signage has been paused due to Unitary
- There has been no short term interest to purchase land adjacent to Kingsthorpe Cemetery but it could be an option for longer term

AGREED: That further monitoring takes place at the February 2020 meeting of the Overview and Scrutiny Committee

11. SCRUTINY PANELS

11.A. SCRUTINY PANEL 1

It was highlighted that anonymised case studies with regards to food poverty in schools would be provided.

AGREED: That the update is noted.

11.B. O&S WORKING GROUP - GANGS AND KNIFE CRIME

AGREED: That the written update is noted.

12. OVERVIEW AND SCRUTINY REPORTING AND MONITORING WORKING GROUP

The terms of reference for the Overview and Scrutiny Reporting and Monitoring Working Group were approved.

13. TREE POLICY

Councillor Jamie Lane, Chair, advised that he has been asked to consider setting up a Working Group to look at the Tree Policy as there had been complaints about maintenance. It was confirmed that the Working Group must be in respect of the current Tree Policy. Expert advisors are required to provide evidence.

The Committee reported problems that trees can cause in properties.

AGREED: That a Working Group is to be set up to initially review the current Tree Policy maintenance programme.

That Membership of the working group consists:

Chair: Councillor Dennis Meredith

Deputy Chair: Councillor Janice Duffy

The Democratic and Member Services Manager, on behalf of the Chair would email the Overview and Scrutiny Committee to source additional members.

14. POTENTIAL FUTURE PRE DECISION SCRUTINY.

There were none.

15. URGENT ITEMS

There were none.

The meeting concluded at 8:20 pm



**NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE**

9 January 2020

BRIEFING NOTE:

**O&S Reporting and Monitoring Working Group –
General Fund MTFP 2020 – 2023 and Council wide draft budget 2020/2021,
Housing Revenue Account (HRA), Rent Setting 2020/2021 and Budget
Projections 2020 to 2022 2023**

1 INTRODUCTION

1.1 The Overview and Scrutiny Reporting and Monitoring Working Group met on 2 January 2020 to review the draft budget details and identify proposals that it considered merited closer scrutiny.

2 UPDATE

2.1 All the items in the revenue and capital budget proposals for the General Fund, (GF), and Housing Revenue Account, (HRA) were discussed by the Overview and Scrutiny Reporting and Monitoring Working Group. The Working Group agreed a number of priority items forward for closer scrutiny by the full Overview and Scrutiny Committee.

2.2 The items chosen for closer scrutiny are:

Budget Risks

Area For Further Scrutiny	GF / HRA Saving Option or Budget Risk
<ul style="list-style-type: none"> Housing – Temporary accommodation and income streams 	GF
<ul style="list-style-type: none"> Unitary - budget of £2.4 m 	GF
<ul style="list-style-type: none"> Staff and resources – capacity and sustainability 	GF
For Written Responses	
<ul style="list-style-type: none"> EAC – Maintenance budgets for example the Mayorhold Car park and the Guildhall and NBC assets 	GF
7	
<ul style="list-style-type: none"> Sustainability issues such as consideration of 	

electric boiler replacement programme for HRA, or potential insulations grants for private home	GF
<ul style="list-style-type: none"> Councillor empowerment fund and the proposed reduction from £3,000 per Councillor to £2,000 	GF

2.3 Cabinet Members and Officers have been asked to attend this meeting to support the scrutiny of these proposals.

2.4 Comments raised by Overview and Scrutiny will form part of the Cabinet considerations for agreeing the final budget proposals to Council. They will be provided to Council as an Appendix to the Cabinet report so that they can also be taken into account in approving a final budget.

3 RECOMMENDATION

3.1 That the Overview and Scrutiny Committee agrees its comments and observations to be included as an Appendix to the Cabinet report; and for consideration by Cabinet in agreeing a final budget proposal.

4. BACKGROUND PAPERS

4.1 Budget Reports - Cabinet 23 December 2019

Reports to the Overview and Scrutiny Reporting and Monitoring Working Group – 2 January 2020

Author: Tracy Tiff, Democratic and Member Services Manager, on behalf of Councillor Jamie Lane, Chair, Reporting and Monitoring Working Group

7 January 2020

Northampton Borough Council – Overview & Scrutiny Committee

Thursday 09 January 2020

Agenda Item 6. Sports Strategy – Background Paper

INTRODUCTION

Northampton Leisure Trust (NLT) have been asked to assist in the writing and launch of the Northampton Sports Strategy.

NLT is a Strategic Partner of NBC and operates Danes Camp Leisure Centre, Lings Forum Leisure Centre & the Forum Cinema, and Mounts Baths. NLT also operates the Health & Wellbeing Development Team (formerly Sports Development), as well as Duston Sports Centre (on behalf of Duston Parish Council), Cripps Recreation Centre (on behalf of Northampton General Hospital), Berzerk Soft Play Centre and Trilogy Peterborough.

All the facilities in Northampton are strategically well positioned and the Health & Wellbeing Team work out in the communities as well as with a wide range of Health Partners.

NLT actively engages with all age groups, from the youngest to the oldest people in our communities, complementing our Mission of:

‘INSPIRING ACTIVE LIFESTYLES’

NLT is well placed to assist in the development and delivery of the Northampton Sports Strategy through the facilities it operates and its highly qualified and professional staff who deliver the services. NLT has in existence its own Strategy titled ‘Trilogy Leisure Strategy 2018-2023.

NLT are ‘Not for Profit’ and every penny of surplus is wholly reinvested back into the Trust for the enhancement of its facilities and services.

SUMMARY

- NLT operates the following facilities and services:
 - Danes Camp Leisure Centre
 - Lings Forum Leisure Centre & the Forum Cinema
 - The Mounts Baths
 - NLT Health & Wellbeing Team
 - Duston Sports Centre
 - Cripps Recreation Centre

- Berzerk Soft Play Centre
 - Trilogy Peterborough
- NLT creates a Social Impact Value in excess of £3.6 million per annum
- Our knowledge of the industry is extremely comprehensive as we work on a local, regional and national basis and have focus on meeting the needs of our communities, as well as acknowledging trends and technologies that influence our business, and ultimately create strategies to deliver visionary services and activities.
- Trilogy Memberships
 - 12,000 Adult Memberships
 - 6,000 Junior Active Memberships (an award winning and nationally recognised affordable scheme)
- Health & Wellbeing information that reinforces that NLT is well placed to assist in the writing of the Northampton Sports Strategy:
 - H&WB Programmes
 - H&WB Northampton 2019 statistics
 - NHS Health Checks
 - Activity on Referral – Impact

Programmes



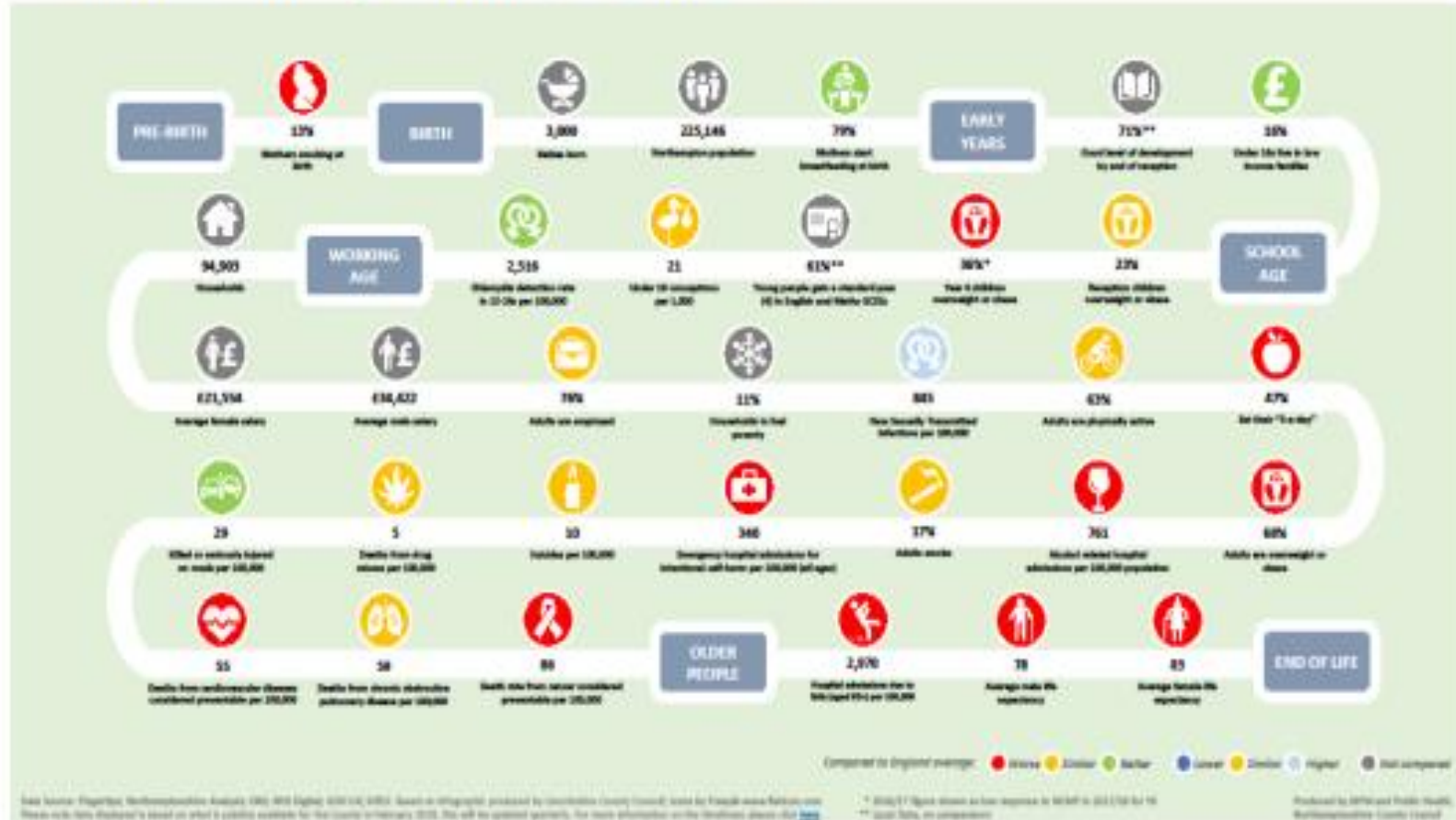
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Get Up & Go



Health and Wellbeing in Northampton, August 2019



12





- Health checks for 40- 74 year olds
- 2017 Health & Wellbeing Forum, convinced the commissioners to work with Trilogy Leisure
- 2018 started to deliver health checks in partnership with the General Practice Alliance (GPA)
- 2019 awarded 5 year public health contract in partnership with the GPA to deliver health checks in Northampton
- We are the only 3rd party deliverer in the County and one of the only leisure providers in the country offering this alternative



Activity on Referral

12 week exercise programme for referred patients

HIGHEST
NUMBER
OF
REFERRALS
IN THE
COUNTY



(annual)

70%

still active after 6 months



£25K

increase in last 12 months



90%

come through new referral pathways



14

medical centres regularly referring



13%

of overall sales in August for 3 centres



£100K+

significantly increased social value



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL - Homelessness (Pre-Decision Scrutiny)

Recommendations from Scrutiny Panel (Homelessness (Pre-Decision Scrutiny) completed in April 2017

Proposed dates for monitoring implementation of accepted recommendations

15

Report received by Cabinet	Response received by Overview and Scrutiny Committee	Monitoring activity	Monitoring complete
June 2017	November 2017	June 2018, May 2019 and January 2020	

RECOMMENDATION 1: The Council undertakes a comprehensive review of homelessness in the borough and develops a new 5 year Homelessness Strategy that is designed to substantially reduce the number of households that become homeless and the number of homeless families that are living in temporary accommodation.				
Action	Implementation/ responsibility by:	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Undertake a comprehensive review of homelessness • Produce a 5 year, multi-agency homelessness strategy 	<p>Housing Strategy Officer</p> <p>Housing Strategy Officer</p>	<p>An additional Project Officer will be recruited on a fixed-term contract to support this work.</p>	<p>Review to be completed by November 2018 Strategy to be produced by March 2019</p>	<p>This piece of work was initially put on hold to enable Officers to focus on the successful implementation of the Homelessness Reduction Act 2017 (which came into effect on 3 April 2018) and reducing the Council's use of Bed & Breakfast and out-of-borough temporary accommodation.</p> <p>Publication of the Government's Rough Sleeping Strategy (August 2018), together with the proposed restructure of the Housing Options & Advice Service, the development of a 14-point action plan for reducing the use and cost of temporary accommodation and the discussions that were taking place with SNC and DDC about the need to work together to produce a West Northamptonshire Homelessness & Rough Sleeping Strategy subsequently delayed Northampton's homelessness review and the production of its new homelessness strategy.</p>

				<p>During the Summer and Autumn of 2019, a review of homelessness was carried out and a series of half day homelessness strategy workshops were held with a wide range of stakeholders. These have informed the development of Northampton's Homelessness & Rough Sleeping Strategy which has now been circulated to key stakeholders for final comments.</p> <p>Following the next meeting of the Single Homelessness Forum on 14 January 2020, the Council will commence a 28 day consultation on the draft Homelessness & Rough Sleeping Strategy with a view to it being approved by Cabinet in April 2020.</p> <p>In the meantime, the Housing & Wellbeing Team is working closely with Senior Officers of SNC and DDC to carry out an evidence-based review of housing need and homelessness in West Northants that will inform the development of a West Northants Homelessness & Rough Sleeping Strategy that will be approved in time for 'vesting day' in April 2021.</p>
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RECOMMENDATION 2: The Council establishes a Homelessness Strategy Implementation Group to direct, co-ordinate and monitor the action that the Council and its partners take to tackle, prevent and reduce homelessness in the borough				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Establish a Homelessness Strategy Implementation Group 	Housing Advice & Options Manager	To be achieved within existing resources	February 2020	<p>Implementation of Northampton's Homelessness & Rough Sleeping Strategy will be monitored through the quarterly meetings of the Single Homelessness Forum and the Family Homelessness Forum.</p> <p>Progress will also be monitored by NBC's Homelessness & Rough Sleeping Strategy Implementation Group which will meet monthly and will be attended by all of the Responsible Officers.</p>
RECOMMENDATION 3: The Council publishes an information leaflet, (electronic, paper base and in languages commonly known to be spoken by rough sleepers), for distribution to all Agencies, services and more widely available to members of the public, which sets out very clearly how its homelessness and housing advice services are organised – together with details of the services provided by other organisations and services – and how people can access them.				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Write, design and publish an information leaflet 	Housing Advice & Options Manager	To be achieved within existing resources	October 2018	Business cards, together with leaflets in a variety of languages, have been produced to provide rough sleepers and members of the public with information about the Single Homelessness Service, Street Outreach Team, SWEP and the Nightshelter.

			<p>Information is also available on the Council's website.</p> <p>In December 2019, the Council completed its root-and-branch restructure of its Housing Options & Advice Service which has created the following:</p> <ul style="list-style-type: none"> • A Single Homelessness Pathway Service (including the Nightshelter, a Street Services Team and three Housing Transitions Officers working with prisons, hospitals and the Leaving Care Team) • A Homelessness Prevention Service (including housing triage officers and a team of specialist housing advisers) <p>These changes – together with the new services that the Government is funding in 2019/20 through its Rough Sleeping Initiative – will need to be reflected in the leaflets.</p> <p>During discussions about the Homelessness & Rough Sleeping Strategy, stakeholders asked the Council to prioritise the production of a comprehensive online directory of the services that are available to homeless people in the borough.</p>
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				<p>The Rough Sleepers Co-ordinator has been working with local services and organisations to produce an online directory that is due to 'go live' in April 2020.</p> <p>The Housing Advice & Options Team is producing a guide to the Council's homelessness and housing advice services (including how to access them and how they are organised) that is due to be published in February 2020.</p>
<p>RECOMMENDATION 4: A comprehensive review of rough sleeping services is carried out to ensure that all services are operating efficiently and effectively, and that there is no unnecessary duplication of effort between the Nightshelter, the Hope Centre, Oasis House, NAASH and other services.</p>				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> Review the way in which rough sleeping services are operating 	Housing Advice & Options Manager and Housing Strategy Officer	To be achieved within existing resources	October 2018	Significant changes have been made to the way in which rough sleeping services have been delivered since the conclusion of the Overview & Scrutiny Review.

				<p>The appointment of a Single Homelessness Adviser in May 2018 complemented the work of the Street Outreach Team and Nightshelter and made it even easier for rough sleepers to access help, advice and support.</p> <p>New assessment arrangements and the use of Personal Housing Plans (a statutory duty under the Homelessness Reduction Act) had a significant impact on rough sleeping services and the role of other support services.</p> <p>In January 2019, the Council made a successful funding bid to run an all-weather Winter Shelter and expand its Street Outreach Team to deliver a 7-day-a-week service for 6½ weeks from 14 February – 31 March 2019.</p> <p>Two subsequent bids for funding resulted in Northampton being awarded another £480K to fund 11 rough sleeping posts in 2019/20:</p>
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				<ul style="list-style-type: none"> • Rough Sleepers Co-ordinator • Two Street Outreach Workers • Mental Health Outreach Worker • Four Rough Sleeper Navigators • Housing Transitions Officer (Prisons & Approved Premises) • Two Tenancy Sustainment Officers <p>During May and June 2019, the MHCLG and Homeless Link facilitated a series of very useful discussions between the Council, the Hope Centre and Churches Together in Northampton in order to address and resolve tensions which had developed in the relationship between the Council and local homelessness services.</p> <p>During those meetings, everyone agreed that relationships would be improved by the establishment of a Single Homelessness Forum and the co-production of a new Rough Sleeping Strategy.</p>
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				<p>The review of rough sleeping services has been ongoing since the Scrutiny Review of 2017 and it has been assisted by:</p> <ul style="list-style-type: none">• The changes that have been made in response to the Homelessness Reduction Act• The time and thought that has gone into the restructuring of the Housing Advice & Options Service and the job descriptions of the Officers and Managers who will be delivering the Single Homelessness Service.• The development of new services that have attracted MHCLG funding (following a comprehensive review and evaluation of the services already in place and the type of services that are needed).• Significant improvements in the way in which the Nightshelter, the Hope Centre, Oasis House, NAASH and other services are working together to tackle, prevent and reduce rough sleeping in the borough.
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RECOMMENDATION 5: A Homelessness Forum is established that engages with other statutory and non-statutory Agencies.				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Establish a Homelessness Forum 	Housing Advice & Options Manager	To be achieved within existing resources	September 2018	<p>Although it was originally proposed that a Homelessness Forum would be established in Autumn 2018, the Officer recruited to set up the Homelessness Forum and other initiatives did not perform well, so was released early.</p> <p>As explained in the response to Recommendation 4, the Council has set up a multi- agency Single Homelessness Forum which will meet quarterly. The Forum's inaugural meeting was held in October 2019 and its next meeting is scheduled for 14 January 2020.</p> <p>Following a successful Workshop in November 2019, it has been agreed that the Council will set up a Family Homelessness Forum that will meet quarterly to deal with all homelessness issues <u>except</u> those relating to single homeless people and childless couples. The first meeting of the Forum is due to take place in February 2020.</p>

RECOMMENDATION 6: The Council carries out an annual review of rough sleeping in the borough that goes beyond the limitations of the Statutory requirements, for example personalised Development Plans are produced for each rough sleeper and that these continue to be implemented even after they have moved into permanent housing.

Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Carry out an annual review of rough sleeping 	Housing Advice & Options Manager	To be achieved within existing resources	December 2018	<p>The Council is working closely with the Hope Centre and Churches Together in Northampton with a view to achieving a consensus on the nature and extent of rough sleeping in the borough.</p> <p>Our aim is use the annual Rough Sleepers Count <u>and</u> SWEP, the Nightshelter and the intelligence collected by members of the Single Homelessness Forum to inform this assessment.</p> <p>Since the implementation of the Homelessness Reduction Act 2017 (which came into effect in April 2018), every rough sleeper who has engaged with the Council's Single Homelessness Adviser, Street Outreach Workers or Housing Options & Advice Team has been helped to develop a Personal Housing Plan which continues to be monitored and updated until the person is rehoused and it is handed on to their new landlord.</p>

				<p>One of the conditions attached to the rough sleeping funding that the Council receives from the MHCLG is that, once every two months, a rough sleepers count is carried out by the Street Outreach Workers and reported to the Government.</p> <p>Better information sharing arrangements between local services, together with the delivery of a six-days-a-week Street Outreach Service, has significantly improved our knowledge and understanding of the people who are sleeping rough in the borough.</p>
<p>RECOMMENDATION 7: There is active and meaningful involvement of individuals who have lived experience or service users with the development and delivery of services, and the implementation process.</p>				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • Service users & individuals with lived experience will be routinely and meaningfully involved in shaping and delivering services 	Housing Advice & Options Manager	To be achieved within existing resources	March 2019	<p>Nightshelter guests are already routinely involved in shaping services</p> <p>Individuals with lived experience have been involved in the development of Northampton's draft Homelessness & Rough Sleeping Strategy and will continue to be invited to attend the meetings of the Single Homelessness Forum</p>

				The successful implementation of the Homelessness & Rough Sleeping Strategy will ensure that service users and people with lived experience of homelessness are actively and meaningfully involved in the development and delivery of services.
RECOMMENDATION 8: The Council considers its approach to assisting individuals with multiple and complex needs				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> The Council will review the way in which it (and other services) assists people who have multiple and complex needs 	Housing Advice & Options Manager	To be achieved within existing resources	October 2018	The appointment of a Mental Health Outreach Worker (for 12 months, using funding from the Rough Sleeping Initiative) in June 2019 has supported our efforts to assist people who have multiple and complex needs. As the postholder is seconded to the role from NHFT, they have strengthened the links between homelessness services and mental health services in the borough.

				<p>The appointment of the four Rough Sleeper Navigators (for 12 months, using funding from the Rough Sleeping Initiative) in 2019/20 has ensured that homeless people are always accompanied to important appointments when this is needed.</p> <p>Arrangements are being made to establish a multi -agency 'Task & Targeting Group' that will meet regularly to discuss how best to help and support rough sleepers who have multiple and complex needs. Meetings are due to commence in February 2020.</p> <p>It is envisaged that Northampton's approach to people who have multiple and complex needs will be informed by the lessons learned from the Task &Targeting Group.</p>
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RECOMMENDATION 9: The existing arrangements for meeting the health needs of homeless people (including rough sleepers) are reviewed and strengthened – informed by a Health Needs Audit - to ensure that rough sleepers and people who are living in temporary accommodation are not only aware of, but are also helped to connect with, local support services.				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> Review and strengthen the arrangements for meeting the health needs of rough sleepers and people living in temporary accommodation 	Housing Advice & Options Manager	To be achieved within existing resources	October 2018	<p>This piece of work was delayed, due to the need to concentrate on other, more urgent operational matters. However, the Head of Housing has attended meetings with the Public Health Team to plan a 2019/20 health screening programme that is targeted at, and delivered to, homeless people.</p> <p>When the new Temporary Accommodation Team has been recruited and has settled in, homeless households will be provided (as a matter of routine) with information about local health and support services.</p> <p>The appointment of the four Rough Sleeper Navigators (for 12 months, using funding from the Rough Sleeping Initiative) in 2019/20 will ensure that homeless people can be accompanied to appointments when this is necessary.</p>

RECOMMENDATION 10: Details of the medical advice and treatment available to people who are homeless and/or sleeping rough – at various locations, including Maple Access and Oasis House – are communicated to all organisations and services in order that they can be shared with people who are homeless or at risk of becoming homeless.				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> Details of the medical advice and treatment available will be collected and shared with all organisations and services 	Rough Sleepers Co-ordinator	To be achieved within existing resources	September 2018	This information is already widely known by local services. However, it will be included in the online directory of local services that is planned for April 2020 (see response to Recommendation 3) and in a leaflet produced for homeless people in April 2020.
RECOMMENDATION 11: The Council develops an ambitious plan, using SMART outcomes, for minimising its use of Bed & Breakfast accommodation and out-of-borough temporary accommodation				
Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> An ambitious plan will be developed to minimise the Council's use of B&B and out-of-borough temporary accommodation 	Head of Housing & Wellbeing	To be achieved within existing resources	April 2018	This was completed in April 2018. Although the overall number of homeless households in temporary accommodation has continued to rise, the vast majority of homeless households continue to live in self-contained accommodation in the borough. Very few households containing a pregnancy or dependent child(ren) are placed in Bed & Breakfast.

RECOMMENDATION 12: The Council works imaginatively and collaboratively with Northamptonshire County Council, and other Agencies and organisations, to provide more support for homeless families in temporary accommodation and mitigating any adverse effects on the families' finances and the children's schooling and healthcare.

Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> The Council works with the County Council to support homeless families in temporary accommodation 	Head of Housing & Wellbeing	To be achieved within existing resources	October 2018	The importance of this action has reduced, due to the sharp fall in the number of children placed in temporary accommodation outside of the borough. The proposed reorganisation of local government in Northamptonshire offers an opportunity for improving services in the future.

RECOMMENDATION 13: All nightly-purchased temporary accommodation that is used by the Borough Council should provide free Wi-Fi facilities.

Action	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> All B&Bs used by the Council will provide free Wi-Fi facilities 	Housing Options & Advice Manager	To be achieved within existing resources	April 2018	This was completed in April 2018.

RECOMMENDATION 14: It is recommended to the Overview and Scrutiny Committee that when monitoring takes place, a previous service user is asked to attend the meeting to provide information.

	Implementation/ responsibility by	Resources required/available	Target date	Achievement/Completed
<ul style="list-style-type: none"> • A former service user will be asked to attend the Overview & Scrutiny Committee to provide information 	Head of Housing & Wellbeing	To be achieved with existing resources	June 2018	This occurred during the Scrutiny Review of Homelessness & Rough Sleeping in 2018/19.
Recommendations to the Overview and Scrutiny Committee				
RECOMMENDATION 15: 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 2017/2018	Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee	n/a	Monitoring to take place in June 2018 and May 2019	



NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL – Culture and Tourism

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

Proposed dates for monitoring implementation of accepted recommendations

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

previous generations”.
and
Aspires to be a city of culture in 2025

Update : 10th June 2019 Overview and Scrutiny Committee

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

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Action	Lead Cabinet Member & lead responsible Officer	Resources required / available	Target date	Achievement/Completed
<ul style="list-style-type: none"> A free map, highlighting key attractions, is produced and disseminated via existing infrastructure, such as the railway station, bus station, public transport and accommodation. 	Cabinet Member for Community Engagement and Safety Communications Manager	Communications Team	Complete Summer 2019	A town centre map has just been delivered outlining its key attractions and this is being distributed to town centre businesses. Copies are also available at the bus station, Northampton Railway Station and hotels across the Borough. A whole town map is being developed which will include details of hotels and Northampton’s leisure offer (such as the Nene Whitewater Centre, Pinnacle Climbing Centre, Boost Trampolining Centre and Riverside Hub). Outline work is complete and design work will start in the spring. The intention is that this will be distributed by similar methods to

				the town centre map.
<ul style="list-style-type: none"> A review is undertaken of the success of the Britain's Best Surprise and funding is sought to support Northampton's contribution to it. 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Communications Manager</p>	<p>Communications Manager.</p> <p>Funding required</p>	<p>Spring 2019</p>	<p>The Communications Manager has joined the Britain's Best Surprise board and is working to ensure Northampton's offer is clearly highlighted as part of its work. The board has now produced a Destination Management Plan and has been asked to propose delivery against elements of that to attract funding from Northampton Borough Council, which can be achieved through the cultural and heritage budget established in 2018/19.</p> <p>Update October 2019</p> <p>The current theme of activity is the Year of Food and Drink, next year (2019/20) it will be the Year of Arts and Culture (launch event on 24 October at the Royal & Derngate) and discussions have begun about the following year's theme</p>
<ul style="list-style-type: none"> An app. that gives details of what to do and where to visit in Northampton is developed similar to that produced by Hull – <u>Curious</u> 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Communications Manager and Digital Services Manager</p>	<p>Digital Services Team</p> <p>Communications Manager</p> <p>Northampton Town Centre BID</p>	<p>Autumn 2019</p>	<p>Initial discussions have taken place with the Digital Team about the possibility of revamping the Love Northampton website and App. As Northampton Town Centre BID are looking to be involved in the project, they were approached and asked whether they might be able to identify any resource to support this work. No response has been received to date. This will continue to be followed up as an option.</p>

<u>Collector App.</u>			Summer 2019	<p>We are also engaging with the producers of Trail Tale, an app which offers guided walks around British Towns. They are keen to create a package for Northampton at no cost to the Council. This is likely to be the preferred option</p> <p>Update August 2019 We have now engaged with the producers of Trail Tale and are pulling together a package of material for them to use. Northampton is featured on the app now, albeit in a limited form</p> <p>Update October 2019 We are pulling together content for the new Love Northampton website and will provide this as additional content for the Trail Tale app. This will be complete by Christmas</p> <p>Update December 2019 Content has largely been decided and a further member of the Digital Services team has been recruited to help optimise it for web use. This work is set to begin in the new year.</p>
<ul style="list-style-type: none"> Shoes, leather and lace manufacturing are promoted on the 	Cabinet Member for Community Engagement and Safety		Aim to have this in place by unitary.	<p>We have asked for this to be added to the Britain's Best Surprise forward plan for 2019 for discussion in the spring.</p> <p>Update October 2019</p>

website "Britain's Best Surprise."	Communications Manager			This has been discussed and is a contender for the 2020/21 theme year.
<ul style="list-style-type: none"> The Ghost Hunt is widened to a Heritage Walk/Trail that include tours of the theatres. 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Town Centre Manager and Culture and Heritage Manager</p>	Town Centre and Museum operations teams	Complete	<p>Already Implemented – Tours started in October 2018 and Phase 2 is in the process of being delivered in partnership with the University. Phase 2 includes shoe prints to explain the location of the ghosts and also promote footwear companies. This also doubles up as fun follow trail for children.</p> <p>Additional tours have now been added due to the popularity of these</p>
<ul style="list-style-type: none"> A trail around the town demonstrated by metal shoes is introduced 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Town Centre Manager, Culture and Heritage Manager</p>	<p>Town Centre Manager</p> <p>BID representatives</p>	Complete	<p>This idea is currently being developed and we are working with the Town Centre BID to develop a metal shoe tour.</p> <p>The tour will complement the new shoe gallery at the museum and form an element of future public programming.</p> <p>Update August 2019 On 24 July the Large Shoe Project and Shoe Footprint trail was launched. The 12 large shoes include Brogues, Chelsea Boots, Dr Martens and Stilettos which stand about 1.6m high and 0.9m wide. The shoes have been individually decorated and the first three have been placed around the</p>

				<p>town centre in partnership with sponsors and artists.</p> <p>Update December 2019 Improvements are being made to two of the shoes due to two acts of vandalism. The Pippi Longstocking boot design is being amended to protect it from vandals climbing up the laces. The original red shoe is still on display and has been exceptionally well received and a popular visitor attraction. The majority of the shoes are now on display and complete the trail. Early indications are that these are proving as popular as the original one.</p>
<ul style="list-style-type: none"> The Green Badge qualification, offered by the Institute of Tourist Guiding (ITG) is investigated for Northampton in conjunction with Northampton BID. This qualification is opened to ward Councillors and Honorary Aldermen. 	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Cabinet Member for Community Engagement and Safety</p>	<p>Town Centre BID representatives</p> <p>Democratic Services Manager</p> <p>Facilities Team re: Guildhall Tours</p>	April 2020	<p>In partnership with Northampton Town Centre BID, Ward Councillors and Honorary Aldermen to be consulted in relation to their interest in the qualification.</p> <p>If positive, then training to be arranged as appropriate. This work will start in April 2019</p>
<ul style="list-style-type: none"> Exhibits of 	Cabinet Member	Culture and	Complete	The museum developed a pop up exhibition, 'Nasty

<p>museum artefacts in empty retail units are displayed and promoted. As a pilot, a unit in the Grosvenor Centre is used for the display of Museum artefacts.</p>	<p>for Community Engagement and Safety</p> <p>Culture and Heritage Manager</p>	<p>Heritage Manager</p>		<p>Northampton', in an empty unit in the Grosvenor Centre. The exhibition was open 12.00pm – 5.00pm from Wednesday – Saturday from 21st July – 6th September. A number of events and activities were run over the course of the exhibition, some in partnership with other organisations, two with Friends of Northampton Castle, two with Museum of London Archaeology, one with Northamptonshire Natural History Society and two by the museum service.</p> <p>The exhibition had 2,500 visitors over the course of the exhibition run.</p> <p>The museum continues to deliver an interesting and varied outreach programme whilst the Central Museum and Art Gallery is being redeveloped</p>
<ul style="list-style-type: none"> Northampton Borough Council (NBC) works with its global brands to collectively promote the Northampton offer to a wider audience. 	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Economic Development Consultant</p> <p>Economic Growth and Regeneration</p>	<p>Economic Development Consultant</p> <p>Economic Growth and Regeneration Manager</p>	<p>Part complete – but more work to do. Aim to have this in place ahead of unitary.</p>	<p>Engagement with a number of those firms has started with regard to signage around the Enterprise Zone. A number of Northampton's high-profile firms have agreed to be featured on newly revamped signage and designs are now in place for many of those new signs. Following the completion of this work, the intention is to extend the conversation to include how those firms might use their considerable influence to support and promote brand Northampton.</p>

	Manager			We have also asked for this issue to be added to the Britain's Best Surprise forward plan of work for 2019 as it is as much a countywide opportunity as it is one for the borough.
<ul style="list-style-type: none"> A cluster comprising the Borough Council and major shoe companies in the town is developed so that they can network and share ideas. 	<p>The Leader of the Council</p> <p>The Chief Executive</p>	Economic Growth and Regeneration Manager	Complete	<p>Northampton Borough Council has recently formed a cross partner Town Team 'Northampton Forward' to strategically develop and promote the town. It is using the recently announced High St Fund as a catalyst to start this wider place-shaping activity. Included in this work will be how we make best use of our retail offer including our shoe companies. Martin Mason from Trickers sits on the team.</p> <p>Update December 2019</p> <p>Northampton Forward is forming several thematic sub-groups to take activity forward.</p> <p>Martin Mason is chair of the Heritage Sub-Group who will look to develop the unique footwear/leather history and heritage concepts as part of the scheme for the town centre and the broader town</p>
<ul style="list-style-type: none"> Working with NBC's Planning Department, encouragement is given to have a 	Cabinet Member for Planning	Head of Planning	Complete	Both the existing core strategy and the emerging Local Plan part 2 contain policies encouraging good design, in particular with regards to shop fronts. The Council also manage a shop front improvement scheme, where projects to enhance frontage can

<p>consistent and sympathetic appearance in accordance with Northampton's rich architectural and cultural heritage, for shop frontages.</p>				<p>apply for grant funding. Shop front works may also attract future funding available from Historic England as part of a wider Future High Street Fund.</p>
<ul style="list-style-type: none"> Work is undertaken on the promotion of the history of transport including the two double decker buses that have been restored by local groups. The Northampton Transport Heritage Group is consulted regarding the promotion of the history of transport in Northampton. 	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Cabinet Member for Community Engagement and Safety</p>		<p>Complete</p>	<p>Abington Park Museum held a Transport Day in June 2019, following on from last year's successful event. This featured a range of historic vehicles including vintage motorcycles, cars, memorabilia and two double decker buses, with one giving trips around the Abington area. We are aiming to make this an annual event.</p> <p>The NTHG assisted with the Heritage Thank You day which is an opportunity for all heritage volunteers to meet and discuss ways forward to promote the town. The buses were also part of the annual Heritage Open Days event in September 2019.</p> <p>A further event is being planned for August 2019 involving Looking Glass Theatre and 100 Years of Northampton in History and Fashion and the</p>

				Heritage Bus Tours.
<ul style="list-style-type: none"> In recognising that local historians give Education and Heritage Talks throughout the year; these talks are promoted on the website "Britain's Best Surprise". 	Cabinet Member for Community Engagement and Safety		Complete	The talks have been added to by the delivery of tours every month in collaboration with Looking Glass Theatre. All tours are related to people and places with a Northampton connection. These are being promoted widely. The Cabinet Member for Community Safety and Engagement is working with Mike Ingram from The Battlefields Society to deliver more.
<ul style="list-style-type: none"> A Tourist Information Centre for Northampton, is investigated located in a prominent place in the town, until the Museum is opened in late 2019; and a café is included in the extended Northampton Museum and Art 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Cabinet Member for Regeneration and Enterprise</p>	Funding Required	Complete	<p>A café has been included in the plans for the extended Museum and Art Gallery.</p> <p>A virtual TIC is currently available and supported until NCC have made a decision on the future of the TIC.</p> <p>The new museum development when open in 2020, will be ideally placed to function as a tourist information centre. A significant tourist attraction in its own attraction, it will be open on weekends when other council venues are closed. The museum shop will have a strong focus on Northampton and Northamptonshire books, gift items and work by local artists and makers, which will add to the overall</p>

Gallery is investigated.				tourism offer.
<ul style="list-style-type: none"> Signs on the entrance to Northampton are erected that says what the town has to offer. “Don’t drive through, stop and visit” 	<p>Leader of the Council</p> <p>Communications Manager</p>		Ahead of unitary	<p>With the ongoing work in relation to promoting Northampton, signage will be included as part of this work. It is proposed that this action is not progressed until the name and branding has been formally agreed. The Communications Manager is liaising with NCC who are responsible for the current signs to understand the process required. Highways England would also need to be involved as they have a signage strategy</p> <p>Update October 2019</p> <p>In the meantime, gateway signage has been introduced to the Enterprise Zone featuring some of the fantastic companies that call Northampton home, and part of the hoarding at Four Waterside – opposite the train station – has been similarly branded.</p>
<ul style="list-style-type: none"> Brand Northampton as an exciting place to visit. 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Cabinet member</p>		Ongoing	<p>This work is ongoing through all other strands outlined in this document.</p> <p>Funding has been contributed from NBC and from the Lord Lieutenant to promote Northampton as a film industry location. Alan Moore recently filmed here at the Guildhall and Vulcan Works.</p>

	for Regeneration and Enterprise			<p>A film location database has been established for Northampton.</p> <p>The Emporium way art project has seen funding contributed to street and art and the start of pop up covent garden style events, the first of which was held on 30th March 2019.</p> <p>Update August 2019 In addition, we are working with the Digital Services Team to overhaul the Love Northampton website to make it fit for purpose.</p> <p>Also, we are in the early stages of a piece of place marketing work which will consider how best to attract a visitor audience as well as better engage local residents.</p>
<ul style="list-style-type: none"> Blue plaques are introduced around the town. 	<p>Cabinet Member for Regeneration and Enterprise</p> <p>Communications Manager in liaison with the Planning and Regeneration Teams.</p>		In progress	<p>The English Heritage publication <i>Celebrating People & Place Guidance On Commemorative Plaques & Plaque Schemes</i> provides detailed guidance on developing blue plaque schemes. This includes aims, selection process, criteria, costs, funding and project management recommendations.</p> <p>This should be used to help develop a strategic approach to establishing and implementing a blue plaque scheme for Northampton.</p>

			<p>A proposal is being developed in relation to reviving the practise of updating panels in the Mayors' Names Gallery in the Guildhall which commemorates local benefactors and philanthropists, setting out their works. There would be suggested criteria and consideration of the selection procedure would be required. A panel would be established to oversee the selection. In addition, this will provide an opportunity to consider a more permanent location for the new Boards</p> <p>Update October 2019 Planning Policy have produced a paper on the process surrounding Local Blue Plaque Schemes.</p> <p>A proposal to install new boards in the Great Hall Corridor dedicated to more recent benefactors and philanthropists who are now deceased was considered by the Executive Programme Board. Eight names were suggested for the new boards, i.e. George Thomas Hawkins, Joan Wake, Joseph Bassett-Lowke, Joanne Campbell, Frank Dickens, Joan Tice, James Manfield and Lynn Wilson. The Executive Programme Board accepted the proposal and consideration will also be given how to highlight high profile living individuals' connections to Northampton.</p>
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				<p>Update December 2019</p> <p>A project team has been set up to work on the Philanthropists and Benefactors Names Boards and Blue Plaques Scheme. This comprises officers from Facilities, Planning, Communications, Democratic Services and Museums Services. The team is working on a number of matters including the financing of the scheme, town and country planning considerations, how public consultation might take place, the possibility of a selection panel, selection criteria and how to research the background of people nominated for blue plaques</p>
<ul style="list-style-type: none"> • Opportunities to promote our cultural heritage with Marlberg are investigated. 	<p>Leader of the Council</p> <p>Communications Manager</p>	<p>Communications Team</p>	<p>Autumn 2019</p>	<p>The communications manager has contacted the council's twinning association leads with a view to discussing this as a possibility. There is a twinning visit due from Marburg to Northampton in 2019 and an attractive offer is being developed for them to enjoy and feed back on their return.</p>
<ul style="list-style-type: none"> • Funding is sought to maintain and upkeep monuments around the town, such as Eleanor Cross, the Tram 	<p>Cabinet Member for Regeneration and Enterprise</p>	<p>Head of Economic Development and Regeneration</p>	<p>Ongoing</p>	<p>There are limited funding streams in relation to heritage assets and in order to tap into them the monument must be on the Historic England Heritage at Risk Register. The Queen Eleanor Cross is on the risk register funding has been sourced from Historic England regarding the project. The cross is the only monument on the list. Very few heritage</p>

Terminals and other historic buildings.				<p>funding organisations offer grants to public bodies for maintenance and upkeep purposes. We have successfully secured funding for the Notre Dame project, (the site is not protected formally).</p> <p>In addition there are plans for a monument clean-up at St Giles Church in preparation for Mayflower 400. The year-long commemoration marking the 400th anniversary of the Mayflower's pioneering voyage starts in November 2019. The Mayflower 400 events programme will share the values of migration, tolerance, freedom and democracy and tell the story of a ship and its passengers and the trail will attract visitors to Northampton</p>
<ul style="list-style-type: none"> Flower displays are maintained all year round, sponsorship to purchase and upkeep more planters is sought. Branding is in keeping with the signage. 	Cabinet Member for the Environment	Head of Customers and Communities	Complete and ongoing annually	The Council has a Bloom Team that consists of Officers, Councillors, Contractors and Sponsors. Their aim is to ensure that all the relevant planters are maintained throughout their bloom. The Bloom Team have successfully secured sponsorship and continue to do so. For 2019 the planters are being linked to the shoe trail further aligning the wide range of promotional work.
<ul style="list-style-type: none"> A Co-Ordinator role similar to that 	Cabinet Member for Community	Communications	Aim to achieve	Initial discussions have taken place with Britain's Best Surprise over its involvement in delivering the

<p>of the Tourism Executive of Leicestershire Promotions Limited is established in conjunction with Britain's Best Surprise aspirations for a Destination Management Organisation.</p>	<p>Engagement and Safety Communications Manager</p>	<p>Manager Funding Required</p>	<p>before unitary</p>	<p>new Destination Management Plan for Northamptonshire. Further discussion is needed as there is currently an aspiration at board level to hand responsibility over to local authorities in Northamptonshire for delivery. If sufficient funding can be identified countywide, there might be scope for this to be delivered independent of local authority control, but still meeting their aspirations.</p> <p>Update October 2019 There might be scope to consider this as part of a place marketing exercise which Northampton Forward is set to embark on in the coming months</p>
<ul style="list-style-type: none"> A Cultural Strategy for the Borough is developed to look at investment, opportunities, infrastructure to promote Northampton and grow the cultural sector, to make an application to be the City of Culture 2025. 	<p>Leader of the Council Chief Executive</p>	<p>Chief Executive</p>	<p>In Progress</p>	<p>Discussions began in the autumn 2018 with the Chief Executive of the Royal & Derngate on how best this could be developed. Further discussions are planned to progress the development of a Cultural Group that will lead on the creation of a new Cultural Strategy for the town.</p> <p>Update August 2019 Further discussions took place in March 2019 and wider discussions have since taken place. The meeting in May 2019 involved representatives from the university, Screen Northants, NN Contemporary, Business Improvement District, Engine Creative and</p>

			<p>NMPAT.</p> <p>Update October 2019 In early October the Chief Executive and a range of colleagues from across the cultural sector in Northampton met and started to explore the development of a Cultural Compact for the town. Toby Norman-Wright, Senior Relationship Manager from the Arts Council, was also at the meeting and he is very keen that we submit a proposal to them to be one of the early adopters. A Cultural Compact is essentially a partnership beyond just the cultural sector, but also involves the business sector as well as health, and the voluntary and community sector. The view is, once established, to develop several key priorities as well as a broader cultural strategy for the town. This will very much play into the wider work that we are doing and where we see culture as a unique selling point of Northampton</p> <p>Update December 2019 A proposal was submitted to the Arts Council for funding to develop a Cultural Compact for the town. In December ACE confirmed we had been successful in securing monies to develop the Compact. Work on this will begin early in 2020</p>
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Recommendation 2:

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

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

				nature will form part of phase 2 development, timescales to be agreed.
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Recommendation 3:

A copy of the report is sent to Michael Ellis, MP, who has the role of Parliamentary Under-Secretary (Department for Digital, Culture, Media and Sport).

Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
			Complete	This has been completed

Recommendation 4:

Giving consideration to Unitary Status, civic pride and ceremonies are protected.

Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
Undertake a Community Governance Review in preparation for a new Town Council for Northampton	Leader Chief Executive / Borough Secretary		In Progress	<p>A specific task and finish group has been established to progress this. A community governance review is being undertaken</p> <p>Update August 2019 A Cross Party member group was established in Autumn 2018 to begin work on a community governance review (CGR). CGR Phase 1 consultation was undertaken and finalised in late Spring 2019 with a report to Council in June.</p> <p>Update October 2019 Phase 2 consultation is due to finish on 8th November leading to a final report to Council.</p>

Recommendation 5:

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

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

Corporate Performance

All Measures Report

September 2019

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NORTHAMPTON
BOROUGH COUNCIL

Introduction

The report details the full list of performance measures monitoring the Council's Corporate Plan by corporate priority and is published quarterly.

The measures contained within this report are monitored on a monthly, quarterly, half yearly or four monthly basis.

Performance is reported against the latest report period and then by overall performance year to date (YTD). Overall YTD performance is monitored against the current profiled target and helps us to keep track of the progress towards meeting the annual target.

Performance comparison against the same time last year is highlighted where comparative data is available.

Report Key:

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

NORTHAMPTON
BOROUGH COUNCIL

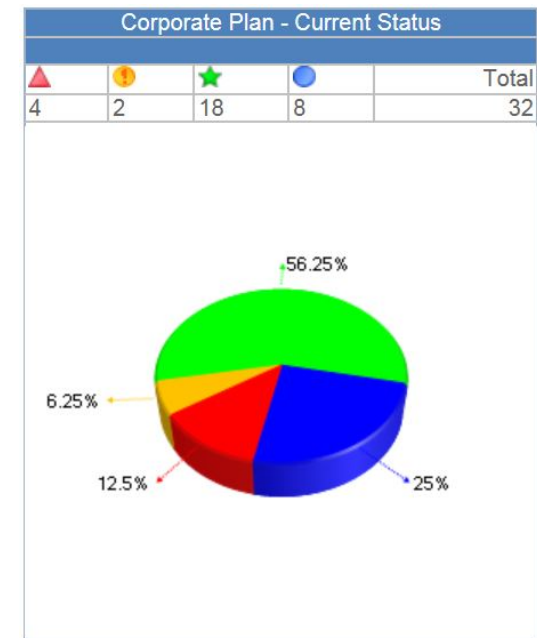
Northampton Borough Council Corporate Plan 2018 – 2020



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Ambitious | Prosperous | Proud

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



Monthly Measures

Measure ID & Name	Jun 19	Jul 19	Aug 19	Sep 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
+ AST05a External rental income demanded against budgeted income (M)	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	Bigger is Better		100.00 %
We continue to demand all rents due. The new Assets manager is in post. We are working with them to ensure new meaningful KPIs are agreed and will be reported on.											
Source Date 30/09/2019											
+ AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	?	?	?	?	?	?	?	?	Smaller is Better	?	92.30 %
With the new manager in post work has commenced on the Service Plan and new KPI for this area.											
Source Date 30/09/2019											
+ BV008 Local invoices paid within 10 days (M)	80.86	85.85	85.60	83.20	83.20	83.20	80.00	80.00	Bigger is Better		87.16
We continue to perform within targets. There has been a slight downward dip over the quarter and we are investigating the reasons behind this.											
Source Date 30/09/2019											
+ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	98.10 %	99.30 %	99.60 %	99.20 %	99.20 %	99.20 %	99.00 %	99.00 %	Bigger is Better		98.30 %
We continue to meet targets set.											
Source Date 30/09/2019											
+ BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	7.76	7.59	7.56	7.57	7.57	7.57	8.40	8.40	Smaller is Better	?	?
The number of sick days taken by staff appears to have stabilised within acceptable targets.											
Source Date 30/09/2019											
85 + CS08 Number of visitors to Abington Park Museum	7,574	2,766	6,351	3,132	30,383	30,383	30,300	52,100	Bigger is Better		30,801
Qtr 2YTD visits totalling 30,383 have ensured that we remain on target. July saw schools break up 4 days later than in the previous year which together with a heatwave impacted on our visitor numbers during the last week in July. August saw our visitor numbers in line with those of 2018, Masque Theatre audiences were affected by bad weather with one performance being cancelled but the Medieval Mayhem family fun day attracted 962 families and young children. During September, the museum was the venue for the Northampton Heritage Fair which drew 801 visits.											
Source Date 30/09/2019											
+ CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	98.11 %	95.61 %	95.40 %	93.48 %	96.45 %	96.45 %	90.00 %	90.00 %	Bigger is Better		93.94 %
45 surveys completed with 43 satisfied with the service given											
Source Date 30/09/2019											
+ CS13a % of calls for NBC managed services into contact centre answered (M)	97.09 %	97.17 %	96.81 %	97.79 %	94.81 %	94.81 %	90.00 %	90.00 %	Bigger is Better		92.64 %
Customer Service achieved targets on call answering. Call volumes in September increased compared to August which is expected at the end of the holiday period. Our aim is to reduce the average wait time to under 60 seconds. We received 7842 for the housing services where the average wait time for September was 1 minute 20 seconds. This includes 986 repeat callers where customers have called more than once regarding the same issue. This is equivalent to 47 calls a day (1FTE). We are working closely with NPH on the 'Right First Time' project which will help reduce the repeat and avoidable calls. The calls received for NBC services (4418) were answered with an average of 40 seconds											
Source Date 30/09/2019											
+ CS14a % OSS customers with an appointment seen on time (M)	90.4 %	92.6 %	92.1 %	94.1 %	90.6 %	90.6 %	90.0 %	90.0 %	Bigger is Better		96.0 %
Customer Services One Stop Shop achieved targets on appointments seen within 10 minutes. Drop in volumes increased compared to August which is expected due to the holiday period. We received a total of 1703 visitors to the drop in and appointment service during the period.											
Source Date 30/09/2019											
+ ESC01n Total bins/boxes missed in period (M)	288	460	358	230	1,939	1,939	2,040	4,080	Smaller is Better		2,193
There was a small rise in the number of bins and boxes missed over the quarter but the number is a very small proportion of potential misses and remains well within parameters. The numbers show a reduction in the last month of the quarter and Veolia remain committed to reducing this figure.											
Source Date 30/09/2019											

Monthly Measures

Measure ID & Name	Jun 19	Jul 19	Aug 19	Sep 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
+ ESC02 % missed bins corrected within 24hrs of notification (M)	85.00 %	76.00 %	85.00 %	85.00 %	85.00 %		84.00 %	84.00 %	Bigger is Better		86.53 %
A small dip in performance in July, but performance has now improved and been stable for August and September.											
Source Date 30/09/2019											
+ ESC04 % household waste recycled and composted (NI192) (M)	49.25 %	44.34 %	47.85 %	48.12 %	48.12 %		44.00 %	44.00 %	Bigger is Better		53.85 %
This KPI continues to perform to over target in most months.											
Source Date 30/09/2019											
+ ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	0.00 %	2.00 %	8.00 %	8.00 %	8.00 %		4.00 %	4.00 %	Smaller is Better		?
NBC and Veolia have been working together to re-train Veolia's newly recruited Environmental Managers and have started to produce meaningful data on a monthly, rather than 4 monthly basis, this is showing an improvement in the both the robustness of the data produced and the speed in which those areas inspected are brought back up to standard. At least 75 inspections are undertaken each month to monitor the 4 environment standards across the borough. Each inspection looks at an area at a point in time and makes four judgments regarding the amount of litter, detritus, graffiti and flyposting in that area against a set of predetermined, nationally recognised, standards.											
Source Date 30/09/2019											
+ ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	4.00 %	4.00 %	4.00 %	4.00 %	4.00 %		4.00 %	4.00 %	Smaller is Better		?
Of the 75 environmental inspections undertaken as described in ESC05, the level of detritus that was found was within acceptable levels. However, with all the inspections, once identified we ensure that teams are sent in to remove the detritus.											
Source Date 30/09/2019											
+ ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %		2.00 %	2.00 %	Smaller is Better		?
As detailed above (ECS05) 75 areas are inspected each month for the main 4 environment standards. In this instance no areas were found to have graffiti.											
Source Date 30/09/2019											
+ ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %		2.00 %	2.00 %	Smaller is Better		?
As detailed above (ECS05) 75 areas are inspected each month for the main 4 environment standards. In this instance no areas were found to have flyposting.											
Source Date 30/09/2019											
+ ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	60.63 %	63.02 %	66.05 %	71.82 %	71.82 %		90.00 %	90.00 %	Bigger is Better		81.14 %
Fly tipping continues to be a problem with increased incidents adding pressure to the service. Some fly tips contain hazardous waste which then requires specialist contractors to remove. This can result in slight delays to allow for grouping of requests in order to ensure benefits of scale.											
Source Date 30/09/2019											
+ HML01 Total no. of households living in temporary accommodation (M)	338	340	352	348	348		80	80	Smaller is Better		303
The shortage of suitable move-on accommodation has continued to have an adverse effect on the amount of time that homeless households spend in temporary accommodation. The restructure of the Housing Options & Advice Service is almost complete; this will increase the team's capacity to prevent homelessness during the remainder of the year. During the quarter, the total number of council homes occupied by homeless households increased from 66 to 74.											
Source Date 30/09/2019											
HML07 Number of households that are prevented from becoming homeless (M)	34	53	30	46	276		300	600	Bigger is Better		166
In addition to the households that have been prevented from becoming homeless in the quarter, the team has helped relieve homelessness for 73 households by accessing supported or private rented accommodation or helping them restore family ties. Since the beginning of April, extra resources have been invested in negotiating with private landlords to renew tenancies and working with local letting agents to provide working households with access to suitable rented housing.											
Source Date 30/09/2019											
HML09 Number of households for whom a full homelessness duty is accepted (M)	33	26	28	40	179		480	960	Smaller is Better		125

Monthly Measures

Measure ID & Name	Jun 19	Jul 19	Aug 19	Sep 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year				
All decisions to accept a rehousing duty under the homelessness legislation have been made after the Council has discharged its duty to relieve the household's homelessness for 56 days. Although the number of acceptances is similar to the previous quarter, the homelessness officers' caseloads are reducing.															
Source Date 30/09/2019															
+ IG03 % FOI/EIR cases responded to within 20 working days (M)	100.0 %	★	100.0 %	★	100.0 %	★	100.0 %	★	100.0 %	100.0 %	Bigger is Better	→	100.0 %		
This quarter has seen the highest number of FOI and EIR requests received since both pieces of legislation came into force in January 2005. Despite this the Council managed to respond to all requests on time with only five responses challenged (2.75%) and no appeals to the Information Commissioners Office.															
Source Date 30/09/2019															
+ IG04 % Subject Access requests responded to within one month (M)	100.0 %	★	100.0 %	★	100.0 %	★	100.0 %	★	100.0 %	100.0 %	Bigger is Better	→	100.0 %		
The Council has seen a spike in individuals requesting copies of their personal data. In the main these relate to homelessness decision appeals where applicants require a copy of their file to challenge the Council's decision not to offer permanent housing. The Data includes NPH SAR's. July = one, August = one. September = four															
Source Date 30/09/2019															
+ NI157a % Major Planning applications determined in 13 weeks or agreed extension (M)	100.00 %	★	100.00 %	★	100.00 %	★	100.00 %	★	100.00 %	100.00 %	Bigger is Better	→	100.00 %		
100% applications determined within agreed time scales															
Source Date 30/09/2019															
+ NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	●	100.00 %	●	100.00 %	●	100.00 %	●	95.00 %	95.00 %	Bigger is Better	↘	99.53 %		
100% applications determined within agreed time scales															
Source Date 30/09/2019															
+ NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	100.00 %	●	100.00 %	●	100.00 %	●	100.00 %	●	95.00 %	95.00 %	Bigger is Better	↘	99.79 %		
100% applications determined within agreed time scales.															
Source Date 30/09/2019															
+ PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	0.00 %	★	0.00 %	★	17.00 %	▲	17.00 %	▲	40.00 %	70.00 %	Bigger is Better	↘	12.00 %		
No checks were undertaken in July or August due to holidays and staff absence. A joint operation with DVSA was carried out in September which targeted potentially non-compliant vehicles and the high level of defects noted was not unexpected. Appropriate enforcement action has been taken to deal with these licence holders. They include defects and those with technical breaches like not carrying their badges.															
Source Date 30/09/2019															
+ PP53a % Service Requests responded to within 5 working days (M)	96.89	●	101.05	●	93.24	★	94.14	★	96.43	★	92.00	92.00	Bigger is Better	↘	85.37
We continue to respond to Service Requests within the target.															
Source Date 30/09/2019															

Quarterly Measures

Measure ID & Name	Dec 18	Mar 19	Jun 19	Sep 19	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Polarity	Perf. vs. same time last year	YTD value same time last year
HMO01 No. HMOs with Mandatory licence (Q)	414	456	491	473	473	473	340	340	Bigger is Better		388
There is a slight drop in applications over this quarter. As in previous quarters the team will continue to pursue any cases where its suspected licences are required and have not been applied for.											
Source Date 30/09/2019											
HMO08 No. of HMOs with an additional licence (Q)	358	358	398	393	393	393	400	400	Bigger is Better		376
The number of additional licences applied for over the last couple of months has climbed, but the figures fluctuate as licences expire and are renewed, new applications are made and some applications are not renewed. We continue to ensure robust checking to ensure all properties are licenced in the correct way.											
Source Date 30/09/2019											
+ IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	100.0 %	66.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	Bigger is Better		100.0 %
We have responded to all LGO cases within this quarter within timescales.											
Source Date 30/09/2019											
+ IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	0.00	29.83	26.00	0.00	0.00	0.00	28.00	28.00	Smaller is Better		28.00
There were no requests received during this quarter.											
Source Date 30/09/2019											
MPE01 No. of new businesses locating on NWEZ (Q)	1	5	2	2	4	4	10	-	Bigger is Better		5
Two new businesses were supported in Q 2 creating 9 additional jobs and attracting £130.141 of private sector investment.											
Source Date 30/09/2019											
MF02 No. of new jobs created on NWEZ (Q)	2	37	7	9	16	16	100	-	Bigger is Better		22
Two new businesses were supported in Q2, creating 9 additional jobs and attracting £130,151 of private sector investment.											
Source Date 30/09/2019											
+ PP16 % Off licence checks that are compliant (Q)	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	60.00 %	Bigger is Better		55.17 %
During the quarter, no off licence checks were carried out due to staff absence. A new member of staff is now in post on a fixed term basis to cover the absence and relevant checks will be resumed in the next quarter.											
Source Date 30/09/2019											
TCO05n Town Centre footfall (Q)	3,365,002	3,138,909	3,277,491	3,085,725	6,363,216	6,363,216	6,250,000	12,000,000	Bigger is Better		7,481,233
Footfall is on target with projected figures but has declined in comparison with 2018 figures.											
Source Date 30/09/2019											

Major Project update

Delivery of the Northampton Waterside Enterprise Zone

The construction of a new £300 million University of Northampton Campus, Carlsberg Bottling Plant, Northampton Castle Rail Station and One Angel Square are all complete. Work to bring forward a range of other schemes within the NWEZ continues with project to deliver the Vulcan Works, Four Waterside, Horizon Park and Northampton Railway Station Phase 2 all underway or in development. A Place Branding Strategy is being developed which will be planned in the new year. Movement within the EZ for Q2 shows 2 business coming into the Zone creating 5 Jobs.

Source Date 30/09/2019

Development of the Greyfriars site

Options for the potential use of the Greyfriars site and the delivery routes were reported to Members in June. Options for how this site can be brought forwards will now be investigated with funding to be sought. A meanwhile (temporary) use strategy for the site will be developed in order to encourage short term uses on the site.

Source Date 30/09/2019

Restoration and regeneration of Delapre Abbey and Park

Replacement of external lights awaiting delivery and Listed Building Consent approved. Other repairs are progressively being addressed by the maintenance team. All works are on Schedule to complete by the end of the year.

Source Date 30/09/2019

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

Two new businesses were supported in Q2, creating 9 additional jobs and attracting £130,151 of private sector investment. The overall project, since inception, has supported 162 new and existing businesses with committed grants of £1,357,491, creating 780 jobs and leveraging £8,158,538 of private sector investment.

Source Date 30/09/2019

Delivery of the Four Waterside Development

Architects are continuing to progress the development of a masterplan for the site. This work is taking place alongside a commercial review of uses which includes soft market testing in order that what comes forward on the site can be delivered. An updated Flood Risk Assessment and ground contamination surveys have been commissioned and are due to be accounted for within the design of the scheme.

Source Date 30/09/2019

Development of the Cultural Quarter

The programme for the delivery of Northampton Museum and Art Gallery (NMAG) has slipped due to late steel works and more recently delay to achieving water tightness, this in turn is affecting some fit out works. Areas are being progressively prepared for inspection over the next few weeks. The programme remains on course to complete in Spring 2020.

The Council are working with NN contemporary to relocate them within the cultural quarter with a new facility for the organisation expected to be enabled for December.

Source Date 30/09/2019

Development of the Cultural Quarter - Vulcan Works

The Vulcan Works Project plans to build opportunities for start-ups and young businesses in the creative and IT sectors with a total of 59 letting units of variable sizes and levels of specification.

The steel structure on Angel Street is now completed, with both concrete floors poured. St. John's site sees good progress on ground beams and steels going in early November, whilst the roofs along Fetter Street are being stripped and replaced.

Source Date 30/09/2019

Delivery of the Castle Station development

Options and financial appraisal for a new multi-story car park at the Railway station is underway with a recommendation to council over its delivery to be presented by the end of the year.

Source Date 30/09/2019



**NORTHAMPTON
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NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

9 JANUARY 2020

BRIEFING NOTE:

SCRUTINY PANEL 1 – FOOD POVERTY

1 INTRODUCTION

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

2 UPDATE

- 2.1 Since the last meeting of this Committee, the Scrutiny Panel has held two evidence gathering meetings with further meetings scheduled. At its two November meetings meeting the Scrutiny Panel received a responses to its core questions from a number of key expert advisors and the Chair reported on published papers and relevant Legislation.
- 2.2 The next evidence gathering meeting is scheduled for 14 January 2020.
- 2.3 In accordance with the Scrutiny Panel Protocol, the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the progress report is noted.

Author: Tracy Tiff, Democratic and Member Services Manager, on behalf of Councillor Dennis Meredith, Chair, Scrutiny Panel 1 – Food Poverty

24 December 2019

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NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

9 JANUARY 2020

BRIEFING NOTE:

OVERVIEW AND SCRUTINY WORKING GROUP – GANGS AND KNIFE CRIME

1 INTRODUCTION

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

2 UPDATE

- 2.1 The Working Group has not held an evidence gathering meeting since the November meeting of this Committee but there are further meetings scheduled.
- 2.2 Representatives of the Working Group attended a national Conference in relation to gangs and knife crime and they will report back to the January meeting of the Working Group.
- 2.3 In accordance with the Scrutiny Panel Protocol, the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

3 RECOMMENDATION

- 3.1 That the progress report is noted.

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