

NORTHAMPTON BOROUGH COUNCIL
Overview and Scrutiny Committee

Your attendance is requested at a meeting to be held remotely on
<https://www.youtube.com/user/northamptonbcTV> on
Monday 8 June 2020 commencing 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 tiff@northampton.gov.uk who will be able to assist with your enquiry. Should you wish to register to speak please call 01604 837408. **Once registered to speak, an invitation will be sent to join the Zoom video conferencing webinar for this meeting.**

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 Andrew Kilbride Councillor Samuel Kilby-Shaw Councillor Dennis Meredith Councillor Nilesh Ramesh Parekh Councillor Emma Roberts Councillor Cathrine Russell Councillor Zoe Smith

Calendar of meetings

Date	Room
13 July 7 September 9 November 11 January 2021 15 February	Currently meetings are being held remotely and can be viewed: https://www.youtube.com/user/northamptonbcTV

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 - 5	Members to approve the minutes of the meeting held on 20 February 2020.
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	Northampton Forward	7 - 8	
6	Monitoring of previous O&S Reports		
6 (a) 6:15pm	Dementia Friendly Town	9 - 19	
6 (b) 6:30pm	CSE		
6 (c) 6:45pm	Culture and Tourism	21 - 48	
7 7:00pm	Performance Monitoring Report	49 - 56	Members to review the Performance Monitoring Report
8 7:10pm	Overview and Scrutiny Work Programme 2020/2021	57 - 59	The Overview and Scrutiny Committee to approve the Work Programme 2020/2021 and set up the Scrutiny Panels.
9	Scrutiny Panels		The Overview and Scrutiny

Northampton Borough Overview & Scrutiny Committee

			Committee to receive a progress report from the Scrutiny Panels.
9 (a) 7:25pm	Scrutiny Panel 1	61	
9 (b) 7:35pm	Overview and Scrutiny Working Group - Gangs and Knife Crime	63	
10 7:45pm	Potential future pre decision scrutiny		The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.
11 7:50pm	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

MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Thursday, 20 February 2020

COUNCILLORS PRESENT: Councillor Lane (Chair), Councillors Ansell, Ashraf, G Eales, Roberts, Russell, Sargeant and Smith

Councillor Anna King, Cabinet Member for Community Safety and Engagement
Councillor Stephen Hibbert, Cabinet Member for Housing and Wellbeing
Phil Harris, Director for Housing and Wellbeing
Vicki Rockall, Community Safety and Engagement Manager
Chris Carvell, Environmental Services Contract Manager
Tracy Tiff, Democratic and Member Services Manager

1. MINUTES

The minutes of the meeting held on 9 January 2020 were signed by the Chair as a true and accurate record.

2. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

4. NORTHAMPTON FORWARD

The written briefing on Northampton Forward was noted.

The Chair suggested that the Leader would be asked to explain how the work is put out to tender and how the companies are selected. A further written update would be asked for, for the meeting of the Committee on 20 April 2020.

AGREED: That a further written update would be asked for, for the meeting of the Committee on 20 April 2020.

5. PRE DECISION SCRUTINY - TRIAL OF BUY BACK PROPERTIES

Councillor Hibbert, Cabinet Member for Housing and Wellbeing, and Phil Harris, Director of Housing and Wellbeing presented the written briefing on the Trial of Buy Back Properties. Phil Harris PH advised that buy back has been operating for years. He explained the process. It was confirmed that this is currently a pilot scheme and would be

evaluated at the appropriate point. So far three properties had been let, with 21 further houses to progress

The Committee made comment, asked questions and heard:

- The Chair commented that the Committee would set up meetings so that pre-decision scrutiny could take place.
- In response to a query, Phil Harris confirmed that there are proportion that were sold at a discount but the Council can only buy back properties at market value. The Scheme has not been publicised as there are concerns about the market having the potential to inflate.
- Rates are affordable rents but not social rent.
- Phil Harris explain that if the house owner decides to sell within ten years of purchasing a right to buy they must offer it to the Council first, who has eight weeks to respond. Should the Council decide it does not want the property it must produce a certificate stating that it had been offered the opportunity to buy but had declined. Some properties that have been offered to the Council and it has not purchased and some have been in ownership for longer than ten years.
- The decision in respect of this decision was taken in June 2019.
- The Committee discussed the key worker initiative at Belgrave House

The Chair suggested that a Working Group is convened to undertake this pre decision scrutiny. It was agreed that Councillor Roberts would Chair the Working Group and Councillors G Eales and Smith volunteered to be members of the Working Group. Other members of the Committee would be invited to join the Working Group.

The inaugural meeting would receive details of costings and background to the scheme.

AGREED: That a Working Group comprising Councillor Roberts (Chair), Councillors G Eales and Smith is set up to undertaken pre-decision of the trial of buy back properties. Further members of the Overview and Scrutiny Committee would be invited to join the membership of the Working Group.

6. CSP PERFORMANCE

Councillor King, Cabinet Member for Community Engagement and Safety and Vicki Rockall, Community Safety and Engagement Manager presented the crime and disorder report highlighting the salient points.

The Committee made comment, asked questions and heard:

- In response to a query regarding businesses and crime, the Committee heard that the BID was working on new app and businesses can register to use the app. Further information could be provided to a future meeting on the effectiveness of the app and figures collated by the Police and the BID
- Operation Lily in the town centre.

Councillor King, Cabinet Member for Community Engagement and Safety and Vicki Rockall, Community Safety and Engagement Manager, were thanked for their address.

The Chair requested that a further update is presented to the meeting of the Committee on 13 July 2020.

AGREED: That the update is noted and a further update is presented to the meeting of the Committee on 13 July 2020.

7. PERFORMANCE MANAGEMENT SCRUTINY

The Committee received the written briefing note regarding KPI PP22 – Percentage of hackney carriages and private hire vehicles inspected which comply with regulations. The salient points were highlighted.

The Committee made comment, asked questions and heard:

- The Cabinet Member for Community Engagement and Safety advised that it is anticipated that a check will be undertaken
- The Committee commented that there needs to be a strategic approach to contingency and this KPI should be monitored in the next couple of months.

AGREED: That the update is noted and a further report is presented to the Committee at its meeting on 13 July 2020.

8. TREE MAINTENANCE POLICY

Chris Carvell, Environmental Services Contracts Manager, presented the written brief and updated Tree Policy to the Committee. He drew the Committees attention to the salient points.

The Committee made comment, asked questions and heard:

- In response to a query regarding amendment to Tree Policy in 2020, the Committee was advised that there had been slight changes. The Policy enhanced tree work project and is in year four of the five year. Stakeholders have been contacted in zone 4.
- In response to trees on the Eastern side of the town, it was confirmed that
- no one wants to take out healthy trees, but the maintenance is working better now. Appropriate works are in line with updated policy.
- The Street Tree's in Far Cotton had generated funding from the Woodland Trust, NBC and Idverde. Ten trees had been planted. This may be replicated in the next financial year.
- The Committee commented that the Far Cotton trees project is a great success. It is a real people led project – wardens appointed local people helping to maintain the trees.

- In response to a question it was confirmed that through the contract there is an Educations and Communications Officer. The Officer visits various Groups and explains the Tree Policy and notes comments made.
- In answer to a query about the robustness of the Policy, it was confirmed that this could be reviewed on an annual basis.
- The Tree Policy includes trees that are the responsibility of NBC not NPH.
- The Committee asked that the Chief Executive, NPH, is asked to attend the – next meeting and explain how Trees and land is monitored. The Tree Policy would be considered by the Committee at its meeting in January 2021.

AGREED: 1) That that the Chief Executive, NPH, is asked to attend the – next meeting and explain how Trees and land is monitored

2) That the Tree Policy would be considered by the Committee at its meeting in January 2021.

9. MONITORING OF O&S REPORTS

(A) CEMETERIES

Chris Carvell, Environmental Services Contract Manager, presented the action plan to the Committee, highlighting the key points.

In response to a query regarding recommendation 15, the Committee heard that scoping works is taking place regarding the extension of Dallington cemetery to adjoining field.

The Committee noted the updated.

AGREED: That a further update is presented to the Committee at its meeting on 8 June 2020.

10. SCRUTINY PANELS

11. SCRUTINY PANEL 1

The Committee noted a briefing note detailing progress of the food poverty review.

The Deputy Chair of the Scrutiny Panel conveyed concerns regarding the evidence provided by an external expert advisor at the previous meeting of the Scrutiny Panel.

12. GANGS AND KNIFE CRIME WORKING GROUP

The written update was noted.

13. POTENTIAL FUTURE PRE DECISION SCRUTINY.

As discussed at an earlier agenda item, the Committee would undertake pre-decision scrutiny of the trial of buy back properties.

14. URGENT ITEMS

There were none.

The meeting concluded at 7:45 pm

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NORTHAMPTON
BOROUGH COUNCIL

NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

8 JUNE 2020

BRIEFING NOTE:

Northampton Forward

1 UPDATE

- 1.1 Since the update provided at the O&SC meeting 20th February 2020 Northampton Forward have continued to meet to provide overview to the Future High Street Fund (FHSF) Full Business Case (FBC) development and to discuss the development of the Towns Fund business case. Northampton Forward Board meetings have taken place on 25th February, 31st March, 15th April & 13th, 20th and 26th May.
- 1.2 The main focus in this time was preparing the FHSF FBC for its submission to the Ministry of Housing, Communities and Local Government (MHCLG), which is needs to be submitted by 5th June 2020. The submission date moved from 30th April as MHCLG gave an extension due to the additional pressures local authorities were under due to Covid 19.
- 1.3 As previously noted the FBC is set out in the HM Treasury's five case business case model which details the Strategic, Economic, Financial, Commercial and Management cases. Grant Thornton are being used to support the council in compiling this business case.
- 1.4 Following the draft FBC submission which was made on January 15th the Council received feedback which has been incorporated into the latest version of the FBC. This feedback was presented to the NF Board at the meeting on 31st March. The main focus of the feedback was on the strategic case as this is was bespoke to NBC's submission, with the other cases being covered by generic feedback issued by the Ministry.
- 1.5 Further detailed design, appraisal and market testing work has been undertaken on elements of the submission since February, with the April meeting the focus of these developments. These were shown to the board to seek approval of the approach to the Abington Street element of the submission.
- 1.6 Final draft versions of each of the five business cases have been shown to the board for sign off with the meetings in May being used exclusively to cover off these in detail. The business case requests funding to enable delivery of interventions that have been drawn from the Northampton Town Centre Masterplan.

- 1.7 An overview of the Towns Fund has given to the NF Board with approval sought for the role of the Board in acting as the Towns Deal Board. The NF Board meets the requirements of the Towns Fund guidance, with the exception of not having the local MP's included. It was decided that the Local MP's would be invited to future meetings on the Towns Fund to make the Board complaint with the guidance. Northampton Forward Board meetings will now separate out work on the Towns Fund so this work can be separately reported moving forwards. Further detail on the towns Fund can be found in the prospectus <https://www.gov.uk/government/publications/towns-fund-prospectus>

3 RECOMMENDATION

- 3.1 That the progress report is noted, and further updates are provided as requested by the committee.

Author: George Candler, Chief Executive, on behalf of Councillor Jonathan Nunn, Chair of Northampton Forward Project Board



NORTHAMPTON BOROUGH COUNCIL

OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL - Dementia Friendly Town

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

6 **Proposed dates for monitoring implementation of accepted recommendations**

Report received by Cabinet	Monitoring activity	Monitoring complete		
March 2018	February 2019 June 2020	Date to be added by O&S Committee when agreed monitoring is completed		
Recommendation 1: Northampton Borough Council works towards “Dementia Friendly Status for Northampton” being achieved. A Dementia Friends Champion is nominated to lead on this work.				
Action	Implementation/responsibility by:	Resources required/available	Target date	Achievement/Completed
A Dementia Friends Champion (DFC) to be nominated to lead on	Marion Goodman	Officers Time	April 2018	Louise Musson – Call Care Manager appointed to lead on the work for Dementia

<p>the work required.</p> <p>Work towards Northampton being a Dementia Friendly Town (DFT) in liaison with the Northampton DAA, Northamptonshire DAA and University of Northampton.</p>				<p>Friendly Town</p> <p>NBC have become a member of the Northampton and Northamptonshire Dementia Action Alliance (DAA).</p> <p>Louise Musson (NBC) is Chair of the Northampton DAA and Deputy Chair for the Northamptonshire DAA.</p> <p>The Northampton DAA has now applied for 'working towards Dementia Friendly Community' Status. This will be confirmed in January 2019. At which point they will be able to start evidencing the work being carried out throughout Northampton to support the town gaining Dementia</p>
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				<p>Friendly Community status.</p> <p>Northampton Dementia Action Alliance has now been given 'working towards Dementia Friendly'. This allows NBC to use the logo which demonstrates our commitment to people living with dementia.</p> <p>Work has been suspended on this until after lockdown. Organisations working with People living with Dementia continue to support their clients during Covid-19 but other work to raise awareness has been put on hold until after lockdown.</p>
<p>Recommendation 2: A Dementia Forum is established. Northampton Interfaith Forum (NIFF) is Invited to join the Forum.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed

<p>Northampton Forum (Dementia Action Alliance) to be established.</p> <p>Interfaith Forum to be invited to join.</p>	<p>Louise Musson</p>	<p>Officers Time</p>	<p>April 2018</p>	<p>Completed – Northampton has a DAA which is currently chaired by Louise Musson (NBC).</p> <p>NIFF has been invited to form part of the Northampton DAA and have since joined.</p> <p>One of the local churches has held a Dementia Friendly Service and are looking to make this a regular event and open it out to other churches.</p>
<p>Recommendation 3: Northampton Borough Council registers with the Alzheimer’s Society as part of the Dementia Friendly Recognition Scheme.</p>				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
<p>Internal Dementia Strategic Working Group to be formed from all the key areas of</p>	<p>Louise Musson and Lead Officers for each area</p>	<p>Officers Time</p>	<p>April 2019</p>	<p>This group has started working in the individual service areas including museum services and</p>

<p>NBC. This will enable a review of best practice in the organisation for people living with dementia and their carers and work towards fulfilling the Alzheimer's criteria for becoming a DF organisation.</p> <p>Northampton Borough Council will register as an organisation 'working towards DF community/organisation.</p>			<p>January 2019</p>	<p>community safety and partnership. Further regular meetings of the whole working group have been diarised commencing in February 2019</p> <p>Group met in April, the following proposals were discussed:-</p> <ul style="list-style-type: none"> • NBC to have DF champions in key areas i.e. OSS. • DF information sessions should be added to the staff induction. • All existing public facing staff to have DF information session, this could be added as an objective in this year's appraisal. • LM to look at on line DF information
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				<p>sessions.</p> <ul style="list-style-type: none">• HR to review carers policy which will include Carers of people living with Dementia.• Planning will consider people with Dementia when sending out their public engagement letters.• Museums are considering people with dementia during the design of the new museum.• Museums will continue running their DF café.• OSS will consider the environment for people living with dementia and ensure
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				<p>all front facing staff have DF information sessions. They will look at some of their team attending champion training to support this.</p> <ul style="list-style-type: none">• Call Care will have an information table in the OSS during Dementia Awareness Week WB 20th May. <p>Still awaiting Dementia Champion training for staff. Alzheimer's society have suspended inductions during covid-19</p> <p>We are looking forward to working with the museum to look at activities for people living with dementia.</p>
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				As part of the DAA, Northampton Borough Council will be recognised as one of the leads for working towards Dementia Friendly Northampton. This will be confirmed January 2019.
Recommendation 4: Dementia Friends information and training is included in both Councillor and staff inductions.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
DF Champions training needed for a number of staff, to ensure DF information sessions are provided. DF information sessions to be provided to all new staff and Councillors.	HR, Training & Development, Health and Wellbeing	Officers Time Champion Training for Officers which is Free from the Alzheimers organisation.	April 2019	This will form part of the work of the NBC strategy Still awaiting Dementia Champion training for staff. Alzheimer's society have suspended inductions during covid-19 group.
Recommendation 5: A Councillor Champion for older people, focussing on dementia is appointed.				

Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
Appoint Councillor for Older People	Marion Goodman	None	April 2018	Cllr Anna King, Cabinet Member for Community Engagement and safety is the Councillor Champion for Older People
Recommendation 6: The Dementia Friends Champion liaises with the local churches in Northampton to ascertain what Groups are currently available and whether further Groups such as Care and Share could be introduced.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
DFC to liaise with NIFF and other church groups to establish a database of Dementia Support Groups within Northampton.	Louise Musson	Officers Time	April 2019	Stephanie De Vally from Northamptonshire Police is progressing this action as part of her contribution to the Northampton DAA. LM liaising with St Peters

				Church who are running a DF café and offering DF church services.
Recommendation 7: The Dementia Friends Champion has dialogue with the Transport Manager of UNO and the Head of Vulnerable Persons, Northants Police, regarding training for drivers of UNO around raising awareness of those living with dementia.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed
The NBC Strategic Working Group will liaise with UNO and other transport providers via the Bus Station User Group to support them with raising awareness of Dementia and their carers.	NBC Strategic Group	Officers Time	September 2019	This will form part of the work of the NBC strategy group. Both UNO and Northamptonshire Carers are members of the DAA.
Recommendation 8: The Dementia Friends Champion works with the Assistant Chief Executive, Northamptonshire Carers, regarding the introduction of ID cards for carers when travelling with someone living with dementia.				
Action	Implementation/responsibility by	Resources required/available	Target date	Achievement/Completed

<p>The NBC Strategic Working Group will liaise with UNO, other transport providers and Northamptonshire Carers via the Bus Station User Group to discuss the introduction of carer ID cards.</p>	<p>NBC Strategic Group</p>	<p>Officers Time</p>	<p>September 2019</p>	<p>This will form part of the work of the NBC strategy group.</p>
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NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY

ACTION PLAN: SCRUTINY PANEL – Culture and Tourism Recommendations Completed

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"> 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>	<p>Town Centre and Museum operations teams</p>	<p>Complete</p>	<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>	<p>Complete</p>	<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</p> <p>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"> Exhibits of 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>Cabinet Member for Community Engagement and Safety</p> <p>Culture and Heritage Manager</p>	Culture and Heritage Manager	Complete	<p>The museum developed a pop up exhibition, 'Nasty 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>

				The museum continues to deliver an interesting and varied outreach programme whilst the Central Museum and Art Gallery is being redeveloped
<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 consistent and 	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 apply for grant funding. Shop front works may also attract future funding available from Historic England

<p>sympathetic appearance in accordance with Northampton's rich architectural and cultural heritage, for shop frontages.</p>				<p>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 in 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 Heritage Bus Tours.</p>

<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". 	<p>Cabinet Member for Community Engagement and Safety</p>		Complete	<p>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.</p>
<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 Gallery is 	<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>

investigated.				tourism offer.
<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.

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

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NORTHAMPTON BOROUGH COUNCIL
OVERVIEW AND SCRUTINY

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

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

Proposed dates for monitoring implementation of accepted recommendations

Report received by Cabinet	Monitoring activity	Monitoring complete
13 June 2018	11 November 2019	
<p>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 review is undertaken of the success of the Britain’s Best Surprise and funding is sought to support Northampton’s contribution to it. 	Cabinet Member for Community Engagement and Safety Communications Manager	Communications Manager. Funding required	Spring 2019	The Communications Manager has joined the Britain’s Best Surprise board and is working to ensure Northampton’s offer is clearly highlighted as part of its work. The board has now produced a Destination Management Plan and has been asked to propose delivery against elements of that to attract funding from Northampton Borough Council, which can be achieved through the cultural and heritage budget established in 2018/19. Update October 2019 The current theme of activity is the Year of Food and Drink, next year (2019/20) it will be the Year of Arts and Culture (launch event on 24 October at the

				<p>Royal & Derngate) and discussions have begun about the following year's theme</p> <p>Update March 2020 The Year of Arts and Culture official launch took place at the Core at Corby Cube in February and was very successful, attracting national media attention.</p> <p>Coronavirus has curtailed this activity to a great degree, though there are plans for the Northampton Museum and Art Gallery to feature heavily in the programme once public activity becomes commonplace again</p>
<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 Collector App</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>Summer 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> <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</p>

				<p>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 website "Britain's Best Surprise." 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Marketing and Communications Manager</p>		<p>Aim to have this in place by unitary.</p>	<p>We have asked for this to be added to the Britain's Best Surprise forward plan for 2019 for discussion in the spring.</p> <p>Update October 2019 This has been discussed and is a contender for the 2020/21 theme year.</p> <p>Update March 2020</p>

				This still forms part of the Britain's Best Surprise considerations for next year's primary activity
<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>	To be considered by Northampton Town Council	<p>In partnership with Northampton Town Centre BID, Ward Councillors and Honorary Aldermen to be consulted in relation to their interest in the qualification.</p> <p>If positive, then training to be arranged as appropriate. This work will start in April 2019</p> <p>Update March 2020 With the emerging changes relating to Unitary and Northampton Town Council, little progress has been made against this action. Now, with the coronavirus pandemic, it is proposed that this action is transferred to actions to be considered by Northampton Town Council at the appropriate time</p>
<ul style="list-style-type: none"> 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>	Part complete – but more work to do. Aim to have this in place ahead of unitary.	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.

	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"> 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>Marketing and Communications Manager</p>		To be considered by Northampton Forward	<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 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> <p>Update March 2020 It is proposed that this action is now transferred to be considered as part of the Northampton Forward</p>

				place marketing plans
<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 for Regeneration and Enterprise</p>		Ongoing	<p>This work is ongoing through all other strands outlined in this document.</p> <p>Funding has been contributed from NBC and from the Lord Lieutenant to promote Northampton as a film industry location. Alan Moore recently filmed here at the Guildhall and Vulcan Works.</p> <p>A film location database has been established for Northampton.</p> <p>The Emporium way art project has seen funding contributed to street and art and the start of pop up covent garden style events, the first of which was held on 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>Marketing and Communications Manager in liaison with the Planning and Regeneration Teams.</p>		<p>In progress</p>	<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. These 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</p>
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			<p>philanthropists who are now deceased was considered by the Executive Programme Board. Eight names were suggested for the new boards, i.e. George Thomas Hawkins, Joan Wake, Joseph Bassett-Lowke, Joanne Campbell, Frank Dickens, Joan Tice, James Manfield and Lynn Wilson. The Executive Programme Board accepted the proposal and consideration will also be given how to highlight high profile living individuals' connections to Northampton.</p> <p>Update December 2019 A project team has been set up to work on the Philanthropists and Benefactors Names Boards and Blue Plaques Scheme. This comprises officers from Facilities, Planning, Communications, Democratic Services and Museums Services. The team is working on a number of matters including the financing of the scheme, town and country planning considerations, how public consultation might take place, the possibility of a selection panel, selection criteria and how to research the background of people nominated for blue plaques</p> <p>Update March 2020 The Project Team defined selection criteria for</p>
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				<p>nominations and processes for the Names Boards and Blue Plaques. A selection Panel was recruited to ensure impartiality, test subjects selected for the Names Boards and Museum Volunteers researched them to see if they met the criteria (James Manfield, Joanne Campbell, Joseph Grose, Marie Bourverie, Alfred Cockerill). The Panel met on 4th March and, after much deliberation, James Manfield and Marie Bourverie were selected to be honoured on the Names Boards. Funding and Listed Building Consent to put new boards in the Great Hall corridor are being sought.</p> <p>The subjects for the Blue Plaques will be nominated via public consultation, which will be published on various NBC media platforms and will be launched on 16th March for 6 weeks. The Panel will be asked to shortlist 8 subjects from the nominations to be researched to ensure compliance with the criteria. The Panel will meet to choose the final 4 nominees location of the plaques will be agreed, permissions and consents sought and the plaques created and unveiled.</p>
<ul style="list-style-type: none"> • Opportunities to promote our 	Leader of the Council	Communications Team	Autumn 2019	The communications manager has contacted the council's twinning association leads with a view to discussing this as a possibility. There is a twinning

cultural heritage with Marlberg are investigated.	Marketing and Communications Manager			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.
<ul style="list-style-type: none"> Funding is sought to maintain and upkeep monuments around the town, such as Eleanor Cross, the Tram Terminals and other historic buildings. 	Cabinet Member for Regeneration and Enterprise	Head of Economic Development and Regeneration	Ongoing	<p>There are limited funding streams in relation to heritage assets and in order to tap into them the monument must be on the Historic England Heritage at Risk Register. The Queen Eleanor Cross is on the risk register funding has been sourced from Historic England regarding the project. The cross is the only monument on the list. Very few heritage funding organisations offer grants to public bodies for maintenance and upkeep purposes. We have successfully secured funding for the Notre Dame project, (the site is not protected formally).</p> <p>In addition there are plans for a monument clean-up at St Giles Church in preparation for Mayflower 400. The year-long commemoration marking the 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> <p>Update March 2020 Work is now complete on renovation of the Eleanor</p>

				Cross and it has received some high-profile coverage in Britain magazine (and of course more locally).
<ul style="list-style-type: none"> A Co-Ordinator role similar to that of the Tourism Executive of Leicestershire Promotions Limited is established in conjunction with Britain's Best Surprise aspirations for a Destination Management Organisation. 	<p>Cabinet Member for Community Engagement and Safety</p> <p>Marketing and Communications Manager</p>	<p>Marketing and Communications Manager</p> <p>Funding Required</p>	To be considered as part of the Unitary programme	<p>Initial discussions have taken place with Britain's Best Surprise over its involvement in delivering the new Destination Management Plan for Northamptonshire. Further discussion is needed as there is currently an aspiration at board level to hand responsibility over to local authorities in Northamptonshire for delivery. If sufficient funding can be identified countywide, there might be scope for this to be delivered independent of local authority control, but still meeting their aspirations.</p> <p>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> <p>Update March 2020 It is proposed that this action is transferred to be considered as part of the Unitary programme</p>
<ul style="list-style-type: none"> A Cultural Strategy for the Borough is developed to look at investment, opportunities, 	<p>Leader of the Council</p> <p>Chief Executive</p>	Chief Executive	In Progress	<p>Discussions began in the autumn 2018 with the Chief Executive of the Royal & Derngate on how best this could be developed. Further discussions are planned to progress the development of a Cultural Group that will lead on the creation of a new</p>

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

				<p>This is primarily core visitor information and public programme. Digital downloads of this nature will form part of phase 2 development, timescales to be agreed.</p> <p>Update March 2020 The new museum website is due to launch on March 20th 2020. The first stage of the website is focusing on visitor information and public programme activity as all staff resource has been dedicated to the museum development. The timeline, along with more detailed collections content, will form part of the second phase.</p>
<p>Recommendation 4: Giving consideration to Unitary Status, civic pride and ceremonies are protected.</p>				
Action	Lead Cabinet Member & lead responsible Officer	Resources required/available	Target date	Achievement/Completed
Undertake a Community Governance Review in preparation for a new Town Council	Leader Chief Executive / Borough		Completed	<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</p>

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

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

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

Corporate Performance

All Measures Report

December 2019

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:

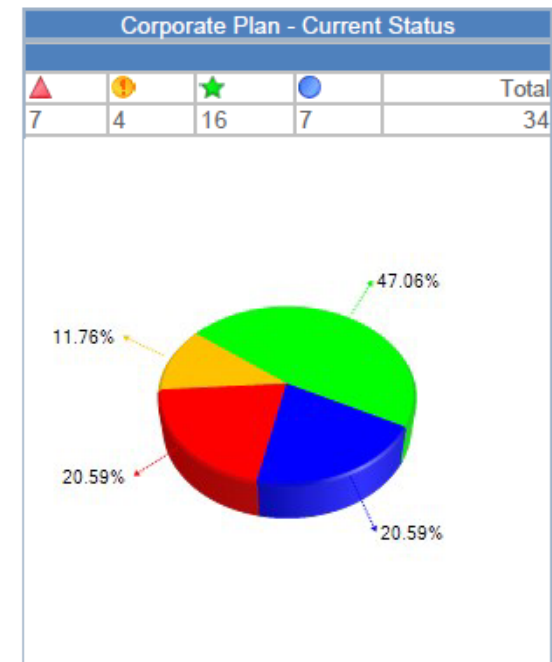
-  Exceptional or over performance
-  On or exceeding target
-  Within agreed tolerances
-  Outside agreed target tolerance
-  Good to be low: Better
-  Good to be low: Worse
-  Good to be High: Better
-  Good to be High: Worse
-  No change
-  No data or target available
-  No data available
-  No target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

Northampton Borough Council Corporate Plan 2019 – 2021



Ambitious | Prosperous | Proud

- **A stronger economy**
 - Shaping place and driving growth
 - Creating a thriving vibrant town
 - Creating a cleaner, greener town
- **Resilient communities**
 - Keeping the town and people safe
 - Empowering local people
 - More homes, better homes
 - Improving the Health and wellbeing of local people
- **Exceptional services to be proud of**
 - Putting the customer first
 - Using public resources effectively
 - Improving our governance



Monthly Measures

Measure ID & Name	Sep 19	Oct 19	Nov 19	Dec 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 100% of all external rental income against budgeted income.											
											Source Date 31/12/2019
+ AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	?	?	?	?	?	?	?	?	Smaller is Better	?	?
Overall we remain on target for invoices paid within the 10 day period for this quarter. There was a dip in the November figures thought to be due to staff sickness and the necessary approvals not being met in time. Internal audit are currently looking into where pinch points are and bringing service back up to standard.											
											Source Date 31/12/2019
+ BV008 Local invoices paid within 10 days (M)	83.20	84.32	77.94	84.14	84.14	84.14	80.00	80.00	Bigger is Better		83.29
Overall we remain on target for invoices paid within the 10 day period for this quarter. There was a dip in the November figures thought to be due to staff sickness and the necessary approvals not being met in time. Internal audit are currently looking into where pinch points are and bringing service back up to standard.											
											Source Date 31/12/2019
+ BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	99.20%	98.40%	99.20%	99.40%	99.40%	99.40%	99.00%	99.00%	Bigger is Better		99.60%
There was a slight dip in October's figures being approved within timescales for payment. Staff will be reminded of our targets to ensure prompt payment.											
											Source Date 31/12/2019
+ BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	7.57	7.39	6.96	6.53	6.53	6.53	8.40	8.40	Smaller is Better		12.29
Sick leave reporting continues to show a downward trend.											
											Source Date 31/12/2019
CH11 Number of visitors to Abington Park Museum	3,132	6,815	5,173	1,878	44,249	44,100	52,100	52,100	Bigger is Better		43,288
There have been a number of very well attended events in October and November. December's targets were set at the beginning of the year due to work on prior to the NMAG opening it was not possible to meet the target as staff were busy on other project. However, overall the targets for the year have already been set and we will continue to promote a variety of events.											
											Source Date 31/12/2019
+ CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	93.48%	90.63%	92.00%	96.30%	95.89%	95.89%	90.00%	90.00%	Bigger is Better		93.99%
We received an average of slightly over thirty completed customer surveys for each month of the quarter. The responses of customers who are satisfied show we are now regularly performing well over target. Any customer who is not satisfied is contacted to enable us to rectify any issues wherever possible.											
											Source Date 31/12/2019
+ CS13a % of calls for NBC managed services into contact centre answered (M)	97.79%	93.59%	98.29%	95.50%	95.16%	95.16%	90.00%	90.00%	Bigger is Better		85.21%
Customer Services achieved target on-call answering despite a rising number of calls. We are working on the Right First Time project with Northampton Partnership Homes to help reduce the number of repeat and avoidable calls. We have increased capacity to ensure we had cover to meet targets during the Election, and an increase in calls when it was announced the introduction of charges for the removal of green waste. Calls for NBC services were answered within an average of 1 minute 7 secs, and we are aiming to reduce this to under a minute.											
											Source Date 31/12/2019
+ CS14a % OSS customers with an appointment seen on time (M)	94.1%	90.6%	91.0%	96.3%	91.1%	91.1%	90.0%	90.0%	Bigger is Better		96.3%
The One Stop Shop achieve its target for % of customers seen within acceptable time scales. We continue to work on improving targets.											
											Source Date 31/12/2019
+ ESC01n Total bins/boxes missed in period (M)	230	389	290	375	2,993	2,993	3,060	4,080	Smaller is Better		3,161
Crews collect up to 250,000 containers a week so the numbers of missed containers are a very small proportion of the overall collections. We work with the contractors to monitor the performance and analyse why there are spikes in 'missed' reports.											
											Source Date 31/12/2019
+ ESC02 % missed bins corrected within 24hrs of notification (M)	85.00%	90.00%	98.00%	86.00%	86.00%	86.00%	84.00%	84.00%	Bigger is Better		89.34%

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Monthly Measures

Measure ID & Name	Sep 19	Oct 19	Nov 19	Dec 19	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Polarity	Perf. vs. same time last year	YTD value same time last year
We are performing within target on this KPI											
Source Date 31/12/2019											
ESC04 % household waste recycled and composted (NI192) (M)	48.12%	44.17%	43.02%	39.35%	39.35%	44.00%	44.00%	Bigger is Better			10.21%
Officers continue to monitor seasonal patterns and there was an expected fall in the amount of garden waste put out for recycling during the winter months. Performance has still improved over this time last year.											
Source Date 31/12/2019											
ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	8.00%	1.33%	1.33%	8.00%	4.17%	4.00%	4.00%	Smaller is Better			?
NBC continue to work with Veolia's Environmental Managers who have started to produce meaningful data on a monthly basis. This is showing an improvement in the both the robustness of the data produced and the speed with which those areas inspected are brought back up to standard. At least 75 inspections are undertaken each month to monitor the four 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 31/12/2019											
ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	4.00%	53.33%	52.00%	42.67%	31.17%	4.00%	4.00%	Smaller is Better			?
As with all areas of inspection NBC continue to work with Veolia's Environmental Managers who have started to produce meaningful data on a monthly basis. The target for an acceptable amount of detritus was set at 4% - but many of the sites inspected have fallen well outside this. The contractors are raising the standards of clearing of detritus in areas that have previously been very neglected. We ensure that the work is then inspected by us to ensure reporting is accurate.											
Source Date 31/12/2019											
ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	0.00%	0.00%	0.00%	1.33%	1.17%	2.00%	2.00%	Smaller is Better			?
The level of graffiti found during the inspections for this quarter was found to be within target levels.											
Source Date 31/12/2019											
ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.00%	0.00%	0.00%	1.33%	0.17%	2.00%	2.00%	Smaller is Better			?
Flyposting within the areas selected for inspection were found to be within target											
Source Date 31/12/2019											
ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	71.82%	63.45%	71.70%	51.80%	65.80%	90.00%	90.00%	Bigger is Better			41.39%
Fly tipping removal continues to perform at around 67% removal within 48 hours. Some delays are encountered from oversized or hazardous fly tips influencing this performance. NBC are working with Veolia to isolate and identify patterns with enforcement colleagues in order to a) reduce the amount of actual fly tips and b) to reduce the time taken to remove them. We do prosecute wherever possible. We are working on a coordinated education and enforcement plan to ensure all partner agencies work with the public to educate and enforce robust measures to reduce the amount of fly-tips.											
Source Date 31/12/2019											
HML01 Total no. of households living in temporary accommodation (M)	348	353	368	364	364	80	80	Smaller is Better			299
Despite all of the efforts that are being made to reduce the number of households in temporary accommodation, the number remains stubbornly high. It is hoped, however, that the restructure of the Housing Advice & Options Service - with its emphasis on homelessness prevention, early intervention and improving people's access to the private rented sector - will start to have a positive impact on the Council's use of temporary accommodation in Q4. The situation is likely to be improved further by Northampton Partnership Homes' purchase of 21 additional homes to offer as 'direct lets' to the homeless households that have spent longest in temporary accommodation.											
Source Date 31/12/2019											
HML07 Number of households that are prevented from becoming homeless (M)	46	38	57	37	408	450	600	Bigger is Better			281
In addition to the households that have been prevented from becoming homeless during the Quarter, the Housing Advice & Options Team has helped to relieve homelessness for 56 households by helping them to access supported housing or private rented accommodation, or helping them to restore family ties. Recruitment to the vacant posts in the Housing Advice & Options Team is nearing completion and, together with a review of existing policies and procedures, this will improve the efficiency and effectiveness of the service and increase homelessness prevention activity.											
Source Date 31/12/2019											
HML09 Number of households for whom a full homelessness duty is accepted (M)	40	15	37	30	261	720	960	Smaller is Better			197

Monthly Measures

Measure ID & Name	Sep 19	Oct 19	Nov 19	Dec 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 are made after the Council has discharged its duty to relieve the household's homelessness for 56 days. The number of homelessness acceptances in this quarter has reduced because the Homelessness Assessment Team has been concentrating on those decisions where a rehousing duty is unlikely to be owed to the applicant and there is an opportunity to end the provision of temporary accommodation as soon as possible.											
											Source Date 31/12/2019
+ IG03 % FOI/EIR cases responded to within 20 working days (M)	100.0%	95.0%	98.0%	100.0%	100.0%		100.0%	100.0%	Bigger is Better		100.0%
A total of 265 FOI's and EIR's were received by the Council during Q3. Of these, one response was late by one day due to delay in receiving information from a service area, which caused an admin oversight in releasing three other FOI's in time. One EIR and two FOI's were late in the following month due to administration oversight.											
											Source Date 31/12/2019
+ IG04 % Subject Access requests responded to within one month (M)	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	Bigger is Better		100.0%
All requests received within this quarter were responded to within timescales.											
											Source Date 31/12/2019
+ NI157a % Major Planning applications determined in 13 weeks or agreed extension (M)	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	Bigger is Better		100.00%
100% applications determined within agreed time scales											
											Source Date 31/12/2019
+ NI157b % of 'minor' planning apps determined within 8 weeks or agreed extension (M)	100.00%	100.00%	100.00%	100.00%	100.00%		95.00%	95.00%	Bigger is Better		99.30%
100% applications determined within agreed time scales											
											Source Date 31/12/2019
+ NI157c % of 'other' planning apps determined within 8 weeks or agreed extension (M)	100.00%	100.00%	100.00%	100.00%	100.00%		95.00%	95.00%	Bigger is Better		99.84%
100% applications determined within agreed time scales											
											Source Date 31/12/2019
+ PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	17.00%	0.00%	0.00%	76.92%	67.09%		70.00%	70.00%	Bigger is Better		40.00%
There were a relatively small number of checks carried out in this period due to staff absences. The recorded checks were carried out as part of a multi agency operation It is proposed to report this indicator on a quarterly basis in the coming year. It should ensure that enough checks are carried out for the results to be statistically significant.											
											Source Date 31/12/2019
+ PP53a % Service Requests responded to within 5 working days (M)	94.14	89.18	85.92	83.05	93.52		92.00	92.00	Bigger is Better		86.65
Our response to some service requests was delayed by limited staffing in the lead up to the Christmas holiday period. We remain on target for the year so far.											
											Source Date 31/12/2019

Quarterly Measures

Measure ID & Name	Mar 19	Jun 19	Sep 19	Dec 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)	456	491	473	471	471	471	340	340	Bigger is Better		414
The number of HMOs with a Mandatory Licence is similar to the previous quarter and is well over target. We continue to investigate information where it is suspected that licences have not been applied for.											
Source Date 31/12/2019											
HMO08 No. of HMOs with an additional licence (Q)	358	398	393	382	382	382	400	400	Bigger is Better		358
The number of additional HMO licence applications has fallen slightly in this quarter. However, we will continue to ensure that we check all properties are licenced correctly.											
Source Date 31/12/2019											
IG01 % LGO cases responded to within 28 days (excl. pre-determined cases) (Q)	66.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Bigger is Better		100.0%
Nine LGSCO cases were received in quarter 3. Of these four were closed by the Ombudsman as premature, no investigation necessary or not enough evidence of injustice to justify investigating. Of the other five, one investigation is complete (25 days) and awaiting decision, one is in progress (completion date is January) and the other three are in assessment stage. There is one additional case that was investigated that had carried through from quarter two. This was completed in 27 days meaning both investigations were responded to within the target time of 28 days set by the LGSCO and all pre-investigation cases were responded to within their individual target times of between 3 and 10 days.											
Source Date 31/12/2019											
IG02 Av. days to respond to LGO enquiries (excl. pre-determined cases) (Q)	29.83	26.00	26.00	23.00	25.00	25.00	28.00	28.00	Smaller is Better		0.00
All requests received for this quarter were responded to within timescales											
Source Date 31/12/2019											
MPE01 No. of new businesses locating on NWEZ (Q)	5	2	2	1	5	5	15	-	Bigger is Better		6
The low progress/outputs on the NWEZ is due to a lack of space available. Going forward, sites such as Four Waterside are being progressed which will provide high quality commercial space within the NWEZ. A place marketing exercise is to be undertaken shortly which will attract investment into the area.											
Source Date 31/12/2019											
MPE02 No. of new jobs created on NWEZ (Q)	37	7	9	1	17	17	150	-	Bigger is Better		24
As with MPE01 number of new business relocating to the area, there is little space left available which impacts both on the number of businesses relocating to the area and also number of jobs created.											
Source Date 31/12/2019											
PP16 % Off licence checks that are compliant (Q)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	60.00%	60.00%	Bigger is Better		63.89%
A small number of checks carried out due to staff absence. The checks that were carried out were targeted due to non-payment of fees so the level of non compliance was not unexpected, however all the business have paid licence fees and are now compliant.											
Source Date 31/12/2019											
TCO05n Town Centre footfall (Q)	3,138,909	3,277,491	3,085,725	2,935,852	9,299,068	9,299,068	9,500,000	12,000,000	Bigger is Better		10,846,235
Overall footfall figures for the quarter October - December fell below target and followed similar declines in other town centres across the region.											
Source Date 31/12/2019											

Major Project update

Delivery of the Northampton Waterside Enterprise Zone

Movement within the EZ for Q3 shows 1 existing business relocating within the Zone creating 1 job.

Source Date 31/12/2019

Development of the Greyfriars site

Since the Montague Evans report was completed, the findings of this have been made public with relevant stakeholders informed. Work on bringing forward elements of the site that could be funded through the Future High Street Fund are being looked at. The draft business case has included the creation of a new connection between the site and Market Square which will aid its future development. Proposals from NPH to use the site as a temporary compound for their Belgrave House development are currently being considered.

Source Date 31/12/2019

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. A further residual defect outstanding that is on track to be completed shortly is the restaurant roof, essential repairs and alterations. All claims from the Heritage Lottery Fund have now been received.

Source Date 31/12/2019

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

Two businesses were supported in Q3, creating 11 additional jobs and attracting £238,530 of private sector investment. The overall project, since inception, has supported 164 new and existing business with committed grants of £1,376,991, creating 791 jobs and leveraging £8,397,068 of private sector investment.

Source Date 31/12/2019

Delivery of the Four Waterside Development

The final masterplan has now been completed for the site which considers the studies that have been undertaken over the past months. Avison Young will now undertake a development appraisal for the site and prepare delivery advice for how to take this forward. A Cabinet report to agree the next steps for the site is being prepared for February Cabinet.

Source Date 31/12/2019

Development of the Cultural Quarter

The programme for the delivery of Northampton Museum and Art Gallery (NMAG) has slipped due to a number of factors including late steel works, water tightness and flooring. 'Practical Completion' of the main construction works has now been put back until the end of February 2020. Internal fit out has commenced on a phased basis to minimise delays.

Source Date 31/12/2019

Development of the Cultural Quarter - Vulcan Works

Vulcan Works - Development continues seeing the Angel Street structure in place and concrete floors completed. St John's foundations and lift pit are also completed with steel structures now being installed. Fetter Street roofs are completed with work on skylights underway. Guildhall Road area did suffered delay with a significant increase in scope of works on the listed roofs, however, works are now underway and progressing well.

Source Date 31/12/2019

Delivery of the Castle Station development

NBC is now in detailed discussion with Network Rail over provision of a 1350 space multi storey car park. Financial model has been received from Network Rail and this is being reviewed by an independent consultant. Still in protracted negotiations trying to establish affordability for the Council. Various detailed issues have been raised over the business plan which have been put back to Network Rail and Blok. A meeting to discuss these points and progress agreement is being set up in the new year.

Source Date 31/12/2019

Northampton Borough Council Overview and Scrutiny



Overview and Scrutiny Committee

8 June 2020

Overview and Scrutiny Work Programme 2020/2021

1 Background

- 1.1 An annual Overview and Scrutiny work programming event is held. It is an opportunity for non-Executive Councillors to consider ideas for the Overview and Scrutiny Work Programme for the year.
- 1.2 The event for 2020/2021 was held on 11 March 2020.

2 Work Programme Event 2020

- 2.1 The Chair of the Overview and Scrutiny Committee opened the event and explained how the event would work. Directors, together with other Officers, provided assistance to Councillors when they considered suggested issues for review.
- 2.2 Cabinet Members informed the event of their priorities and objectives for the year
- 2.3 Councillors considered:
 - The suggestions put forward by the public and the Overview and Scrutiny Committee for future Scrutiny review
 - Cabinet's priorities
 - Councillor's own ideas
- 2.4 Around thirty suggestions for future Scrutiny review were put forward by members of the public this year.

Northampton Borough Council

Overview and Scrutiny

3 Suggested Reviews for inclusion on the Overview and Scrutiny Work Programme 202/2021

3.1 In three Groups, Councillors, supported by a Director, put forward suggested issues for inclusion on the Overview and Scrutiny work programme 2020/2021.

3.2 The Chair of the Overview and Scrutiny Committee considered the suggestions proposed by the three Groups and has proposed the following for the Work Programme for 202/2021:

- Review of NPH and affordable housing
- Tree Policy for the town

Reports to future meetings of the Overview and Scrutiny Committee

It is suggested to the Overview and Scrutiny Committee that reports will be requested to future meetings of the Overview and Scrutiny Committee on the following topics:

- Section 106 Agreements
- Fly-tipping, littering

4 Recommendations

4.1 That the Overview and Scrutiny Committee agrees its Work Programme for 2020/2021 from the issues suggested by the recent Work Programming event as detailed in section 3 of this briefing note.

4.2 That membership of the Scrutiny Panels/ Working Groups is agreed and the Overview and Scrutiny Committee appoints the Chairs of the Scrutiny Panels/Working Groups.

4.3 The Chair of the Overview and Scrutiny Committee invites other non-Executives, who are not a member of the Overview and Scrutiny Committee, to join the membership of the Scrutiny Panels.

4.4 That the Chair of the Overview and Scrutiny Committee communicates details of the Work Programme 2020/2021 with all Councillors, and D.

Northampton Borough Council

Overview and Scrutiny

- 4.5 That the Overview and Scrutiny Work Programme for 2020/2021 is published on the Overview and Scrutiny page of the Council's webpage.

Brief Author : Tracy Tiff, Democratic and Member Services Manager, on behalf of Councillor Jamie Lane, Chair of the Overview and Scrutiny Committee

13 March 2020

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NORTHAMPTON
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OVERVIEW AND SCRUTINY COMMITTEE

8 June 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 postponed its meetings scheduled for 2 March 2020 to a later date. The date to be determined.
- 2.2 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

26 May 2020

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NORTHAMPTON
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OVERVIEW AND SCRUTINY COMMITTEE

8 JUNE 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 postponed a meeting scheduled for March 2020; the date of the rescheduled meeting to be determined.
- 2.2 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 Graham Walker, Chair, Overview and Scrutiny Working Group – Gangs and Knife Crime

26 May 2020

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