

# Northampton Borough Council Overview & Scrutiny Committee



## NORTHAMPTON BOROUGH COUNCIL

Please find enclosed the agenda and supporting papers for the **Overview & Scrutiny Committee**

Date: **Thursday, 25 July 2013**

Time: **6:00 pm**

Place: **Jeffery Room, Guildhall**

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

### Members of the Committee

Chair	Councillor Jamie Lane
Deputy-Chair	Councillor Brian W Sargeant
Committee Members	Councillor Tony Ansell Councillor Joy Capstick Councillor John Caswell Councillor Michael Ford Councillor Brendan Glynane Councillor Elizabeth Gowen Councillor Phil Larratt Councillor Matthew Lynch Councillor Lee Mason Councillor Nilesh Ramesh Parekh Councillor Suresh Patel Councillor Sivaramen Subbarayan Councillor Winston Strachan

### Calendar of meetings

Date	Room
9 September 2013 11 November 27 January 2014 7 April 9 June	All meetings to be held in the Jeffery Room, at the Guildhall, commencing at 6pm unless otherwise stated

# Northampton Borough Council Overview & Scrutiny Committee

## Agenda

Item No and Time	Title	Pages	Action required
1 6PM	Apologies		Members to note any apologies and substitution
2	Minutes	1 - 8	Members to approve the minutes of the meeting held on 10 June 2013.
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	West Northamptonshire Development Corporation(WNDC)	9 - 10	The Committee to consider a report on the transition from WNDC to NBC.
6 6.35PM	NBC owned street lighting		The Committee to receive a briefing on the ownership and location of NBC's street lighting.
7 7.05PM	Performance Monitoring Report	11 - 39	Members to review the Performance Monitoring Report: Outturn report.
8 7.15PM	Scrutiny Panels		The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels.
8 (a)	Scrutiny Panel 1 - Improving the Town's Parks	40	The Overview and Scrutiny Committee to note a progress report from the Chair of Scrutiny Panel 1.

# Northampton Borough Council Overview & Scrutiny Committee

<b>8 (b)</b>	<b>Scrutiny Panel 2 - Management and Regulation of Private Sector Housing (including HIMOs)</b>	<b>41 - 45</b>	The Overview and Scrutiny Committee to approve the scope of this Review.
<b>9</b>	<b>Urgent Items</b>		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.

# Agenda Item 2

## NORTHAMPTON BOROUGH COUNCIL

### MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 10 June 2013

**COUNCILLORS PRESENT:** Councillor Lane (Chair), Councillors Brian Sargeant (Vice Chair), Tony Ansell, Joy Capstick, Mick Ford, Brendan Glynane, Elizabeth Gowen, Phil Larratt, Matt Lynch, Lee Mason, Nilesh Parekh, Suresh Patel, Winston Strachan and Sivaramen Subbarayan

Councillor David Mackintosh	Leader of the Council
Councillor Mary Markham	Cabinet Member (Housing)
Councillor Tim Hadland	Cabinet Member (Planning, Enterprise and Regeneration)
Councillor Alan Bottwood	Cabinet Member (Finance)
Councillor Mike Hallam	Cabinet Member (Environment)
Councillor Brandon Eldred	Cabinet Member (Community Engagement)

<b>Officers</b>	Steve Elsey	Head of Public Protection
	Mick Tyrrell	Contract Manager
	Richard Birchett	Interim Head of Landlord Services
	Julie Seddon	Director of Customers and Communities
	Tracy Tiff	Scrutiny Officer
	Nicola Brindley	Democratic Services Officer

#### 1. APOLOGIES

There were none.

#### 2. MINUTES

The minutes of the meeting held on 25<sup>th</sup> April 2013 were approved and signed by the Chair.

#### 3. DEPUTATIONS/PUBLIC ADDRESSES

There were none.

#### 4. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

Councillor Suresh Patel declared an interest in item 16 Report back from NBC's representative to NCC's Health and Social Care Scrutiny Committee as the Cabinet Member for Adult Social Care, NCC.

Councillor Joy Capstick declared an interest in item 14 Overview and Scrutiny Work Programme 2013/2014 as a Board Member for WNDC.

## **5. ENVIRONMENTAL SERVICES CONTRACT ACTION PLAN**

Councillor Mike Hallam and Steve Elsey, Head of Public Protection presented a briefing note on the Environmental Services Contract Action Plan to the Committee for consideration.

Councillor Phil Larratt considered that the standards that Enterprise provided had dropped and in particular Kingsthorpe and East Hunsbury, the grass had been getting too long. Once it had been cut the grass cuttings had been left all over the footpath which presented a risk to the elderly. Councillors Winston Strachan and Jamie Lane also reported a problem in their wards where the grass was high and none of the edges had been cut. In some areas residents had been tidying up after them.

Councillor Lee Mason advised that litter had been caught in the long grass in her wards and rubbish in the alleyways was also a general issue.

Councillor Mike Hallam urged Councillors to log problems with the Contact Centre so evidence could be collected if they needed to enforce penalties with the Services Provider.

In response to a question from Councillor Phil Larratt, Mick Tyrrell confirmed that there were discussions due with the Service Provider on the A45 maintenance but the status quo remained of the suspension of litter due to the accident. The A45 licences and training should start to progress as normal and they had been working with the National Traffic Management provider improvement plan. There had been no change on how that operated.

Steve Elsey advised that there were five areas of dispute with the Service Provider and as the contract was vast and complex each party interpreted it to their own advantage. Some of the issues were serious contractual issues and should remain to be discussed in private in case it escalated to the legal process.

**AGREED: That the report be noted.**

## **6. TREE AND SHRUB MAINTENANCE**

Councillor Mike Hallam and Mick Tyrrell presented the Tree and Shrub Maintenance report to the committee and elaborated thereon.

Councillor Mike Hallam confirmed that it was a complex process and they had a clear policy in place. The in-house and Enterprise processes were the same.

Councillor Tony Ansell reported that Abington Park was under maintained as it did once have sixteen gardeners and now only had two. Councillor Phil Larratt reported a lack of regular maintenance in the young trees.

Councillor Mike Hallam confirmed that if regular maintenance was a problem then to escalate it to him to deal with.

**AGREED: That the report be noted.**

## **7. PERFORMANCE MONITORING**

### **(A) RENT COLLECTED AS A PROPORTION OF RENT OWNED DWELLINGS ( HI 12) AND RENT ARREARS AS A PERCENTAGE OF THE ANNUAL DEBT ( H1 13)**

Councillor Mary Markham and Richard Birchett Interim Head of Landlord Services presented a report on management of rent arrears and elaborated thereon.

Richard Birchett confirmed that two extra members of staff had been employed in April to reduce the amount of tenants in arrears and this had decreased in the last 12 months.

Councillor Mary Markham confirmed the process was that people were flagged when they were two weeks in arrears and were encouraged to open bank accounts and pay by direct debit. They had been working with the Department of Work and Pensions and hoped to tackle the problem early to give people the financial advice when they needed it.

**AGREED: That the report be noted.**

### **(B) CLEANLINESS OF OPEN SPACES/ PARKS**

Councillor Mike Hallam and Mick Tyrrell attended the meeting and provided a briefing note on the Cleanliness of Open Space and Parks. Councillor Mike Hallam advised that he was proud of the open spaces and parks in Northampton and it was the second largest outside of London. He referred to the performance table on section 3 of the report and advised that the graffiti and fly tipping had shown a large improvement and had reduced by 6%. The targets for 2011/2012 and 2012/2013 had improved and the investment in Park Rangers for Delapre Park had been successful and would be rolled out in the other parks.

Councillor Matt Lynch reported problems with long grass and weeds in his ward and was slightly disappointed with the service provided.

Councillor Tony Ansell expressed concerns of the grass cutting in Abington Park.

Councillor Mike Hallam urged Councillors to log any concerns with the Contact Centre and if required it could be escalated to him. Evidence and data was required to impose any penalties to the contractors.

Mick Tyrrell confirmed that the data was collated four times a year and the cumulative gave the year end figures. It was based on the criteria for highways.

In response to a question from Councillor Elizabeth Gowen, Mick Tyrrell confirmed that the targets for fly tipping were high and demanding and were achieved by proactive crews on the road to clear the graffiti. The targets were 24 hours for racist and 5 days for non-offensive graffiti. The scores were only let down by graffiti in alleyways as it was not always seen. Private residents could contact the Centre and report graffiti on their property which would be removed if they signed an indemnity form.

Councillor Ford reported that the clean up had been completed well after the Beer Festival at Delapre Park and the Northampton Carnival although he had still received complaints of litter in the surrounding streets.

Councillor Mike Hallam confirmed that feedback was important and at the next big event of Alive at Delapre Park it would be noted to clear the surrounding streets as well.

**AGREED: That the report be noted.**

### **(C) CAR CRIME**

Councillor David Mackintosh and Julie Seddon, Director of Customers and Communities addressed the Committee and presented a report on the general overview of the vehicle crime problem in Northampton.

Councillor David Mackintosh elaborated there on and confirmed that they had been working with the Police and urged people not to leave valuables on show. There had also been a trend of car parts being stolen which included catalytic converters which were on show and easy to access.

In response to a question from Councillor Brendon Glynane, Julie Seddon confirmed that work had been carried out with regard to the light switch off in the county and they were unable to establish a fair link between car crime and the light switch off.

**AGREED: That the update is noted.**

### **(D) PERFORMANCE MANAGEMENT SCRUTINY ABSENCES MANAGEMENT DATA**

Councillor Alan Bottwood presented a report to the Committee on the Performance Management Scrutiny Absences Data.

Councillor Lane suggested that the report was not required to continue to be presented to the Committee on a regular basis but to be monitored.

Councillor Larratt agreed that they were close to Management Targets but to keep an overview on it.

**AGREED:** That the report be noted and continued to be monitored via the performance monitoring report. Separate reports on absence management data are not required at Committee.

## **8. LICENSING FUNCTION PERFORMANCE**

Councillor Mike Hallam and Julie Seddon, Director of Customers and Communities presented the Licensing Function Performance report to the Committee.

**AGREED:** That the report be noted.

**9. MONITORING IMPLEMENTATION OF THE ACCEPTED RECOMMENDATIONS CONTAINED IN THE FOLLOWING OVERVIEW AND SCRUTINY REPORTS**

**(A) NEIGHBOURHOOD MODEL**

This item was removed from the Overview and Scrutiny Monitoring Work Programme 2013/2014.

**(B) COUNCILLOR EMPOWERMENT FUND**

Councillor Brandon Eldred and Julie Seddon, Director of Customers and Communities presented the Councillor Empowerment Fund report to the Committee.

Councillor Joy Capstick congratulated the Council administration team on distributing the money quickly when it was requested.

Councillor Winston Strachan found the process of requesting the money and obtaining signatures time consuming when it should be completed by email.

Julie Seddon agreed that this could be incorporated into the process.

**AGREED: That the report be noted.**

**(C) LEASE BETWEEN NORTHAMPTON BOROUGH COUNCIL, NORTHAMPTON FOOTBALL CLUB AND RUGBY AND NORTHAMPTON ATHLETICS CLUB**

Councillor Tim Hadland presented the report to the committee and confirmed that the difficulties between the athletics and football club had subsided and everyone was relatively happy with the lines of communication open to them. He requested that officer recommendation of Enterprise Loan Panel was too restrictive and be changed to Enterprise Funding in general.

**AGREED:** That the report be noted and this item be removed from the Overview and Scrutiny Monitoring Work Programme 2013/2014.

**10. O&S ANNUAL REPORT 2012/13**

The O&S Annual Report was presented to the Committee.

The Chair advised that he would present the Overview and Scrutiny Annual Report 2012/2013 to full Council on 15 July 2013.

**AGREED:** That the report be noted.



## **11. SCRUTINY PANELS**

### **(A) SCRUTINY PANEL 1- IMPROVING THE TOWN'S PARKS**

Councillor Elizabeth Gowen confirmed that there had been research on how they could work with the organisations in the community. Councillor David Palethorpe had joined the panel and the next meeting is due to be held on 1<sup>st</sup> July 2013. A reminder would be sent to Councillors inviting them to join the panel and if they knew of any organisations in the area which dealt with parks and open spaces then to let her know.

Councillor Joy Capstick reported of issues in her ward of play equipment being vandalised and there was no maintenance or repair insurance in place. She confirmed that she was going to escalate it to the Audit Committee to clarify the situation of indemnity insurance.

**AGREED:** (1) That the Scope of the Review be approved.

### **(B) SCRUTINY PANEL 2- RETAIL EXPERIENCE**

Councillor Matt Lynch presented the report to the Committee. He thanked everyone for their hard work and the Council had taken up the recommendations which would make the town a more vibrant place in the future.

Councillor Jamie Lane confirmed he would present the report to Cabinet and await their response.

Councillor Tim Hadland suggested that it would be beneficial to update recommendation 6.1.8 of the final report to read:

Promote the Enterprise funding to the retail sector, Northampton BID and the University of Northampton.

**AGREED:** That the report be approved subject to the update of recommendation 6.1.8.

## **12. SCRUTINY PANEL 3 - INFRASTRUCTURE REQUIREMENTS AND SECTION 106 AGREEMENTS**

Councillor Phil Larratt presented the report and confirmed that the Panel had achieved its objectives of the Review. He highlighted the funding gap of £439.6 million which Cabinet needed to review. There was an issue with the North West bypass and the impact on the local area as well as the A45 not meeting standards and not enough funds available.

He gave thanks to all those involved in the project.

Councillor Jamie Lane confirmed that he would present it to Cabinet on 17<sup>th</sup> July 2013.

**AGREED:** That the report be approved.

### **13. OVERVIEW AND SCRUTINY REPORTING AND MONITORING WORKING GROUP**

It was agreed that the membership to the Overview and Scrutiny Reporting and Monitoring Working Group be confirmed:-

- Councillor Leslie Marriott be replaced by Councillor Jamie Lane as Chair.
- Councillor Beverley Mennell be replaced by Councillor Suresh Patel
- Councillor Danielle Stone be replaced by Councillor Sivaraman Subbarayan.

**AGREED:** Councillors Jamie Lane, Suresh Patel and Sivaraman Subbaryan join the Overview and Scrutiny Reporting and Monitoring Working Group.

### **14. OVERVIEW AND SCRUTINY WORK PROGRAMME 2013/2014**

Councillor Jamie Lane suggested that questions be put to the Planning Department with regards to WNDC and if the answers were not satisfactory then they could be scrutinised.

Councillor Joy Capstick advised that there was uncertainty of the stage of the successor of the WNDC in September and they needed to have capacity to raise any issues. The scope management was urgent and the timetable of O&S 3 had the capacity to proceed afterwards.

Councillor Jamie Lane confirmed that they would scope at the next meeting and would then proceed from there.

Councillor Phil Larratt advised that there was insufficient knowledge of the ownership of street lighting at NBC and we would miss an opportunity to obtain an upgrade.

Councillor Jamie Lane requested a report on the ownership of NBC's street lighting to be brought to the next meeting.

**AGREED: That the ownership of NBC's street lighting and the successor of the WNDC be discussed at the next meeting.**

#### **(A) SCRUTINY PANEL 2 - MANAGEMENT AND REGULATION OF PRIVATE SECTOR HOUSING (INCLUDING HIMOS)**

Councillor Joy Capstick agreed to Chair Scrutiny Panel 2 and requested an invite to go to the Councillors to sit on the panel.

**AGREED: Councillor Joy Capstick to Chair Scrutiny Panel 2 and an invite be sent to Councillors to join the Panel.**

### **15. MONITORING WORK PROGRAMME 2013/2014**

**AGREED: That the report be noted.**

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

Councillor Matt Lynch presented a short report advising that NCC's Health, Adult Care and Wellbeing Scrutiny Committee (formally Health and Social Care Scrutiny Committee) had agreed that it be recommended to Northamptonshire County Council's full Council that voting co-optees from districts and borough Councils be appointed for 2013/2014. Should NCC's full Council approve this, Councillor Lynch would attend future meetings and provide briefings to this Committee.

**AGREED:** That the report be noted.

**17. POTENTIAL FUTURE PRE DECISION SCRUTINY**

Councillor Phil Larratt requested a report on street lights in NBC's housing stock.

Councillor Jamie Lane confirmed that a report will be collaborated to come to Committee.

**18. URGENT ITEMS**

There were none.

The meeting concluded at 19.55

# Agenda Item 5

## Northampton Borough Council

### Overview and Scrutiny



#### Overview and Scrutiny Committee

Date: 25<sup>th</sup> July 2013

#### Briefing Note: West Northamptonshire Development Corporation Transition

##### 1. Introduction

The purpose of this report is to update the Committee on the work which is underway to prepare for the closure of West Northamptonshire Development Corporation (WNDC) in March 2014.

##### 2. Background

The WNDC Business Plan April 2013 – March 2014 outlines the key activities which WNDC will focus on until the closure. They include an ambitious set of milestones designed to get projects to the point where they can most readily be transferred.

In the current final year, WNDC, through funding from DCLG, will invest £14.5 million in the projects which are outlined below, although the main spend will be on St. Peter's Waterside, Northampton Castle Station and Avon/Nunn Mills.

The key projects in the WNDC Business Plan comprise:-

- i) Northampton Castle Station
- ii) St. Peter's Waterside
- iii) Avon/Nunn Mills
- iv) Grosvenor Centre
- v) St. John's
- vi) Project Angel.

# Northampton Borough Council

## Overview and Scrutiny

Of these projects, St. Peter's Waterside, Avon Nunn/Mills and Northampton Castle Station are the main schemes which WNDC will be focusing on.

Avon/Nunn Mills will be the site of the new University Campus, with the University taking the lead, the County Council are leading on Project Angel and the Borough Council is driving forward the implementation of St. John's. The Borough Council is also leading on the Grosvenor Centre, with support from WNDC.

It is important to ensure that there is a smooth transition through the formal closure of WNDC and to ensure that project momentum is maintained.

### 3. Update

The Department of Communities and Local Government (DCLG) have recently established a Localisation Programme Board which includes representatives from DCLG, WNDC, Northamptonshire County Council and the Borough Council.

This Board will oversee the overall transition process and will have two work streams:-

- a) The mechanics of closure i.e. formal closure of WNDC to include issues like staffing, finance and assets;
- b) Succession arrangements i.e. how the projects would be taken forward, transfer of assets etc.

The key issues for local partners are to ensure that there is no loss of momentum in the delivery of regeneration of the Borough. All the projects which are outlined in the WNDC Business Plan are important components in the regeneration of the Borough.

Other issues which need to be addressed will include sufficient financial and human capacity for delivery and also whether it will be possible that the physical assets which WNDC have ownership of can be transferred to local partners.

### 4. Recommendations

The Committee is asked to note the current position.

Report Author: S P Boyes  
Director of Regeneration, Enterprise and Planning  
Ext. 7287



# 2012 - 2013 Outturn Report

# Part 1

## Introduction

Both the Corporate Plan themes have performed well during 2012-13. Overall, 82% of performance measures (where data is available) reached their targets.

Part 1 of this report provides an overview of each priority performance during 2012-13. A full summary of all of the performance measures by priority can be found in Part 2.

Performance is shown for 2012-13, 2011-12 and 2010-11 for comparison. A direction of travel indicates if performance has improved, deteriorated or remained the same since last year.

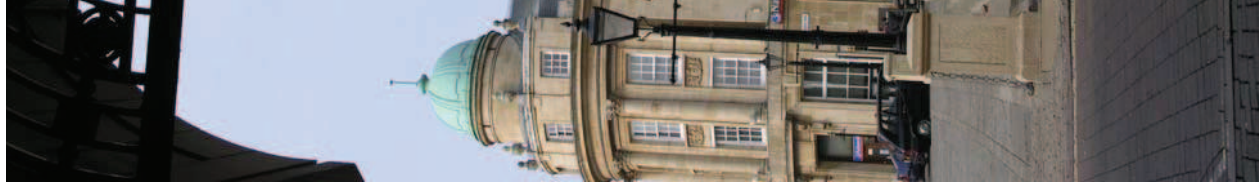
## Are we achieving our priorities?

12

- Exceptional or over performance
- ★ On or exceeding target
- Within target tolerance
- ▲ Outside agreed target tolerance

NBC Corporate Plan		Score YTD
Putting Northampton back on track		82 % <span style="color: green;">★</span>
Theme		YTD
Your Town - A town to be proud of		<span style="color: yellow;">●</span>
You - How your Council will support and empower you and your community		<span style="color: blue;">●</span>

Performance Indicator alert summary			
<span style="color: red;">▲</span>	9	<span style="color: green;">★</span>	Total
<span style="color: yellow;">●</span>	8	<span style="color: blue;">●</span>	51
<span style="color: green;">★</span>	11		
<span style="color: blue;">●</span>	23		





- Northampton – on track
- Invest in safer, cleaner neighbourhoods
- Celebrating our heritage and culture
- Making every £ go further

## Key

- Exceptional or over performance
- On or exceeding target
- Within agreed tolerances
- Outside agreed target tolerance

## Your Town



### PERFORMANCE SUMMARY

#### Joint Planning Unit

The Joint Planning Unit, through delivery of the West Northamptonshire Joint Core Strategy (with Daventry District, Northampton Borough, South Northamptonshire and Northamptonshire County Councils):

- Has progressed strategic and spatial policies that relate to the Northampton Related Development Area that includes Northampton Borough to an on-going Public Examination
- Instrumental in delivering an economically prosperous and vibrant Northampton as it will enable the delivery of new jobs, homes, business vibrancy, new infrastructure and other elements that will enable Northampton (and the rest of West Northamptonshire) to maximise its potential
- Enables the town to be recognised as an economic hub
- Will result in increased number of visitors coming to Northampton as the profile of the town grows
- Contributes with partners to the delivery of the town centre regeneration: it informs and acts as a strategic context for the Northampton Central Area Action Plan and all that, that Plan seeks to achieve
- Is central to promotion of the Town's history, culture and heritage through its carefully formulated Environment policies
- Contributes to an environment where high quality urban design can flourish and contribute to a safe, secure and protected Northampton
- Will safeguard the Town's heritage to facilitate its promotion, interpretation, protection and attractiveness
- Ensure that growth and its delivery is appropriately managed and it can be demonstrated that every £ spent will deliver maximum benefit to the Town and its residents and visitors
- Ensure that a modern and diverse workforce is available to the Council through partner Councils and the wider and greater partnership beyond in order to assist the Council develop an inclusive and engaging Strategic Planning Policy Framework, including progressing the Community Infrastructure Levy across West Northamptonshire which will ensure that the Council secures development viability sensitive benefits from eligible developments brought forward across the Borough.

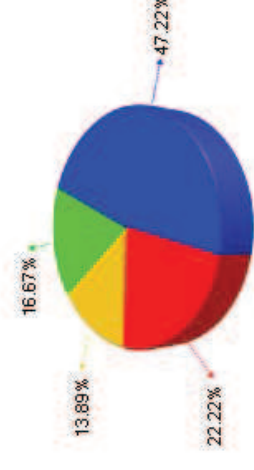
#### Regeneration & Development

Achievements in 2012/13 were as follows:

- Enterprise Zone website launched
- EZ Marketing Plan and Business Model completed

## Your Town: Performance Alert Summary

▲	8	▲	5	●	17	Total	36
★	6	●	17				





- Over £1.5m rate relief awarded to businesses in the EZ in 2012/13
- Developed Northampton Alive Brand
- First tranche of EZ land successfully marketed
- Funding for EZ infrastructure secured
- Published EZ Skills Strategy agreed
- £7m secured from SEMLEP for Investment for highways and infrastructure improvements through Growing Places Fund to help unlock sites within the EZ
- New Bus interchange construction commenced
- St Johns - university student accommodation lease completed and construction commenced
- Heads of terms agreed with developer for new hotel and legal work advanced
- Skate Park completed and opened. Continues to be very well used
- Construction of the sustrans national cycleway bridge over the River Nene and Grand Union Canal completed
- Delivery of the Council's capital programme including improvements and renewals at Abington Park, three Community Centres, Victoria Park, Grosvenor lifts and Guildhall works.
- Contributed to Council's achievement of Carbon Certification including delivery of energy efficiently projects in car parks.
- Asset Disposal programme generated over £1.7m in completed sales in year and agreed for sales in 2013/14.
- Managed investment property effectively, meeting target investment returns, keeping arrears below target and improving business tenant satisfaction levels.

#### 4

- Delapre Abbey - Developed HLF Stage 2 bid to advanced stage. Successfully attracted English Heritage Funding of £200k, £180k Travis Trust, £33k Sylvia Wolfstan, and the Country House Foundation £75k.
- Helped secure £20m for Railway Station with partners
- St Peters Waterside and Avon Nunn Mills - major regeneration supported through agreeing land transfers and agreements in support of CPO process.
- Cultural Quarter - Supported Theatre Trust to bring forward cultural cinema ("Cinepod)
- Community Centres - supported process of transfer of management of further centres to community organisations.
- Maintenance of Assets - Delivered effective planned maintenance programme, ensuring safe and functional buildings
- Racecourse Pavilion - Helped to develop and support community led initiatives for innovative uses.

#### Planning

2012-13 was the first year since 2005-06 when the Council has exercised all development management functions and there were notable achievements with the issuing of planning permission for applications / proposals that had been transferred from WNDG such as the new community at Pineham (up to 650 new homes, local centre, community facilities and primary school), the regeneration of the former sorting office site on Barrack Road and the new Hindu Welfare Centre on Lings Way.

Other noteworthy applications are the student accommodation development at St John's and the Northampton Bus Interchange. Both of these applications are major regeneration projects approved within the statutory determination period and contribute to Northampton Alive.

In spite of their increased quantity and complexity, the processing of the applications within all three of the DCLG categories (Major NI157a, Minor NI157b and Other NI157c) exceeded national targets during 2012-13, and were on target for the more demanding targets set locally. Appeals performance, which is a measure of the quality of decision-making, also remained on target.

The Council adopted the Northampton Central Area Action Plan - a significant step given that the last plan was adopted in 1997. This clearly sets out a vision for the town centre including much of the Enterprise Zone until 2026 and supports a significant amount of development to support economic growth, social needs and improving the environment. In addition a Supplementary Planning Document to ensure development contributes towards necessary social and physical infrastructure and affordable housing in association was adopted. The Division also supported the West Northamptonshire Joint Planning Unit in its submission of the Joint Core Strategy for West Northampton, including Northampton's future to 2026 for examination by the Secretary of State, again critical to the future of the town and delivery of the Council's corporate objectives for Northampton.

### **Customer & Cultural Services**

A wide range of events were successfully delivered during 12/13 including the Olympic Torch Relay, the Queens Diamond Jubilee, Lionheart, Godiva and the Christmas light switch on. The free parking offer has been a great success with increased numbers of visitors into the town centre as a result. A Market Action Group was established which has delivered numerous improvements including WiFi in the market square, an enhanced cleaning programme including street furniture and various promotional activities. The car parks were successfully awarded the prestigious Park Mark standards again. Working in partnership with the Business Improvement District (BID) a wide range of initiatives were supported and delivered including Northampton in Bloom, support for Town Centre Rangers, funding for a PCSO and the Music Festival.

A wide range of exhibitions and events were delivered through the Museum Service and customer satisfaction and visitor numbers were both high.

In terms of the town's cultural heritage, progress had been made in securing the long term future of Delapre Abbey through a £200K grant from English Heritage to repair the roof and good progress made in relation to the multi-million pound Stage 2 Heritage Lottery Fund bid which will be submitted later this year. In order to assist their long term stewardship, a Northampton Battlefield assessment / management plan has been commissioned in addition to one for Hunsbury Hillfort.

### **Public Protection**

The services provided by Enterprise under this contract have had some initial teething problems although during this period the service has also been expanded to include the collection of food waste. The council has changed the way the contract is managed with increased monitoring of performance and quality of work provided. Enterprise has also restructured its management locally and have been tasked by the council to continue with its service improvement plans.

Though the Community safety partnership that the council hosts, all members have worked together to address identified priorities to reduce all aspects of crime. The council has also increased the number of Neighbourhood Wardens and reintroduced Park Rangers that patrol our streets and open spaces. These services help to provide a local presence to deter criminal behaviour and have a direct impact on environmental crime such as littering and fly tipping.



Better homes for the future  
 Creating empowered communities  
 Promoting health and wellbeing  
 Responding to your needs

## Key

- Exceptional or over performance
- ★ On or exceeding target
- Within agreed tolerances
- ▲ Outside agreed target tolerance

## You

### PERFORMANCE SUMMARY

#### Housing

2012 has been a huge period of change and challenge for Housing by responding to the Localism Act, Welfare Reform Act and changes to how Affordable Housing is delivered. Despite all these changes we have managed to cope with increased levels of homelessness, continued to deliver new homes for households in housing need and radically reformed the way we allocate and provide social housing in Northampton. In 2012/13 we have managed to:

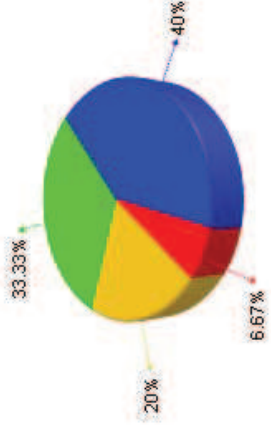
- Develop a Tenancy Strategy and Tenancy Policy which sets out the length and tenancy types we will offer new tenants and what we advise our RSL partners to offer through their own tenancy policies;
- We have started to help those customers that are impacted by the Welfare Reform changes on Under occupancy and move them to more suitable sized accommodation;
- We have continued to deliver our Decent Homes Programme and remain on target to have all our homes decent by 2015;
- We have exceeded the delivery of new affordable homes against our target of 100, which is extremely positive given the economic conditions we are faced with;
- Over the last 12 months the majority of sites coming through the planning route, we have secured 35% affordable housing on.
- We have started the Stock Options process to look at how best the Council's stock could be managed in the future
- We have completed the first stage of the Sheltered Housing Review;
- We have amended our Housing Allocation Policy and this has resulted in our Housing Register going from 10,000 households down to just over 4,000 and given more priority to households that are working;
- We have started to review our Housing Strategy which will set out the overall vision for housing over the next 3 years, and this will include our approach to managing the Private Rented Sector, Independent Living, Homelessness, Supply of new affordable housing, Fuel Poverty, Health and Wellbeing and Empty Homes

#### Customer & Cultural Services

Customer Services were once again awarded the prestigious Customer Service Excellence Accreditation. Performance improved in both call handling and face to face enquiries with increased number of customers accessing all services.

### YOU: Performance Alert Summary

<span style="color: red;">▲</span>	<span style="color: yellow;">●</span>	<span style="color: green;">★</span>	<span style="color: blue;">●</span>	Total
1	3	5	6	15



Customer Satisfaction increased across all access channels and channel shift and access via mobile technologies is ahead of the curve at 33% against a national average of 25%.

### Public Protection

The Leisure Trust has been very successful in its first operating period and has now taken on the new leisure centre provided by Duston Parish council to add to the facilities it is able to offer the public of Northampton. It also continues to take out leisure services to local neighbourhoods with organised games in streets and parks across the town during the summer months

### Finance & Resources

Performance within the benefits service meeting the needs of both new and existing customers remained high during 2012/13. The introduction of new technology from the Department for Work and Pensions (DWP) and initial issues with this technology did create some peaks in work levels. However these peaks were quickly addressed to ensure the service continued to deliver for our citizens. The service remains amongst the top quartile nationally based on the latest benchmarking data from the DWP. This means that the Council continues to deliver the best of services at a time when caseloads and large scale national reforms of the welfare system are at their peak.

The service has also continued to ensure that invoices are paid as soon as possible and has performed well against its target for local businesses of 10 days, with 79% of invoices meeting the standard. This is aimed at assisting local businesses across Northampton by ensuring that there are minimal delays to local businesses receiving payment for services. The Council also processed 98.67% of all invoices within 30 days, against an annual target of 97% in 2012/13.

### Joint Planning Unit

The Joint Planning Unit, through delivery of The Joint Core Strategy:

- Will enable increased housing delivery to meet the needs of Northampton's residents of today and the future
- Ensures that new houses are of a high quality and that Decent Homes standards are met
- Incorporates an element of affordable housing to help support residents in housing need in the development of new housing around Northampton and across the rest of West Northamptonshire
- Enables all parties, including the public to be involved in the preparation of the Plan and thereby get involved in community life through contributing the planning policy across the Town
- Encourages a healthy and active lifestyle by maximising opportunities to walk, cycle and otherwise engage in healthy activity. This contributes to improvements to general public health

## Part 2: The measures that tell us how we have performed under each priority

The following pages detail the performance of the measures that feed the Corporate Priorities.

2012-13 performance is compared to 2011-12 and the latest quartile is displayed where available. Quartile information is based on 'All England' data.

Where population or household figures are required, the following values have been used:

Population: 212,100
















Number of households: 92,304

### 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





Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
is Better and composted (NI192) (M)	43.82 % 	47.00 % 	42.37 % 	38.77 % 			
Smaller is Better ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	2.33 % 	4.00 % 	4.33 % 	3.00 % 			
Smaller is Better ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	4.56 % 	6.00 % 	6.44 % 	7.00 % 			

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Smaller is Better ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	1.83 %	0.33 %	2.28 %	4.00 %			
Enterprise' performance is below the KPI target. We are currently working with the Partnership Unit to develop an improvement plan for graffiti removal.							
Smaller is Better ESC08 % of Land and Highways assessed falling below acceptable level - Fly/Posting (NI195d) (4M)	0.17 %	0.33 %	0.61 %	1.00 %			
Bigger is Better ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %	100.00 %	99.35 %	100.00 %			
Fly tipping continues to be collected within the prescribed time frames. Enterprise is represented on the County's Waste Enforcement Group and works with the local authorities to help reduce fly tipping.							
Smaller is Better ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) (Q)	0.41 %	4.00 %	1.39 %	5.00 %			
Smaller is Better ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) (Q)	2.87 %	6.00 %	4.51 %	4.00 %			
Smaller is Better ESC12 Level of quality against an agreed std - Open Spaces & Parks - Graffiti & Fly Posting (%) (Q)	0.82 %	3.33 %	6.25 %				New measure introduced in June 2011
Bigger is Better ESC15 No. of Green Flag awards (A)	0	2	0				New measure introduced for the 2012/13 financial year
Applications for the Green flag award for Abington and Delapre park have now been submitted. The assessment process will be on-going for the next few months.							
Smaller is Better HI 01 Average time taken to re-let local authority homes (days) (M)	15.84	20.00	21.32	23.61		Q3 Housemark - <b>Upper Quartile</b>	
Bigger is Better The average relet target for the year was set at 20 days. Through continual review and revised performance targets we were able to exceed our set target and deliver voids at an average of 15.84 days. HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc.arrears brought forward (M)	99.70 %	100.10 %	99.87 %	100.29 %		Q3 Housemark - <b>Upper Middle Quartile</b>	
The year end collection rate at 99.70% shows a slight decrease on last year, although is generally consistent with the 2011/12 figure of 99.87%, which placed Northampton's performance in the top half of housing providers nationally.							

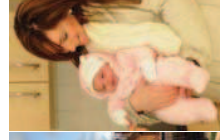


Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Smaller is Better HI 13 Rent arrears as a percentage of the annual debit (M) The year end figure of 2.83% does not achieve target but does represent a year on year continued reduction in arrears levels, when measured by this indicator. The following figures illustrate this: 3.15% (year 10/11), 2.97% (year 11/12), 2.83% (year 12/13).	2.83 %	2.65 %	2.97 %	3.15 %		Q3 Housemark - <b>Lower Middle Quartile</b>	
Smaller is Better NI154 Net additional homes provided (A) The economic recession has resulted in the pace of development across the Borough slowing significantly. The number of houses built has improved on last year's total, but is still very low. New starts on Greenfield sites requiring significant infrastructure have been non-existent. Sites that had started development previously have been finished off, with only a couple of significant new ones replacing them. There is the capacity available on sites with planning permission to deliver a lot more housing than has been delivered, however the housing industry has decided to not take up the capacity that exists. Assumptions last year about the ability of the market to pick up from what appeared to be an all time low were misplaced. Although there has been slight improvement, the housing market has not significantly improved on last year. The Council is actively engaging with developers encouraging them to work to submit planning applications for development. The Council has taken a pragmatic approach to S.106 obligations, deferring, delaying or reducing requirements. The Council has also worked with partners to seek to secure additional funding to support new infrastructure. Estimated targets for delivery of houses for the next few years have been dramatically reduced. LAA targets are substantially below those formerly required to meet Regional Spatial Strategy delivery targets.	516.00	641.00	423.00	323.00			
Bigger is Better NI157: Percentage of all planning applications determined within 13 weeks (M) Over the year, a total of 1023 applications were determined and 976 were within 13 weeks of receipt. This gives an overall performance of 95.41% which is well above target.	95.41 %	74.00 %	94.02 %	97.26 %			
Bigger is Better NI157a LM Percentage of 'large scale' major planning apps determined within 13 weeks (M) From April'12 to Mar'13 we determined a total of 13 large scale planning applications, 9 of which were within 13 weeks of receipt. Performance for the year was above target.	69.23 %	60.00 %	0.00 %	0.00 %			
Bigger is Better NI157a SM Percentage of 'small scale' major planning apps determined within 13 weeks (M) From April 2012 to March 2013 we determined a total 43 small scale planning applications, 33 of which were within 13 weeks of receipt. Performance for the year was above target.	76.74 %	60.00 %	57.89 %	75.00 %			
Bigger is Better NI157b Percentage of 'minor' planning apps determined within 8 weeks (M) From April 2012 to March 2013 we determined a total of 241 minor planning applications, 206 of which were within 8 weeks of receipt. Overall performance for the year is within target.	85.54 %	86.00 %	85.14 %	87.15 %			
Bigger is Better NI157c Percentage of 'other' planning apps determined within 8 weeks (M) From April 2012 to March 2013 we determined a total of 725 Other planning applications, 674 of which were within 8 weeks of receipt. Performance for the year was on target.	92.96 %	90.00 %	90.16 %	92.89 %			
Bigger is Better NI159 Supply of ready to develop housing sites (A) Although Government has taken some action to stimulate the housing market, current built rates fall well below the regional target, despite there the housing land supply being available. The Localism Act has led to the revocation of the regional plan targets. A new target for West Northamptonshire will have to be set through the development plan process. This will be done through the West Northamptonshire Joint Core Strategy scheduled for adoption in Autumn 2013. The targets for delivery will be reduced significantly, although still challenging to meet given the current low level of activity in the housing market and the need to provide some substantial pieces of infrastructure to open up sites for development.	48.72	100.00	46.45	47.06			
Smaller is Better NI170 Previously developed land that has been vacant or derelict for more than 5 years (A)	0.72 %	1.00 %	0.49 %	0.52 %			Page 12 of 18

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Performance is better than the target set - this has largely been down to the development of some older industrial land. There has been a large increase in derelict land due to school sites now being vacant for more than 5 years since closing on the mid to late 2000s.  The Council will be seeking to work with West Northamptonshire Development Corporation and the Homes and Communities Agency to channel more public investment into derelict and vacant land to assist in regenerating areas of decline, particularly near to the town centre in the Enterprise Zone and also ensuring that delivery to meet housing needs occurs.							

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Smaller is Better PP06 % change in serious acquisitive crime from the baseline (M)	17.14 % ▲	-5.00 %	5.60 % ▲	-5.16 % ★	✖		
Serious acquisitive crime has increased this year by 17.3%. This has occurred across the whole borough, but primarily in SW and Central sectors. Vehicle crime has increased by 14.1% whereas domestic burglary has increased by 30.8% (this increase is primarily due to significant increases in the last quarter of 2012-13 (+18%)). The partnership have identified priority locations for 2013-14 and are currently preparing a bid for funding from the Police & Crime Commissioner to contribute to multi-agency crime prevention activity.							
Bigger is Better PP07 % change in anti social behaviour victimisation (A)	11.32 % ●	10.00 %	8.50 % ●		▶		
The partnership exceeded its goal for reducing ASB incidents (-10%), reducing incidents by 11.3%. Work focussing on ASB for 2013-14 will aim to improve service delivery, therefore improve public confidence and satisfaction, through the implementation of agreed service standards for victims and the piloting of ASB screening tools and restorative practices across agencies. The CSP will also aim to improve communications strategies to improve public perceptions of safety, as this is the key performance issue for ASB, greater emphasis will be placed upon enviro-crime and the cleanliness of the borough, as this is a key contributory factor towards individuals personal feelings of safety.							
Smaller is Better PP09 Overall crime figure for the period (M)	20,068.00 ●	20,518.00	20,518.00 !	20,222.00 !	▶		New measure definition for the 2012/13 financial year. Data shown for 2011/12 and 2010/11 is for informational purposes, and does not have a performance alert.
All crime in Northampton has reduced by 2.2% during 2012-13. This is namely due to strong performance in tackling violent crime. The reductions have been made across every sector, albeit crime in the central sector has been reduced very slightly (-1.1%). The other three sectors combined have had a 11.8% reduction in crime. Whilst Northampton has reduced crime by 456 offences in 2012-13, this is a lesser reduction to that of similar boroughs nationally.							
Smaller is Better PP14 % change in Violence Offences (M)	-17.75 % ●	-3.50 %			▶▶		New measure introduced for 2012/13 financial year
The Community Safety Partnership (CSP) have achieved a 8.5% reduction in violent crime, following a focussed effort by partners to tackle violence, led by the Northamptonshire Police's Op Challenge. Every month of the year has seen a reduction, excluding August, which is traditionally a peak year for violence. The CSP will continue to tackle violence in 2013-14, focussing on the key strategic areas of night time economy, domestic abuse and young people.							
Smaller is Better RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.40 % ●	8.00 %	4.43 % ●	7.95 % ●	▶		
A strong performance has been maintained throughout the year, and the target has consistently been bettered. The overall result of 4.4% against a target of 8% shows our commitment to recovering debt.							
Bigger is Better TC001 Number of events delivered in partnership: Town Centre (Q)	19 ●	10	13 ●		▶		New measure definition from April 2011
The yearly target for the number of events in the Town Centre with partners was exceeded due to the Olympics and Diamond Jubilee year.							
Bigger is Better TC002 Number of events delivered in partnership: parks and open spaces (Q)	12 ●	8	5 ●		▶		New measure definition from April 2011
12 events have been delivered in partnership this year. This is better than the targeted 8, and more than double held the previous year.							
Bigger is Better TC005n Town Centre footfall (Q)	14,663,067 ▲	15,498,280	15,344,833 ▲		✖		New measure definition from April 2011
Footfall targets fell below expected levels which followed the trend across all town centres.							
Bigger is Better T: AST13 Appropriate disposals agreed at Corporate Asset Board progressed effectively	112.50 ★	100.00	112.50 ★	112.50 ★	▶		
Over the year disposals have performed to target. This is expected to continue for the 2013/14 year.							


	Current Progress
<p>EZ - Progress the NORTHAMPTON WATERSIDE ENTERPRISE ZONE with partners as a key investment and employment opportunity for Northamptonshire</p> <p>3 year Delivery Plan and Action Plan produced and submitted to CLG along with site specific detail sheets</p> <p>Over £1.5m rate relief awarded to business within the EZ in 2012/13. This is projected to increase to up to £3m per annum in future years</p> <p>EZ Skills Strategy produced and work on Action Plan commenced. Consultant's reports commissioned and completed. Further reports due by Summer 2013</p> <p>Report on utility infrastructure commissioned</p> <p>£7m Growing Places Fund agreed. £20m secured for new railway station</p> <p>Local Infrastructure Fund bids submitted</p> <p>Site 11a sold subject to contract</p>	★
<p>SEMLEP - Progress the Northampton Waterside Enterprise Zone within the SEMLEP and with partners as a key investment and employment opportunity for Northamptonshire and SEMLEP</p> <p>Project completed</p>	★
<p>Grosvenor/Greyfriars Project - Continuing to work closely with Legal &amp; General and potential funders and partners to develop the Town Centre, together with an improved retail offer</p>	🟡
<p>The relocation of Stagecoach and their move onto a temporary licence for use of the existing bus station has been achieved.</p>	
<p>Work with Legal &amp; General regarding a retail extension has been advanced but not to submission of planning application.</p>	
<p>Mayorhold Car Park works have not been completed this year due to complex investigatory issues, pursued in the year by consultants employed by the Council. Investigations and possible solutions continue to be pursued.</p>	
<p>Bus Interchange - Delivery of a new Bus Interchange at the Fish Market site which will help facilitate Stagecoach relocation and delivery of a new mixed use retail centre at Grosvenor/Greyfriars</p>	🟡
<p>The demolition of the Fish Market and the buildings to the rear of 5 and 7 Sheep Street is now complete.</p>	
<p>Asbestos and uncharted cellars resulted in additional cost and time lost but it is anticipated that the lost time will be recovered and the project completed within budget.</p>	
<p>St Johns - Delivery of the development with key partners, including the University of Northampton, to provide residential accommodation.</p> <p>The student accommodation is on programme for an opening in January 2014.</p>	★
<p>Heads of Terms agreed with the hotel developer and lawyers instructed to draft the Agreement for Lease.</p>	
<p>Pre application discussions held between the hotel developer and NBC Planning Officers. A planning application is expected in late May/early June 2013.</p> <p>Hotel programmed for a winter 2014 opening.</p>	



Better homes for the future  
 Creating empowered communities  
 Promoting health and wellbeing  
 Responding to your needs

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	98.68 %	98.50 %	98.06 %	87.09 %	▲		
Overall, the invoices paid within 30 days continues to exceed the target.							
The March result is below target due to Service Areas clearing invoices in preparation of year end.							
The local suppliers target of paid within 10 days is below but improving.							
Smaller is Better 26 CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	14	20	15		▶▶		New measure definition from April 2011
A good result with only 14 Ombudsman queries for the year.							
Smaller is Better CEX02 AV no. of days taken to deal with LG Ombudsman First Enquiries (cases completed) (Q)	19.64	28.00	20.67		▶▶		New measure definition from April 2011
On average, each Ombudsman query has taken 19.64 days to complete. This compares favourably with last year's result of 20.67 days, and the statutory requirement of 28 days. Our performance in this area is very strong.							
Bigger is Better CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	93.11 %	90.00 %	91.16 %	84.93 %	▲		
Satisfaction has shown an improvement over the last three years with results of 85%, 91%, and 93% respectively.							
Customer feedback is being analysed and used to improve the service to ensure future satisfaction is maintained.							
Bigger is Better CS13 Percentage of ALL calls into the Contact Centre answered (M)	85.06 %	89.83 %	88.02 %	93.57 %	▲		
Contact Centre performance fell slightly below target in 2012/13 due to a number of contributing factors.							
<ul style="list-style-type: none"> <li>Channel Shift has resulted in an additional 24357 calls being transferred to the Contact Centre from the One Stop Shop. Alongside this we have seen a 22% increase in the number of emails in 2012/13 over 2011/12.</li> <li>2012/13 saw Welfare Reform impact heavily on call volumes in Tenancy Management and Benefits with both services. Tenancy Management increasing by 67% in 2012/13 over 2011/12 and Benefits increasing by 4%.</li> <li>There were events in Streetscene in 2012/13 that saw huge jumps in volumes for sustained periods before levelling off. These events were caused due to incorrect calendars being issued or missed collections during snow periods in winter.</li> </ul>							
Bigger is Better CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	86.64 %	90.00 %	85.12 %	96.96 %	▲		
This is a good year end result. Whilst footfall has not increased, there has been more demand on the service which we have successfully chanel shifted as appropriate. This year has provided us with valuable insight on how to steer the service towards the requirements which will arise from welfare reform.							

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Smaller is Better HI 07 Number of households living in B&B accommodation (M)	17	50	38	27	▲		
<p>Over the year the team have negotiated to allow applicants to remain at home temporarily wherever possible to prevent homelessness. In addition, the number of properties available as council stock temporary accommodation has also been increased, and this had a positive impact on the amount of households in B&amp;B.</p> <p>The number of applicants in temporary accommodation is likely to increase. The introduction of bedroom tax has resulted in the majority of those approaching the authority having a 2 bedroom need for housing but the supply does not meet the demand. This results in applicants waiting much longer for permanent housing in both the social and private rented sector, which in turn leads to increased pressures on families keeping applicants on a short term basis.</p>							
Bigger is Better HI 09 Homeless households for whom casework advice resolved their situation (M)	1,586	2,000	2,006	2,147	✖	Q3 Housemark - Upper Quartile	
<p>It has been more challenging this year to prevent homelessness as the economic climate and anticipated welfare reforms have led to landlords being more reticent to work with the authority and accept tenants in receipt of any benefit. Financial pressures on families have meant that they are less willing to have their family members remain in the home.</p>							
Smaller is Better HI 10 Total number of people sleeping rough on the streets (A)	5	5	15	4	★		
<p>The rough sleepers count was completed on 22nd November and the figure submitted to Homeless Link was 5.</p> <p>This is an improved figure on last years count and this is because of the alternative options presented to the clients by the outreach team.</p>							
<p>27 Initially NBC has entered into a partnership to work together on a No Second Night Out Project. This scheme aims to assist those new to rough sleeping and to re-connect people who have arrived in Northampton from another area. Two previously entrenched rough sleepers are now using the facilities provided by this project.</p>							
Smaller is Better HI 33 Percentage of non-decent council homes (NI 158)(A)	48.90 %	46.00 %	50.70 %	51.74 %	★		The results shown are the latest known which were from June 2012, 2011, and 2010 respectively.
<p>Performance has shown an improving trend over the last three years with results of 51.7%, 50.7%, and 48.9% respectively.</p>							
<p>Further improvement is expected for the June 2013 survey, with a 41% target being set.</p>							
Bigger is Better HI 36 Number of affordable homes delivered (NI 155)(Q)	190	150	101	114	★		
<p>The target for 12/13 was exceeded by an additional 40 properties which equates to performance of 27% over and above the target.</p>							
Smaller is Better HR32 Stonewall Equality Index rating (A)	199	200	210		★		
<p>In the Equality Index 2013, a ranking of 199 was achieved against a target of 200. This was an improvement of 11 places when compared with 2012.</p>							
<p>Our Community Engagement and Diversity policies were given positive feedback.</p> <p>In terms of focusing on improvement next year we were given the following advice:</p> <ul style="list-style-type: none"> <li>- Continuing the community engagement work</li> <li>- Developing a staff network</li> <li>- Procurement review</li> </ul>							
<p>Our aim next year is to get a 25 point increase, and further improve our ranking.</p>							
Bigger is Better LT01 Total Visits to Leisure Centres (M)	888,961	875,190	875,567	867,503	★		
<p>Leisure centre visits have increased 1.5% in 2012/13 compared with 2011/12. A total of 888,961 people visited during the year.</p>							
Bigger is Better LT02 Total No. of people enrolled in	2,479	2,165	2,054		★		Page 17 of 18 New measure definition

Measure ID & Name	2012-13 Outturn	2012-13 Target	2011-12 Outturn	2010-11 Outturn	Direction of Travel (11-12 to 12-13)	Latest Quartile	Comment
Better swimming program (M)							introduced in April 2011
The number of people enrolled in the swimming program has increased by 20.7% when compared with 2011/12. A total of 2,479 people were enrolled as of 31 March 2013.							
Smaller is Better RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	9.9	10.9	9.3	11.3			
Overall this year's performance is very pleasing having had to contend with an unexpected reduction in staff numbers in addition to the welfare reforms that have been and continue to be introduced. These are likely to impact on next year's results as well. An established work allocation practice and hard work from all team members has meant that we have been able to achieve target performance.							

**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 target available

 No data available

## Corporate Performance - All Measures Report

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.



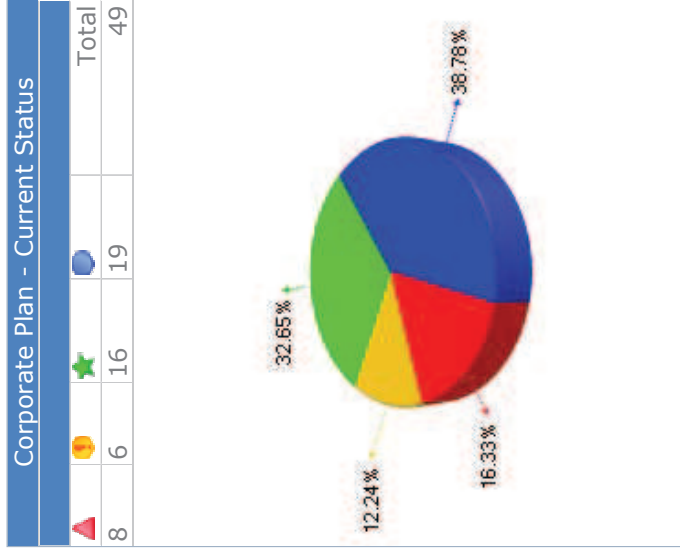


# NBC Corporate Plan

The table below has been included for informational purposes, and shows the current year to date performance of each element of the Corporate Plan. The Alerts are generated from the PIs which each Service Area aligned to the 8 priorities during the service planning process.

The score shown against the Corporate Plan corresponds to the performance tracker definition. (<65% = Red, 65% to 85% Green, >85% Blue)

Corporate Plan		Score YTD	
Putting Northampton back on track		84 %	★
Theme		YTD	
Your Town - A town to be proud of			●
You - How your Council will support and empower you and your community			▲





## Your Town

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	T: AST13 Appropriate disposals agreed at Corporate Asset Board progressed effectively	112.50	★	112.50	★	112.50	★	112.50	★	112.50	★	100.00	-	▲	112.50
Legal work in relation to a number of earlier agreed disposals was further progressed in month.															
Bigger is Better	AST05a External rental income demanded against budgeted income (M)	97.18 %	🟡	97.25 %	🟡	96.28 %	🟡	94.99 %	🟡	94.99 %	🟡	100.00 %	100.00 %	🔴	97.70 %
We are currently below the agreed target due to vacant properties. We are marketing these properties and we have a number of properties with agreed tenancies that are with Legal for completion. These Leases should be completed over the course of the next couple of months which will improve the figure.															
31 Smaller is Better	AST05b % commercial rent demanded within the last 12 months (more than 2 months in arrears) (M)	4.75 %	★	4.80 %	🟡	4.64 %	🟡	1.15 %	★	1.15 %	★	3.75 %	3.75 %	▲	2.46 %
Any invoices that are older than 28 April are classed as being more than 2 months in arrears.															
The figure has reduced significantly this month, thanks to the resolution of the rental problems with several properties. One property has remaining historical commercial debt which is progressing at Director level. Updates to follow on this.															
Bigger is Better	AST12 % achieved where return on (sub group) investment properties meets agreed target rate (M)	91.25 %	🟡	91.25 %	★	91.25 %	★	91.25 %	★	91.25 %	★	90.00 %	90.00 %	🔴	91.25 %
The percentage of properties meeting the agreed target return for June 2013 is 91%.															
The target of 90% is met for June 2013 through active management of the investment portfolio and the completion of sales of assets approved for disposal by cabinet or by the cabinet member responsible for Regeneration, Enterprise and Planning.															
Currently, the vacancy rates for NBC's investment property are very low due to a pro-active approach to property management. This approach has resulted in a higher turnover of tenants for some assets in some location. Property reviews are on-going and under performing assets are reviewed and may be considered for reinvestment or disposal.															
Smaller is Better	BV012_12r Ave. no. of days/shifts lost to sickness for rolling 12 month period (M)	10.68	🟡	10.65	🟡	10.33	★	10.22	★	10.22	★	9.90	9.50	▲	11.97
For the rolling 12 month period from July 2012 to June 2013, a performance of 10.22 days per FTE has been achieved. Against a target of 9.90 days per FTE, this is on target (Green).															
This is the 9th consecutive month where an improvement has been observed over the previous month. This indicates the strategy for reducing sickness within the organisation is embedded, and further improvement is expected															

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	ESC01 No. of missed Bins/Boxes as a % of those collected (M)	0.0057 %		0.0064 %		0.0070 %		0.0171 %		0.0102 %		0.0200 %	0.0200 %		0.0409 %
Bigger is Better	ESC02 % missed bins corrected within 24hrs of notification (M)	82.61 %		76.62 %		70.24 %		81.07 %		77.66 %		100.00 %	100.00 %		70.22 %
Whilst there is no KPI for rectifying missed bins within a certain timeframe, Enterprise reports these figures to demonstrate its commitment to improving the 'customer experience'.															
Bigger is Better	ESC04 % household waste recycled and composted (NI192) (M)	35.23 %		41.99 %		50.69 %		49.01 %		47.28 %		47.00 %	47.00 %		48.46 %
April & May's figures are amber due to the landfill data awaiting confirmation by NCC. The KG's per household has reduced by 5.49% against June, which had a 38.27 KG's per household															
Bigger is Better	ESC09 % of Fly Tipping incidents removed within 2 working days of notification (SO2) (M)	100.00 %		100.00 %		100.00 %		100.00 %		100.00 %		100.00 %	100.00 %		100.00 %
Fly tipping continues to be collected with the reporting timeframes															
Smaller is Better	HI 01 Average time taken to re-let local authority homes (days) (M)	16.92		20.95		25.40		28.53		25.28		16.00	16.00		15.90
As previously reported, and as expected during the first quarter, the average number of void days during June increased for the third month as we brought the longer term voids back in to use. This action will help to reduce the time a tenant needs to be in temporary accommodation or inadequate housing. Weekly scrutiny of the void process at all stages will continue for the foreseeable future.															
Bigger is Better	HI 12 Rent collected as a proportion of rent owed on HRA dwellings % exc-arrears brought forward (M)	105.82 %		99.08 %		94.61 %		93.34 %		95.94 %		96.29 %	98.32 %		96.22 %
No commentary provided by service area															
Smaller is Better	HI 13 Rent arrears as a percentage of the annual debit (M)	2.83 %		2.94 %		3.14 %		3.28 %		3.28 %		3.53 %	3.64 %		3.50 %
Total current tenants rent arrears at the end of June were £1,658,372. The projected rent debit for the year is £50,599,649 therefore the arrears as a percentage of the debit is 3.28%. This is better than profiled and below the figure reported in June last year which was 3.50%.															
Bigger is Better	NI157: Percentage of all planning applications determined within 13 weeks	95.40 %													96.24 %

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
	In June 2013 we determined in total 89 planning applications, 86 of which were determined within 13 weeks of receipt.														
	During April - June 2013 we determined in total 259 planning applications, 250 of which were determined within 13 weeks of receipt.														
Bigger is Better	NI157a % Major Planning applications determined within 13 weeks (M) 100.00 %	100.00 %	🟢	83.33 %	🟢	100.00 %	🟢	90.00 %	🟢	90.00 %	60.00 %	60.00 %	60.00 %	🟢	
Large Majors	There were no applications determined in this category during June. It should be noted that both 'majors' categories are prone to significant fluctuation given the low volumes of applications.														
Small Majors	Both of the applications in this category was determined within the require timeframe continuing the strong start to the year.														
	We did not determined any large majors for the quarter April to June 2013.														
	Between April and June 2013 we determined in total 10 small major applications, 9 of which were determined within 13 weeks of receipt.														
Bigger is Better	NI157b Percentage of 'minor' planning apps determined within 8 weeks (M) 100.00 %	94.12 %	🟢	79.41 %	🔴	82.35 %	🟡	83.82 %	🟡	83.82 %	86.00 %	86.00 %	86.00 %	🔴	89.39 %
	In June we determined in total 17 Minor planning applications, 14 of which were determined within 8 weeks of receipt.														
	June's performance in this category was a little below the local target but remained well above the national target with 3 of the 17 applications determined going out of the statutory time frame. These were due to a combination of having to be reported to Planning Committee and negotiation by officers to secure improvements to the proposed development. Overall performance for the year so far remains on target.														
	Between April and June 2013 we determined in total 63 Minor planning applications, 57 of which were determined within 8 weeks of receipt.														
Bigger is Better	NI157c Percentage of 'other' planning apps determined within 8 weeks (M) 94.44 %	93.62 %	🟢	96.88 %	🟢	90.00 %	🟢	93.37 %	🟢	93.37 %	90.00 %	90.00 %	90.00 %	🟢	89.84 %
	In June we determined in total 70 Other planning applications, 63 of which were determined within 8 weeks of receipt.														
	Between April and June 2013 we determined in total 181 Other planning applications, 169 of which were determined within 8 weeks of receipt.														
Smaller is Better	PP06 % change in serious acquisitive crime from the baseline (M) 17.14 %	-0.44 %	🔴	-0.59 %	🟢	-2.79 %	🟢	-2.79 %	🟢	-2.79 %	10.00 %	10.00 %	10.00 %	🟢	3.53 %
	SAC has reduced by 2.9% (-119 crimes) in Q1. Domestic Burglary is the key performance threat, as good reductions in vehicle crime have been made (-6.2%). June was a strong performance month compared to a very bad month in June 2012 with 90 less offences occurring. The area causing issues is the North sector, however several other areas are still experiencing relatively high volumes and remain priority areas for the CSP.														
Smaller is Better	PP09 Overall crime figure for the period (M) 1,527.00	1,395.00	🟢	1,450.00	🟢	1,426.00	🟢	4,271.00	🟢	4,271.00	20,068.00	20,068.00	20,068.00	🟢	5,143.00
	There were 818 fewer crimes in Q1 2013-14 compared with Q1 2012-13 This is primarily due to reductions in violence, thefts from vehicles and low level stealing offences														
Smaller is Better	PP14 % change in Violence Offences (M) -17.75 %	-1.64 %	🟢	-4.02 %	🟢	-3.09 %	🟢	-3.09 %	🟢	-3.09 %	5.00 %	5.00 %	5.00 %	🔴	-4.94 %
	Sector breakdown shows reductions in every sector, most notably in central sector, which contains the night time economy. Q1 has seen a 6% reduction in Violence offences (212 less crimes when compared to Q1 of 2012-13), exceeding the annual target. Q2 is expected to have the highest volume of the performance year so is a crucial period in maintaining performance.														

Your Town

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	PP21 % Licensing enforcement checks completed (M)	89.47 %	»	100.00 %	»	100.00 %	»	100.00 %	»	96.23 %	»	80.00 %	80.00 %	»	
All 18 of the planned checks took place this month, 4 of which were private hire taxi operations.															
Bigger is Better	PP22 % Hackney Carriage and private hire vehicles inspected which comply with regulations (M)	55.56 %	»	63.64 %	»	44.19 %	»	44.19 %	»	51.52 %	»	65.00 %	65.00 %	»	
19 of the 43 taxis checked this month were not compliant with regulations. The most common reason was not having the correct insurance documentation on their person/in vehicle.															
Smaller is Better	RB07 Total % of debt outstanding, not in recovery and overdue (M)	4.40 %	»		»		»		»		»			»	4.27 %
Bigger is Better	CH10 No. of unique visits to Museum Pages (M)	4,526	»	3,817	»	3,253	»	3,253	»	11,596	»	9,724	43,000	»	
Year date on a cumulative basis we have over achieved target by 19 % but we are below last year's results. We suspect that this reflects the decision not to include the museum's web address in the "What's On" programme of events and exhibitions with effect from April 2013.															

Your Town - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Period	Latest Reporting Period	Period	Overall perf. to YTD Date	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	ESC05 % of Land and Highways assessed falling below an acceptable level - Litter (NI195a) (4M)	5.33 %		2.83 %		2.17 %		2.00 %		2.33 %	4.00 %	4.00 %		4.33 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year remains above target.														
Smaller is Better	ESC06 % of Land and Highways assessed falling below acceptable level - Detritus (NI195b) (4M)	8.00 %		6.00 %		4.67 %		3.00 %		4.56 %	6.00 %	6.00 %		6.44 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year														
Smaller is Better	ESC07 % of Land and Highways assessed falling below acceptable level - Graffiti (NI195c) (4M)	2.33 %		1.33 %		1.17 %		3.00 %		1.83 %	0.33 %	0.33 %		2.28 %
Enterprise' performance is below the KPI target. We are currently working with the Partnership Unit to develop an improvement plan for graffiti removal.														
Smaller is Better	ESC08 % of Land and Highways assessed falling below acceptable level - FlyPosting (NI195d) (4M)	0.50 %		0.33 %		0.17 %		0.00 %		0.17 %	0.33 %	0.33 %		0.61 %
Monitoring has been undertaken in line with the contract specification and Enterprise' performance for the year														
Smaller is Better	ESC10 Level of quality against an agreed standard - Open Spaces & Parks - Litter (%) (Q)	1.67 %		0.00 %		0.00 %		0.00 %		0.00 %	4.00 %	4.00 %		0.00 %
No commentary provided from service														
Smaller is Better	ESC11 Level of quality against an agreed standard - Open Spaces & Parks - Detritus (%) (Q)	5.00 %		3.23 %		0.00 %		0.00 %		0.00 %	6.00 %	6.00 %		3.23 %
No commentary provided by service														
Smaller is Better	ESC12 Level of quality against an agreed std - Open Spaces & Parks - Graffiti & Fly Posting (%) (Q)	0.00 %		3.23 %		0.00 %		0.00 %		0.00 %	3.33 %	3.33 %		0.00 %
No commentary provided by service														
	NI154 Net													

Your Town - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Reporting Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	additional homes provided (A)	323.00	323.00	423.00	516.00	516.00	516.00	516.00	516.00	516.00	516.00	641.00	100.00		423.00
<p>The economic recession has resulted in the pace of development across the Borough slowing significantly. The number of houses built has improved on last year's total, but is still very low. New starts on Greenfield sites requiring significant infrastructure have been non-existent. Sites that had started development previously have been finished off, with only a couple of significant new ones replacing them. There is the capacity available on sites with planning permission to deliver a lot more housing than has been delivered, however the housing industry has decided to not take up the capacity that exists. Assumptions last year about the ability of the market to pick up from what appeared to be an all time low were misplaced. Although there has been slight improvement, the housing market has not significantly improved on last year.</p> <p>The Council is actively engaging with developers encouraging them to work to submit planning applications for development. The Council has taken a pragmatic approach to S.106 obligations, deferring, delaying or reducing requirements. The Council has also worked with partners to seek to secure additional funding to support new infrastructure.</p> <p>Estimated targets for delivery of houses for the next few years have been dramatically reduced. LAA targets are substantially below those formerly required to meet Regional Spatial Strategy delivery targets.</p>															
Bigger is Better	NI159 Supply of ready to develop housing sites (A)	47.06	47.06	46.45	48.72	48.72	48.72	48.72	48.72	48.72	48.72	100.00	100.00		46.45
<p>Although Government has taken some action to stimulate the housing market, current built rates fall well below the regional target, despite the housing land supply being available. The Localism Act has led to the revocation of the regional plan targets. A new target for West Northamptonshire will have to be set through the development plan process. This will be done through the West Northamptonshire Joint Core Strategy scheduled for adoption in Autumn 2013. The targets for delivery will be reduced significantly, although still challenging to meet given the current low level of activity in the housing market and the need to provide some substantial pieces of infrastructure to open up sites for development.</p>															
Smaller is Better	NI170 Previously developed land that has been vacant or derelict for more than 5 years (A)	0.52 %	0.52 %	0.49 %	0.72 %	0.72 %	0.72 %	0.72 %	0.72 %	0.72 %	0.72 %	1.00 %	0.78 %		0.49 %
<p>Permanence is better than the target set - this has largely been down to the development of some older industrial land. There has been a large increase in derelict land due to school sites now being vacant for more than 5 years since closing on the mid to late 2000s.</p> <p>The Council will be seeking to work with West Northamptonshire Development Corporation and the Homes and Communities Agency to channel more public investment into derelict and vacant land to assist in regenerating areas of decline, particularly near to the town centre in the Enterprise Zone and also ensuring that delivery to meet housing needs occurs.</p>															
Bigger is Better	PP07 % change in anti social behaviour victimisation (A)			8.50 %	11.32 %	11.32 %	11.32 %	11.32 %	11.32 %	11.32 %	11.32 %	10.00 %	10.00 %		8.50 %
<p>The partnership exceeded its goal for reducing ASB incidents (-10%), reducing incidents by 11.3%. Work focussing on ASB for 2013-14 will aim to improve service delivery, therefore improve public confidence and satisfaction, through the implementation of agreed service standards for victims and the piloting of ASB screening tools and restorative practices across agencies. The CSP will also aim to improve communications strategies to improve public perceptions of safety, as this is the key performance issue for ASB, greater emphasis will be placed upon enviro-crime and the cleanliness of the borough, as this is a key contributory factor towards individuals personal feelings of safety.</p>															
Bigger is Better	TC001 Number of events delivered in partnership: Town Centre (Q)	5	7	3	8	8	8	8	8	8	8	3	12		4
<p>8 events have been delivered in partnership including IDAHO, Korean Memorial, Armed Forces Day, National Market Day, Continental and Antique Markets.</p>															
Bigger is Better	TC002 Number of events delivered in partnership: parks and open spaces (Q)	6	1	0	3	3	3	3	3	3	3	2	6		5
<p>3 events including Beer Festival, Carnival and Bands in the Park.</p>															
Bigger is Better	TC005n Town Centre footfall (Q)	4,098,658	3,506,188	3,151,684	3,954,207	3,954,207	3,954,207	3,954,207	3,954,207	3,954,207	3,954,207	3,828,406	14,369,805		3,906,537
<p>Increase of 1.3% in comparison with 2012 figures.</p>															

# You



## You

Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Bigger is Better	BV008 Percentage of invoices for commercial goods & serv. paid within 30 days (M)	93.22 %	▲	99.37 %	★	94.67 %	▲	86.18 %	▲	92.36 %	▲	98.50 %	98.50 %	▲	99.10 %
<p>IBS Open contractor went live for Travis Perkins invoices on the 10th June 2013, which resulted in delays in payment for Travis Perkins invoices, which had to be manually paid, since the 1st April 2013 when the system should have been live.</p> <p>For information, services that have transferred to LGSS have been excluded.</p>															
Bigger is Better	CS05 Percentage satisfied with the overall service provided by the Customer Service Officer (M)	96.36 %	●	75.00 %	▲	93.25 %	★	88.89 %	●	91.27 %	★	90.00 %	90.00 %	▲	93.71 %
<p>During the month of June, 89% of customers surveyed stated they were satisfied with their contact experience. Satisfaction was lower for repairs and waste and recycling, where customers also reported that they felt that their enquiry was not resolved or information provided adequate, although where comments were provided they related to delays in HB claims be processed, time waiting to get through on the phone, and delays in dealing with initial service requests, which mostly are out of customer services control.</p>															
Bigger is Better	CS13 Percentage of ALL calls into the Contact Centre answered (M)	81.36 %	▲	77.91 %	▲	86.05 %	●	79.38 %	▲	80.91 %	▲	90.00 %	90.00 %	▲	84.98 %
<p>Overall Contact Centre performance reduced by 6.8% in June over May. June was a much busier month than May with a 1088 increase in call volume through the general enquiry and environmental services although Revs and bins and Housing calls reduced leaving an overall increase of 590+ increase for the month</p> <p>Target was not achieved across the Contact Centre, 79.4% against a target of 90%. Individual targets were hit in 3 of the 9 services. General Enquiries the best performing at 91.5% of calls answered. The worst performing was Regulatory Services at 71.9%.</p> <p>In total 8 of the 9 services saw an increase in call volume, Streetscene saw the largest average increase of 59 per day, Benefits (23) Council Tax (4) Reg services (8) The only service to see a decrease was Rent Income, by an average of 6 per day.</p> <p>Average call times remained reasonably static from the previous month. Emails saw a large increase of 227 for the month</p> <p>Average wait times increased in June over May by 26 seconds to an average wait of 3mins 3 seconds.</p> <p>Sickness dropped to the lowest levels since December 2012 to 3.09%.</p>															
Bigger is Better	CS14 One-Stop shop: Percentage of all cust. waiting less than 15 mins (excl. licensing) (M)	79.47 %	▲	80.88 %	●	88.72 %	●	80.62 %	●	83.30 %	●	90.00 %	90.00 %	▲	85.41 %
<p>Overall OSS performance reduced compared to May. A number of factors contributed to this,</p> <p>Sickness was a problem in June which included 2 medium term resulting from accident and surgery. There was also an increased amount of resource out of the work place on training (Full day courses for faith awareness, and 1 to 1 housing training).</p> <p>Also OSS provided cover at short notice for the transferred LGSS staff onto their induction</p>															



Polarity	Measure ID & Name	Mar 13	Period	Apr 13	Period	May 13	Period	Jun 13	Period	Overall perf. to date	YTD	Current Profiled Target	Outturn Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	HI 07 Number of households living in B&B accommodation (M)	17		13		19		21		21		40	40		41
The number of applicants in bed and breakfast type accommodation at the end of this month increased to 21.															
The number of applicants in B&B and Council Stock temporary accommodation is likely to continue to increase. A majority of those approaching the authority have a 2 bedroom need for housing and it is becoming difficult to meet this demand either through Social Housing or Private Rentals.															
There were 30 applicants in Council Stock accommodation at the end of the month.11 have offers and are waiting for FTL dates, a delay in voids turnaround has had a detrimental impact on this measure															
Bigger is Better	HI 09 Homeless households for whom casework advice resolved their situation (M)	75		416		134		95		645		375	1,500		381
Waiting DHP information.															
Bigger is Better	LT01 Total Visits to Leisure Centres (M)	77,492		83,071		75,295		73,852		232,218		226,754	902,190		226,754
Above target - with strong performance on Gym and Swimming lessons															
38 Bigger is Better	LT02 Total No. of people enrolled in swimming program (M)	2,479		2,479		2,479		2,573		2,573		2,500	2,800		2,136
No comments from service area															
Smaller is Better	RB01 Time taken to process Housing Benefit/CTB new claims and change events - days (M)	4.5													11.5

You - (non monthly measures)

Polarity	Measure ID & Name	3 reporting Periods Ago	Period	2 Reporting Periods Ago	Period	Previous Reporting Period	Latest Reporting Period	Period	Overall perf. to Date	YTD	Current Profiled Target	Annual Target	Perf. vs. same time last year	YTD value same time last year
Smaller is Better	CEX01 Total number of Local Government Ombudsman First Enquiries (cases completed) (Q)	11	12	14	11	11	11	▲	11	▲	3	12	▲	8
<p>The LGO are now currently reviewing the information that is being sent by the complainant and whenever possible issuing a provisional view (PV) if they have sufficient evidence to make a decision on, therefore the Council in many cases is receiving correspondence from the LGO with the PV already attached. The Council still has the opportunity to make comments if needed.</p>														
Smaller is Better	CEX02 Av no. of days taken to deal with LG Ombudsman First Enquiries (Cases completed) (Q)	20.36	21.17	19.64	5.81	5.81	5.81	●	5.81	●	19.50	19.50	▲	20.25
<p>Very good performance with turnaround time much quicker than the required 28 days</p>														
Smaller is Better	HI 10 Total number of people sleeping rough on the streets (A)	➤	4	15	5	5	5	★	5	★	5	5	▲	15
<p>The rough sleepers count was completed on 22nd November and the figure submitted to Homeless Link was 5.</p> <p>This is an improved figure on last years count and this is because of the alternative options presented to the clients by the outreach team.</p> <p>Additionally NBC has entered into a partnership to work together on a No Second Night Out Project. This scheme aims to assist those new to rough sleeping and to re-connect people who have arrived in Northampton from another area. Two previously entrenched rough sleepers are now using the facilities provided by this project.</p>														
Smaller is Better	HI 33 Percentage of non-decent council homes (NI 158)(A)	➤	51.74 %	50.70 %	48.90 %	48.90 %	48.90 %	●	48.90 %	●	46.00 %	41.00 %	▲	50.70 %
<p>The March 2013 result relates to the survey completed during the first quarter of 2012/13.</p> <p>Performance has shown an improving trend over the last three years with results of 51.7%, 50.7%, and 48.9% respectively.</p> <p>Further improvement is expected for the June 2013 survey, with a 41% target being set.</p>														
Bigger is Better	HI 36 Number of affordable homes delivered (NI 155)(Q)	46	78	30	28	28	28	▲	28	▲	50	290	▲	36
<p>21 units are affordable housing, 7 are shared ownership</p>														
Smaller is Better	HR32 Stonewall Equality Index rating (A)	➤	➤	210	199	199	199	★	199	★	200	190	▲	210
<p>In the Equality Index 2013 a ranking of 199 was achieved against a target of 200. This was an improvement of 11 places when compared with 2012</p> <p>Our Community Engagement and Diversity policies were given positive feedback</p> <p>In terms of focusing on improvement next year we were given the following advice:</p> <ul style="list-style-type: none"> <li>- Continuing the community engagement work</li> <li>- Developing a staff network</li> <li>- Procurement review</li> </ul> <p>Our aim next year is to get a 25 point increase, and further improve our ranking.</p>														



**NORTHAMPTON BOROUGH COUNCIL**  
**OVERVIEW AND SCRUTINY COMMITTEE**

**25 JULY 2013**

**BRIEFING NOTE:**

**SCRUTINY PANEL 1 – IMPROVING THE TOWN'S PARKS**

**1 INTRODUCTION**

- 1.1 Since the last meeting of this Committee, the Scrutiny Panel has embarked upon its evidence gathering.

**2 UPDATE**

- 2.1 At its meeting on 1 July 2013, the Scrutiny Panel received background information to inform its evidence base and agreed a number of core questions to be put to a variety of expert advisors. In addition, a survey monkey has been devised, widely distributed and promoted.
- 2.2 It was proposed by the Chair and agreed by the Panel that a Vice Chair be elected. It was agreed that Councillor David Palethorpe be elected Vice Chair of this Scrutiny Panel.
- 2.3 The Chairs, or their representatives, of the following groups have agreed to be co-opted to the Scrutiny Review:
- Friends of Abington Park
  - Friends of Delapre Abbey
  - Friends of Northampton Race Course
  - Friends of West Hunsbury Parks
- 2.4 The next evidence gathering meeting is scheduled for 5 August 2013.
- 2.5 The Scrutiny Panel has scheduled some site visits to various parks, the findings of which will inform the evidence base of the Review.
- 2.6 It is envisaged that the Chair of the Scrutiny Panel will present the final report to the Overview and Scrutiny Committee at its meeting on 27 January 2014.

**3 RECOMMENDATION**

- 3.1 That the update is noted.



**NORTHAMPTON BOROUGH COUNCIL**  
**OVERVIEW AND SCRUTINY COMMITTEE**

**25 JULY 2013**

**BRIEFING NOTE:**

**SCRUTINY PANEL 2 – MANAGEMENT AND REGULATION OF PRIVATE  
SECTOR HOUSING (INCLUDING HIMOs)**

**1 INTRODUCTION**

- 1.1 The Overview and Scrutiny Committee commissioned Scrutiny Panel 2 to undertake a review regarding the management and regulation of private sector housing (including HIMOs), the rationale being “To investigate the regulation and management of private lettings.”
- 1.2 At the first meeting of the Scrutiny Panel, Councillors agreed the scope of the review; a copy is attached at Appendix A, for the Committee’s approval.
- 1.3 The Scrutiny Panel agreed that the purpose of the Review should be updated to read “To investigate the regulation and management of private lettings, both by landlords and agencies”.
- 1.4 Membership of the Scrutiny Panel comprises Councillor Joy Capstick (Chair); Councillors Sally Beardsworth, Mick Ford, Lee Mason, Beverley Mennell, Brian Sargeant and Danielle Stone. It was proposed by the Chair and agreed by the Panel that a Vice Chair be elected. It was agreed that Councillor Sally Beardsworth be elected Vice Chair of this Scrutiny Panel.

**2 UPDATE**

- 2.1 In discussing the rationale for the review, the Scrutiny Panel felt that the required outcomes should be:
  - To agree the priorities for private sector housing towards achieving high quality, affordable private sector lettings
  - To ensure that private lettings make a positive contribution to neighbourhoods
  - To consider the options for licensing and make recommendations to Cabinet
  - To consider the legislative options available to the Council and make recommendations to Cabinet

- To produce a best practice guide for Northampton's private sector landlords

2.2 The schedule of meetings comprises:-

July 2013 to April 2014

- 8 July 2013 - Scoping meeting
- 18 September - Evidence gathering
- 17 October - Evidence gathering
- 4 December - Evidence gathering
- 23 January 2014 - Evidence gathering
- 13 February - Evidence gathering
- 30 April - Approval of the final report

2.3 It became apparent at the inaugural meeting that the scheduled date of 18 September is not convenient to all members of the Panel. An alternative date will be programmed into the schedule.

2.4 Meetings of the Scrutiny Panel will commence at 6.00 pm and will be held in the Jeffery Room, at the Guildhall.

2.5 Various site visits will be programmed into the schedule.

2.6 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 purpose of the Review is updated to read "To investigate the regulation and management of private lettings, both by landlords and agencies".

3.2 That the Overview and Scrutiny Committee approves the scope of Scrutiny Panel 2 – Management and Regulation of Private Sector Housing (Including HIMOs) as attached at Appendix A.

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Joy Capstick, Chair, Scrutiny Panel 2 – Management and Regulation of Private Sector Housing (Including HIMOs)

9 July 2013



## OVERVIEW AND SCRUTINY

### SCRUTINY PANEL 2 – Management and Regulation of Private Sector Housing (including HIMOs)

#### 1. Purpose/Objectives of the Review

- To investigate the regulation and management of private lettings, both by landlords and agencies

#### 2. Outcomes Required

- To agree the priorities for private sector housing towards achieving high quality, affordable private sector lettings
- To ensure that private lettings make a positive contribution to neighbourhoods
- To consider the options for licensing and make recommendations to Cabinet
- To consider the legislative options available to the Council and make recommendations to Cabinet
- To produce a best practice guide for Northampton's private sector landlords

#### 3. Information Required

- Background data
- Background reports and presentation
- Best practice data
- Desktop research
- Evidence from expert external witnesses
- Evidence from expert internal witnesses
- Site visits

#### 4. Format of Information

- Background data:
  - Presentation setting the context of private sector housing market
    - Changes over the last ten years
    - Future trends

- Map identifying known private rental properties including HIMOs

Private Sector Housing Strategy

Existing legislation and options available to local Councils for additional legislation

Options for licensing of HIMOs

Empty Homes Programme

- Evidence from:

Cabinet Member for Housing, Northampton Borough Council

Housing Options Team Leader, Northampton Borough Council (NBC)

Licensing (HIMOs) Consultation Manager, NBC

Community Safety Manager, NBC

Neighbourhood Wardens, NBC

Environmental Services Manager, NBC

Ward Councillors

Fire Safety, Northamptonshire Fire and Rescue Service

HMRC

Landlords' Association, Northampton

Student Accommodation Officer and students - Northampton University

Northamptonshire Federation of Residents' Association

Secretary of Semilong Community Forum

Shelter

- Desktop research identifying best practice elsewhere
- Site visits to a variety of private letting accommodation within the borough

## **5. Methods Used to Gather Information**

- Minutes of meetings
- Desktop research
- Site visits (if applicable)
- Officer reports
- Presentations
- Examples of best practice
- Witness Evidence:-

- Key witnesses as detailed in section 4 of this scope

## **6. Co-Options to the Review**

- None specifically identified for this Review

## **7 Equality Impact Screening Assessment**

- An Equality Impact Screening Assessment to be undertaken on the scope of the Review

## **8 Evidence gathering Timetable**

July 2013 to April 2014

- 8 July 2013 - Scoping meeting
- 18 September - Evidence gathering
- 17 October - Evidence gathering
- 4 December - Evidence gathering
- 23 January 2014 - Evidence gathering
- 13 February - Evidence gathering
- 30 April - Approval final report

Meetings to commence at 6.00 pm

Various site visits will be programmed during this period.

## **9. Responsible Officers**

Lead Officers      Lesley Wearing, Director of Housing and Fran Rodgers,  
Head of Strategic Housing

Co-ordinator      Tracy Tiff, Scrutiny Officer

## **10. Resources and Budgets**

Lesley Wearing, Director of Housing, and Fran Rodgers, Head of Strategic Housing, to provide internal advice.

## **11. Final report presented by:**

Completed by 30 April 2014. Presented by the Chair of the Panel to the Overview and Scrutiny Committee and then to Cabinet.

## **12. Monitoring procedure:**

Review the impact of the report after six months (approximately December 2014/January 2015)