

**NORTHAMPTON BOROUGH COUNCIL**  
**Overview and Scrutiny Committee**

Your attendance is requested at a meeting to be held at The Jeffrey Room,  
St. Giles Square, Northampton, NN1 1DE. on 4 February 2019 at 6pm

**George Candler**  
**Chief Executive**

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

**Members of the Committee**

|                   |   |
|-------------------|---|
| Chair             | Councillor Jamie Lane   |
| Deputy-Chair      | Councillor Graham Walker  |
| Committee Members | Councillor Rufia Ashraf<br>Councillor Mohammed Azizur Rahman ( Aziz)<br>Councillor Jane Birch<br>Councillor Alan L Bottwood<br>Councillor Gareth Eales<br>Councillor Penelope Flavell<br>Councillor Luke Graystone<br>Councillor Paul Joyce<br>Councillor Samuel Kilby-Shaw<br>Councillor Dennis Meredith<br>Councillor Cathrine Russell<br>Councillor Brian W Sargeant<br>Councillor Zoe Smith |

**Calendar of meetings**

| <b>Date</b>                      | <b>Room</b>  |
|----------------------------------|--|
| 29 April 2019 6:00 pm<br>15 July | All meetings to be held in the Jeffery Room at the Guildhall unless otherwise stated |

# Northampton Borough Overview & Scrutiny Committee

## Agenda

| Item No and Time | Title  | Pages          | Action required   |
|------------------|--|----------------|---|
| 1<br>6:00pm      | <b>Apologies</b>   |                | Members to note any apologies and substitution  |
| 2                | <b>Minutes</b>   | <b>1 - 5</b>   | Members to approve the minutes of the meeting held on 12 November 2018.   |
| 3                | <b>Deputations/Public Addresses</b>  |                | The Chair to note public address requests.<br><br>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 <a href="#">Public Address Protocol</a> and notify the Scrutiny Officer of your intention to speak. |
| 4                | <b>Declarations of Interest (Including Whipping)</b>   |                | Members to state any interests.   |
| 5<br>6:05pm      | <b>Report of the Overview and Scrutiny Reporting and Monitoring Working Group - General Fund MTFP 2019/2020 and Draft Budget Proposals</b> | <b>6 - 7</b>   | The Committee to receive a progress report from the Chair of the Overview and Scrutiny Reporting and Monitoring Working Group.  |
| 6<br>7:05pm      | <b>Cleanliness of the Town Centre</b>  | <b>8 - 27</b>  | The Committee to receive a briefing around the cleanliness of the town, including littering.  |
| 7                | <b>Monitoring of the accepted recommendations contained within Overview and Scrutiny Reports</b>   |                |   |
| 8 (a)<br>7:25pm  | <b>Dementia Friendly Town</b>  | <b>28 - 35</b> |   |
| 8 (b)<br>7:45pm  | <b>Healthcheck of the Local Economy</b>  | <b>36 - 45</b> |   |
| 8 (c)<br>8:05pm  | <b>Effectiveness of the Enforcement of Taxi and Private Hire Licensing</b>   | <b>46 - 60</b> |   |
| 9<br>8:25pm      | <b>Cabinet Response to Overview and Scrutiny Reports</b>   | <b>61 - 71</b> | The Overview and Scrutiny Committee to receive Cabinet's response to the following reports:   |

## Northampton Borough Overview & Scrutiny Committee

|                                |  |                |  |
|--------------------------------|--|----------------|--|
|                                |  |                | <ul style="list-style-type: none"> <li>• Environmental Services Contract</li> <li>• Culture and Tourism</li> <li>• Cemeteries</li> </ul>   |
| <b>10</b>                      | <b>Scrutiny Panels</b>                             |                | <p>The Overview and Scrutiny Committee to receive a progress report from the three Scrutiny Panels.</p> <p>In accordance with the Scrutiny Panel Protocol this item is for the Committee's information with no discussion.</p>                     |
| <b>10 (a)</b><br><b>8:30pm</b> | <b>Scrutiny Panel 1</b>                            | <b>72 - 73</b> |  |
| <b>10 (b)</b><br><b>8:35pm</b> | <b>Scrutiny Panel 2</b>                            | <b>74</b>      |  |
| <b>10 (c)</b><br><b>8:40pm</b> | <b>Scrutiny Panel 3</b>                            | <b>75</b>      |  |
| <b>10 (d)</b><br><b>8:45pm</b> | <b>Scrutiny Panel 4</b>                            | <b>76</b>      |  |
| <b>11</b><br><b>8:50pm</b>     | <b>Evaluation of O&amp;S Reports Working Group</b> | <b>77</b>      |  |
| <b>12</b><br><b>8:55pm</b>     | <b>Potential future pre decision scrutiny</b>      |                | The Overview and Scrutiny Committee to consider any potential issues for future pre decision scrutiny.   |
| <b>13</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. |

## NORTHAMPTON BOROUGH COUNCIL

### MINUTES OF OVERVIEW & SCRUTINY COMMITTEE

Monday, 12 November 2018

**COUNCILLORS PRESENT:** Councillor Jamie Lane (Chair), Councillor Graham Walker (Deputy Chair); Councillors Aziz, Jane Birch, Alan Bottwood, Gareth Eales, Paul Joyce, Dennis Meredith, Cathrine Russell, and Brian Sargeant

Councillor Brandon Eldred, Cabinet Member for Finance  
Councillor James Hill, Deputy Cabinet Member for Planning  
Rick O'Farrell, Head of Economy, Assets and Culture  
Shelley Parker, Facilities Manager  
Paul Everard, Planning Policy and Heritage Manager  
Mike Kay, CEO, NPH

**Officers** Tracy Tiff, Scrutiny Officer

**Members of the Public** Norman Adams

**Press** James Averill, Democracy Reporter

#### 1. APOLOGIES

Apologies for absence were received from Councillors Rufia Ashraf, Penny Flavell and Luke Graystone.

#### 2. MINUTES

The minutes of the meeting held on 24 September 2018 were signed by the Chair as a true and accurate record.

#### 3. DEPUTATIONS/PUBLIC ADDRESSES

Norman Adams addressed the Committee on agenda item 7.

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

Councillor Brian Sargeant declared an interest in agenda item 6 – hiring of rooms at the Guildhall as he would be hiring a room next year.

#### 5. HIMO RESEARCH

Councillor James Hill, Deputy Cabinet Member for Planning, and Paul Everard, Planning Policy and Heritage Manager, presented the briefing paper on HIMO research, highlighting the salient points.

The Committee made comment, asked questions and heard:

In response to a query it was confirmed that this would be a local Policy.

Councillor Hill and Paul Everard were thanked for their address.

## **6. HIRING OF ROOMS AT THE GUILDHALL**

Councillor Brandon Eldred, Cabinet Member for Finance, Rick O'Farrell, Head of Economy, Assets and Culture, Shelley Parker, Facilities Manager, presented the briefing paper on hiring of rooms at the Guildhall, highlighting the salient points.

The Committee made comment, asked questions and heard:

- In response to a query it was confirmed that the Office of the High Sheriff is offered room hire, free of charge, due to the prestige position within the borough and county.
- Marketing of the future catering contract would target caterers from all communities
- The Guildhall is positively marketed for events such as wedding receptions.
- The Guildhall has approved caterers for the catering
- Should a booking be taken for more than one room, a discount of 10% is applied
- The bar, in the Court Room, is used at events where it is requested

Councillor Eldred, Rick O'Farrell and Shelley Parker was thanked for her address.

## **7. TENANCIES AND HOUSING STOCK**

Norman Adams addressed the Committee commenting that in his opinion the report on Tenancies and Housing Stock contained historical data and was not up to date with a differential figure of 7. He commented on the date (HRA self-financing in 2012) the Council bought all its own housing stock and the changes made to right to buy. He referred to a Government commitment that right to buy sales would be replaced 1 for 1 but the housing stock in Northampton has decreased by 670 since 2012. Mr Adams commented that NPH has done good work and concluded his address by conveying his concerns about the declining housing stock.

Mr Adams was thanked for his address.

Mike Kay, Chief Executive, NPH presented the briefing paper on tenancies and housing stock, highlighting the salient points. He explained the reason for the difference in figures responding to Mr Adams and gave details of housing stock that had been developed and acquired in the last 18 months, providing details of further developments proposed with planning consent and those currently going through planning. It was anticipated that by 2019/20 we would be building more homes than those lost through right to buy.

The Committee made comment, asked questions and heard:

- In response to a query regarding the Government's Right to Buy Policy, Mike Kay advised that nowhere in the country had the policy of one for one replacements been achieved.
- Discounts for right to buy are: up to 50% for a house, 70% for a flat – this funds around 30% of a replacement property(ies).
- There is a big need from the Councils waiting list, in particular for one and two bed properties.

Mike Kay was thanked for his address.

## **8. MONITORING OF O&S REPORTS**

### **8A NBC OWNED STREET LIGHTING**

Rick O'Farrell, Head of Economy, Assets and Culture presented a briefing paper on NBC owned street lighting, highlighting the salient points.

The Committee asked questions, made comment and heard:

- One third of the street lighting required replacement as it is not economically viable to repair them, a design plan is being worked up; it will probably consist of less lights, with better LED lighting which will be more cost effective to run.
- The Committee requested that it is made know to the public that the new lighting will be of better quality and will be improved lighting.
- Urgent action was taken on lighting that was categorised as dangerous.
- The Committee requested that it is investigated whether the street lighting can be included within the Report It app.

Rick O'Farrell was thanked for his address.

AGREED: That the update is noted.

## **9. CABINET RESPONSE TO OVERVIEW AND SCRUTINY REPORTS**

The Committee noted Cabinet's response to its reports:

- Child Sexual Exploitation
- Dementia Friendly Town

The reports would be added to the Monitoring Work Programme and the Cabinet Member and Officers would be asked to attend the next meeting to provide an update.

## **10. SCRUTINY PANELS**

### **11. SCRUTINY PANEL 1**

Councillor Russell, Chair, Scrutiny Panel 1, presented the briefing note detailing the work of the Scrutiny Panel so far.

AGREED: That the information is noted.

### **12. SCRUTINY PANEL 2**

Councillor Sargeant, Chair, Scrutiny Panel 2, presented the briefing note detailing the work of the Scrutiny Panel so far.

AGREED: That the information is noted.

### **13. SCRUTINY PANEL 3**

Councillor Walker Chair, Scrutiny Panel 3, presented the briefing note detailing the work of the Scrutiny Panel so far.

AGREED: That the information is noted.

### **(A) SCRUTINY PANEL 4**

Councillor Smith Chair, Scrutiny Panel 4, presented the briefing note detailing the work of the Scrutiny Panel so far.

AGREED: That the information is noted.

## **14. O&S EVALUATION OF O&S REPORTS WORKING GROUP**

Councillor Lane Chair, of the Working Group , presented the briefing note detailing the work of the O&S Evaluation of O&S Reports Working Group so far.

AGREED: That the information is noted.

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

The Chair presented the terms of reference of the Reporting and Monitoring Working Group 2018/2019 for the Committee's approval.

AGREED: That the terms of reference of the Reporting and Monitoring Working Group 2018/2019, as attached at Annex 1, are approved.

## **16. POTENTIAL FUTURE PRE DECISION SCRUTINY**

There were none.

## **17. URGENT ITEMS**

There were none.

The meeting concluded at 19:16 hours



**NORTHAMPTON BOROUGH COUNCIL  
OVERVIEW AND SCRUTINY COMMITTEE**

**4 February 2019**

**BRIEFING NOTE:**

**O&S Reporting and Monitoring Working Group –  
General Fund MTFP 2019 – 2023 and Council wide draft budget 2019/2020,  
Housing Revenue Account (HRA), Rent Setting 2018/2019 and Budget  
Projections 2019 to 2022 2023**

**1 INTRODUCTION**

1.1 The Overview and Scrutiny Reporting and Monitoring Working Group met on 8 January 2019 to review the draft budget details and identify proposals that it considered merited closer scrutiny.

**2 UPDATE**

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

2.2 The items chosen for closer scrutiny are:

**Budget Risks**

| <b>Area For Further Scrutiny</b>   | <b>GF / HRA<br/>Saving Option or<br/>Budget Risk</b> |
|--|--|
| <ul style="list-style-type: none"> <li>• HRA Housing Delivery Programme (HRA Capital)</li> </ul>   | HRA Capital  |
| <ul style="list-style-type: none"> <li>• Restructure of Housing Options and Advice Team</li> </ul> | GF   |
| <ul style="list-style-type: none"> <li>• Central Museum Development</li> </ul>                     | Capital Fund   |
| <ul style="list-style-type: none"> <li>• Environmental Services Contract Review</li> </ul>         | GF   |
| <ul style="list-style-type: none"> <li>• Reduction in shop income</li> </ul>                       | GF   |

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

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

### **3 RECOMMENDATION**

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

### **4. BACKGROUND PAPERS**

- 4.1 Budget Reports

Author: Tracy Tiff, Scrutiny Officer, on behalf of Councillor Jamie Lane, Chair, Reporting and Monitoring Working Group

9 January 2019

## NORTHAMPTON BOROUGH COUNCIL

### OVERVIEW AND SCRUTINY

#### ACTION PLAN: SCRUTINY PANEL Keep Northampton Tidy

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

#### Proposed dates for monitoring implementation of accepted recommendations

| Report received by Cabinet | Response received by Overview and Scrutiny Committee | Monitoring activity | Monitoring complete                                |
|----------------------------|--|---------------------|--|
| July 2015                  | 20 January 2016                                      | 25 September 2017   | 25 September 2017<br>Update report 4 February 2019 |

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#### Previously outstanding actions

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

|  |  |  |   |
|--|--|--|---|
|  |  |  | <p>been received, the Planning Enforcement team has been prepared to take appropriate action. However, there have been few examples of unauthorised fly posting and so no formal action has been taken.</p> <p>Neighbourhood Wardens monitor flyposting and report cases to Planning Enforcement and Licensing Teams. Licensing have contacted a number of venues to warn of potential licence review if fly posting continues.</p> <p>During summer 2017 over 200 fly posters have been removed. Organisations responsible for fly posting have been served with Community Protection Warnings.</p> <p>An updated graffiti and placard policy was approved</p> |
|--|--|--|---|

|   |                                   |                              |             | at Cabinet on 16 January. The policy clarifies arrangements for removal of placards and graffiti and puts arrangements in place to recharge and sanction those responsible.   |
|---|-----------------------------------|------------------------------|-------------|---|
| <b>Recommendation 11:</b> Consider the gating of jetties at night in the town centre that are currently subject to anti-social behaviour. |                                   |                              |             |   |
| Action  | Implementation/responsibility by  | Resources required/available | Target date | Achievement/Completed   |
| Investigation of possible night time gating of jetties  | Members of Town Centre Task Group | Staff time                   |             | Complete<br><br>Extensive investigations have been carried out into the possible night time gating of the jetty in Northampton that is associated with high levels of anti-social behaviour. It was concluded that this was not practical due to the following reasons:<br><br>Who would lock and unlock any gates. |

|  |  |  |  |   |
|--|--|--|--|---|
|  |  |  |  | <p>How would the gate be designed to enable exit for persons fleeing a fire via the various fire exits which open out into the Jetty.</p> <p>The jetty is very narrow and any gate would need to be especially made. A shutter style which could perhaps descend and then be locked was also investigated.</p> <p>It was concluded that the cost of this would be disproportionate given the levels of anti-social behaviour that were taking place.</p> <p>A report to approve a Public Spaces Protection Order to gate an alleyway, (Marble Arch) was presented to Cabinet on 13 September 2017. The effectiveness of this PSPO will be monitored</p> |
|--|--|--|--|---|

|   |  |                              |             | <p>and the applicability of the approach to other locations will be considered.</p> <p>January 2019 update – the Marble Arch PSPO has proved to be effective. Further requests have been received to consider the gating of Jeyes Jetty and one of the local businesses has offered to act as a keyholder. The practicalities of this action is currently under consideration.</p> |
|---|--|------------------------------|-------------|--|
| <p><b>Recommendation 20:</b> Where practical, the Local Authority and the Highways Agency arranges anti-littering campaigns at service stations</p> |  |                              |             |  |
|   |  |                              |             |  |
| Action  | Implementation/responsibility by           | Resources required/available | Target date | Achievement/Completed  |
| Contact Highways Agency to discuss  | Environmental Health and Licensing Manager | Staff time                   |             | <p><b>Complete</b></p> <p>Highways England operate a number of Regional anti litter</p>  |

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

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

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

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

**Recommendation 6:** Funding of £2,000 is made available for:

- 1 Officers to be charged with disseminating portable ashtrays in the town centre.
- 2 “Do not feed the pigeons” signs to be erected in various locations in the town centre.

And the provision of chewing gum boards is investigated on a cost benefit basis.

| Action   | Implementation/responsibility by   | Resources required/available                        | Target date | Achievement/Completed  |
|--|--|---|-------------|--|
| Purchase of portable ashtrays<br><br>Investigation of Do not feed the Pigeons signs and chewing gum boards | Communities and Environment Division staff in consultation with Enterprise | Staff time and budget for the purchase of equipment | Summer 2016 | <p><b>Complete</b></p> <p>Portable ashtrays have been made available, partly funded by Town Centre BID</p> <p>Large amounts of additional signage conflicts with the objective of decluttering the town centre. Signs are used where specific problems identified.</p> <p>The use of chewing gum boards has been investigated. They are not considered to be an effective solution (unsightly, attract wasps and ineffective).</p> |

**Recommendation 8:** Officers are instructed to contact supermarkets highlighting the problem of abandoned shopping trolleys in the town and encouraged to participate in a trolley collection schemes.

Through the Planning Conditions, supermarkets and similar are required to have mechanisms installed to prevent trolleys being removed from site.

| Action   | Implementation/responsibility by                         | Resources required/available | Target date      | Achievement/Completed   |
|--|--|------------------------------|------------------|---|
| <p>Contact made with supermarkets.</p> <p>Discussion with planning team about the practicality of use of conditions to deal with this matter</p> | <p>EH and Licensing Manager</p> <p>Planning Division</p> | <p>Staff time</p>            | <p>June 2016</p> | <p>Complete</p> <p>Supermarkets have been contacted and reminded of the problems associated with abandoned trolleys and their responsibility to collect them.</p> <p>Planning Officers indicate that this requirement is outside the scope of conditions that can be included in planning conditions.</p> <p><b>Cabinet on 16 January approved the implantation of a scheme to collect trolleys and recharge their owners..</b></p> |

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

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

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

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

|   |  | available                    |                                     | Completed  |
|---|--|------------------------------|-------------------------------------|--|
| Clarification obtained regarding current practice   | Enterprise Staff / Northamptonshire Highways / Highways Agency | Staff time                   | Summer 2016                         | <b>Complete.</b><br>Litter picking on high speed roads is coordinated. Consent is required to undertake this work and appropriate arrangements are in place to ensure that this occurs |
| <b>Recommendation 24</b> A time limited Action Plan in respect of the 30 criteria of the Purple Flag Accreditation is produced; with the aim of exploring the feasibility of entering an application for Purple Flag Accreditation for Northampton town centre. |  |                              |                                     |  |
| <b>Recommendations to the Overview and Scrutiny Committee</b>   |  |                              |                                     |  |
| <b>Recommendation 28:</b> The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.   |  |                              |                                     |  |
| Action  | Implementation/responsibility by                               | Resources required/available | Target date                         | Achievement/Completed  |
| Included onto the O&S Monitoring Work Programme   | Added to the O&S Monitoring Work Programme - Overview and      | n/a                          | Monitoring to take place 2 February |  |

| 2016/2017  | Scrutiny Committee                                    |  | 2017        |  |
|--|---|--|-------------|--|
| Action   | Implementation/responsibility by                      | Resources required/available   | Target date | Achievement/Completed  |
| Development of an action plan for applying for Purple Flag accreditation.  | NBC staff working in partnership with Town Centre BID | Staff time   | 2017        | Work is currently at the planning stage of developing an understanding of the criteria for gaining purple flag accreditation and how this would apply in Northampton<br><br>January 2019 update – Purple Flag accreditation achieved in summer 2019. Work in progress to submit renewal application. |
| <b>Recommendation 1:</b> Investigate the wider use of the successful NBC Report It App., such as the inclusion of a facility to report tree and used as a channel to request and co-ordinate community action such as litter picks. Consider extended to include NCC issues with borough |   |  |             |  |
| Resources required/available   | Target date   | Achievement/Completed  |             |  |
| Staff time   |   | <b>Complete</b> – Issue has been logged with ICT and will be taken forward as part of review of Website and reporting methods. |             |  |

**Recommendation 3:** A Usage Log for the Report It App. is produced on an annual basis. .

| Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |
|----------------------------------|------------------------------|-------------|--|
| ICT services staff               | Staff time                   |             | <b>Complete</b> -. quarterly reports being produced and made available |

**Recommendation 7:** To enhance an area, empty brick or similar highway planters in situ in the town centre are, either filled with various foliage, removed or topped with a hard surface.

| Action   | Implementation/responsibility by                 | Resources required/available | Target date | Achievement/Completed                                     |
|--|--|------------------------------|-------------|---|
| Ensure that all planters in the town centre area provided with suitable floral displays Stickers made available to wardens and used where appropriate. | Environmental Services (Direct Services) Manager | Staff time budget            | March 2016  | <b>Complete</b><br>Additional planting has been provided. |

**Recommendation 15:** The viability of running a National Citizen Scheme (NCS) to attract mid-late teenagers involvement is investigated

| Action  | Implementation/responsibility by                                      | Resources required/available | Target date | Achievement/Completed  |
|---|---|------------------------------|-------------|--|
| Investigation of the viability of running a scheme or linking with existing schemes                                   |   |                              |             | <p><b>Complete</b></p> <p>Enquiries have been made and it has not been possible to link with this specific scheme.</p> <p>However in the coming year it is planned to engage with the Youth Forum to develop environmental initiatives for young people.</p> |
| <b>Recommendation 18:</b> Community (Parish) Enhancement Teams are encouraged to undertake more work within the town. |   |                              |             |  |
| Action  | Implementation/responsibility by                                      | Resources required/available | Target date | Achievement/Completed  |
| Confirm whether this resource is available and what steps need to be followed   | EH and Licensing Manager to obtain information from NCC / contractors | Staff time                   |             | <p><b>Complete</b></p> <p>Details have been obtained about the process for applications for works by Community Enhancement</p>   |

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  | <p>Gangs for 2017/18. The closing date for applications is Friday 24 February. The information on the application process has been shared with all Members and with Parish Councils and Community Groups.</p> <p>2019 update – this scheme is no longer available.</p> |
|--|--|--|--|--|





**NORTHAMPTON BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY**

**ACTION PLAN: SCRUTINY PANEL - Dementia Friendly Town**

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

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

29

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

|   |  |  |  |   |
|---|--|--|--|---|
| <p>Work towards Northampton being a Dementia Friendly Town (DFT) in liaison with the Northampton DAA, Northamptonshire DAA and University of Northampton.</p> |  |  |  | <p>NBC have become a member of the Northampton and Northamptonshire Dementia Action Alliance (DAA).</p> <p>Louise Musson (NBC) is Chair of the Northampton DAA and Deputy Chair for the Northamptonshire DAA.</p> <p>The Northampton DAA has now applied for 'working towards Dementia Friendly Community' Status. This will be confirmed in January 2019. At which point they will be able to start evidencing the work being carried out throughout Northampton to support the town gaining Dementia Friendly Community status.</p> |
|---|--|--|--|---|

| Action  | Implementation/responsibility by | Resources required/available | Target date       | Achievement/Completed   |
|---|----------------------------------|------------------------------|-------------------|---|
| <p>Northampton Forum (Dementia Action Alliance) to be established.</p> <p>Interfaith Forum to be invited to join.</p> | <p>Louise Musson</p>             | <p>Officers Time</p>         | <p>April 2018</p> | <p>Completed – Northampton has a DAA which is currently chaired by Louise Musson (NBC).</p> <p>NIFF has been invited to form part of the Northampton DAA and have since joined.</p> <p>One of the local churches has held a Dementia Friendly Service and are looking to make this a regular event and open it out to other churches.</p> |

| <b>Recommendation 3:</b> Northampton Borough Council registers with the Alzheimer's Society as part of the Dementia Friendly Recognition Scheme.   |  |                                     |                    |   |
|--|--|-------------------------------------|--------------------|---|
| <b>Action</b>  | <b>Implementation/responsibility by</b>          | <b>Resources required/available</b> | <b>Target date</b> | <b>Achievement/Completed</b>  |
| Internal Dementia Strategic Working Group to be formed from all the key areas of NBC. This will enable a review of best practice in the organisation for people living with dementia and their carers and work towards fulfilling the Alzheimer's criteria for becoming a DF organisation. | Louise Musson and<br>Lead Officers for each area | Officers Time                       | April 2019         | This group has started working in the individual service areas including museum services and community safety and partnership. Further regular meetings of the whole working group have been diarised commencing in February 2019 |
| Northampton Borough Council will register as an organisation 'working towards DF community/organisation.   |  |                                     | January 2019       | As part of the DAA, Northampton Borough Council will be recognised as one of the leads for working towards Dementia Friendly Northampton. This will be confirmed January 2019.  |

| <b>Recommendation 4:</b> Dementia Friends information and training is included in both Councillor and staff inductions.   |  |   |                    |  |
|---|--|---|--------------------|--|
| <b>Action</b>   | <b>Implementation/responsibility by</b>          | <b>Resources required/available</b>   | <b>Target date</b> | <b>Achievement/Completed</b>   |
| DF Champions training needed for a number of staff, to ensure DF information sessions are provided.<br><br>DF information sessions to be provided to all new staff and Councillors. | HR, Training & Development, Health and Wellbeing | Officers Time<br><br>Champion Training for Officers which is Free from the Alzheimers organisation. | April 2019         | This will form part of the work of the NBC strategy group.   |
| <b>Recommendation 5:</b> A Councillor Champion for older people, focussing on dementia is appointed.  |  |   |                    |  |
| <b>Action</b>   | <b>Implementation/responsibility by</b>          | <b>Resources required/available</b>   | <b>Target date</b> | <b>Achievement/Completed</b>   |
| Appoint Councillor for Older People   | Marion Goodman                                   | None  | April 2018         | Cllr Anna King, Cabinet Member for Community Engagement and safety is the Councillor Champion for Older People |

| <b>Recommendation 6:</b> The Dementia Friends Champion liaises with the local churches in Northampton to ascertain what Groups are currently available and whether further Groups such as Care and Share could be introduced.                             |                                  |                              |             |  |
|---|----------------------------------|------------------------------|-------------|--|
| Action  | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |
| DFC to liaise with NIFF and other church groups to establish a database of Dementia Support Groups within Northampton.  | Louise Musson                    | Officers Time                | April 2019  | Stephanie De Vally from Northamptonshire Police is progressing this action as part of her contribution to the Northampton DAA. |
| <b>Recommendation 7:</b> The Dementia Friends Champion has dialogue with the Transport Manager of UNO and the Head of Vulnerable Persons, Northants Police, regarding training for drivers of UNO around raising awareness of those living with dementia. |                                  |                              |             |  |
| Action  | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |
| The NBC Strategic Working Group will liaise with UNO and  | NBC Strategic Group              | Officers Time                | April 2019  | This will form part of the work of the NBC strategy group.   |

| <p>other transport providers via the Bus Station User Group to support them with raising awareness of Dementia and their carers.</p>  |   |                                     |                    | <p>Both UNO and Northamptonshire Carers are members of the DAA.</p> |
|---|---|-------------------------------------|--------------------|---|
| <p><b>Recommendation 8:</b> The Dementia Friends Champion works with the Assistant Chief Executive, Northamptonshire Carers, regarding the introduction of ID cards for carers when travelling with someone living with dementia.</p> |   |                                     |                    |   |
| <b>Action</b>   | <b>Implementation/responsibility by</b> | <b>Resources required/available</b> | <b>Target date</b> | <b>Achievement/Completed</b>  |
| <p>The NBC Strategic Working Group will liaise with UNO, other transport providers and Northamptonshire Carers via the Bus Station User Group to discuss the introduction of carer ID cards.</p>                                      | <p>NBC Strategic Group</p>              | <p>Officers Time</p>                | <p>April 2019</p>  | <p>This will form part of the work of the NBC strategy group.</p>   |

## BRIEFING NOTE RE HEALTH CHECK OF THE NORTHAMPTON ECONOMY

### FOR OVERVIEW AND SCRUTINY COMMITTEE MEETING

TO BE HELD ON 4<sup>TH</sup> FEBRUARY 2019

This report provides a Health Check of the Northampton economy using local, regional and national data to demonstrate the current position.

#### Structure of the Health Check

The report considers the performance of the Northampton economy by reviewing a number of key economic indicators, the areas identified include;

- Industrial structure
- Town Centre
- Business and Innovation
- Jobs, Wages and Unemployment
- Skills within the Borough
- Business view of the Northampton economy

The Health Check reviews each of these areas in turn.

#### Industrial structure

Northampton is home to 10,715 enterprises (Table 1: Inter Departmental Register UK Business Counts (2018)). Of these over 90% of companies employ less than 9 people. By comparison Northampton is home to 55 large companies employing over 250 people, this compares well to the rest of the East Midlands and points to the town being one of the strategic locations within the region alongside Milton Keynes, Leicester and Nottingham.

| UK Business Counts (2018) |                          |                    |                            |                      |
|---------------------------|--------------------------|--------------------|----------------------------|----------------------|
|                           | Northampton<br>(Numbers) | Northampton<br>(%) | East Midlands<br>(Numbers) | East Midlands<br>(%) |
| <b>Enterprises</b>        |                          |                    |                            |                      |
| Micro (0 To 9)            | 9,705                    | 90.6               | 158,840                    | 88.9                 |
| Small (10 To 49)          | 780                      | 7.3                | 16,300                     | 9.1                  |
| Medium (50 To 249)        | 175                      | 1.6                | 2,930                      | 1.6                  |
| Large (250+)              | 55                       | 0.5                | 680                        | 0.4                  |
| Total                     | 10,715                   | -                  | 178,745                    | -                    |

Table 1: Inter Departmental UK Business Counts 2018

An advantage of this structure is that because employment is distributed among a large number of smaller companies rather than being concentrated in a small number of large corporations, the economy is less at risk of economic shocks more likely to be experienced by having a high concentration of large internationally mobile companies. This means that SMEs are well placed to support future job creation.

The economy's structure is also similar to neighbouring towns and cities. There is currently an over reliance on a small number of sectors, which has largely been driven by the location of the town and its proximity to the M1. However with the increasing digitisation and use of technology, in many cases there is less requirement for businesses beyond the logistics sector to be located close to major infrastructure.

This presents a challenge for Northampton, as the town has grown from its connection to the M1. With new technology now driving much of the economy the Borough needs to serve new economic forces and ensure that it captures economic growth from digital business, the creative sector, the knowledge economy – including Health and Environment. There is also a need to reinvent the image of the town, in order to move away from the current image as a logistics and manufacturing area. The current sector composition is set out in Table 2.

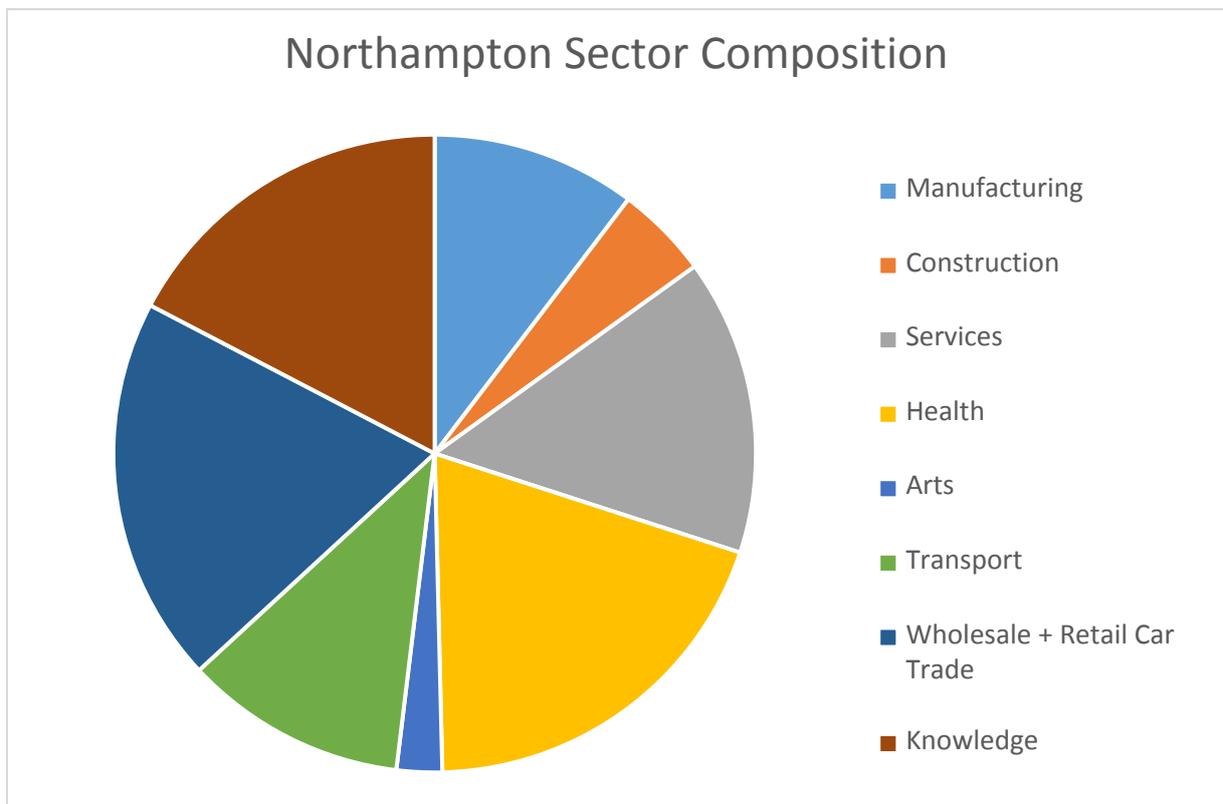


Table 2: Northampton sector composition

## Business and Innovation

Northampton was named the 'most enterprising town' for business start up's in 2016 by the Centre for Cities' within their Cities Outlook 2016 report. This analysis revealed that Northampton had the highest average increase in the number of businesses and the highest margin between start-ups and closures during 2013-14. Based on the 2017 Outlook report, Northampton remained in 2<sup>nd</sup> place with only London moving above the town. This positioning recognises that Northampton continues to offer an affordable location for business to become established and also demonstrates that the local community have an enterprising outlook.

Almost inevitably locations with high numbers of business start-ups also have a high number of business failures, this is true of Northampton, however the positioning in the Cities Outlook demonstrates that a business has currently more chance of surviving in Northampton rather than anywhere else except London.

Northampton currently has 13.6% of its businesses classified as operating within the 'Knowledge economy' (ONS business register 2018). The Knowledge economy is defined as an 'Economy based on creating, evaluating, and trading knowledge'. It is typically a technology driven sector and is considered to be the leading sector of a modern economy. Within the Cities Outlook 2017, Northampton was position as the 21<sup>st</sup> (17,100 jobs) most knowledge driven economy of the 62 cities analysed. Locally, Milton Keynes was placed 6<sup>th</sup> (32,300 jobs), Peterborough 16<sup>th</sup> (15,200 jobs) Coventry 20<sup>th</sup> (21,300 jobs) and Luton 37<sup>th</sup> (9,600 jobs).

The depth of the Knowledge economy is an important indicator of how the economy is changing to reflect new demands and the adoption of technology. A position of 21<sup>st</sup> reflects that Northampton is changing, but not necessarily as fast as the leading cities. This analysis is supported by the data concerning the number of Patent applications made by business. Northampton in this area has been positioned as 31<sup>st</sup> of 63. By comparison Coventry is in 2<sup>nd</sup> place, Milton Keynes 11<sup>th</sup>, Peterborough 13<sup>th</sup>, while Luton trails considerably in 60<sup>th</sup>.

This analysis again points to Northampton's economy being dominated by Small Medium sized enterprises, while the large companies in the area typically have a presence through production centres and distribution units rather than their headquarters or research and development centres. There is an opportunity for the Borough Council and its partners to identify interventions that could assist in developing the existing Knowledge economy further or attracting new investment into the Borough in this sector.

Data that reinforces this picture includes Northampton contributing a Gross Value Added (which is the measure of the value of goods and services produced in an area, industry or sector of an economy) of £6.2bn in 2015. This places Northampton as 35<sup>th</sup>/63, which again reflects the nature of the economy being driven by logistics and manufacturing.

ONS analysis reveals that Northampton is currently 8% less productive than the national average. Although it should be noted that if London were removed from the analysis, Northampton would be significantly closer to the national average. However, this demonstrates that Northampton does need to identify ways of

diversifying the local economy further to address some of these inherent weaknesses. Northampton does have a number of opportunities, including the recent opening of the University of Northampton's Waterside Campus, the planned growth and provision of space within the Cultural Quarter and availability of land within the Waterside Enterprise Zone.

### Jobs, Wages and Unemployment

Northampton is currently home to 120,400 jobs (Nomis, Annual Population Survey 2018). The Borough has seen a slight reduction in the number of jobs during the year of around 500 positions, including some high profile departures, principally within the Town Centre. The Borough also supports a higher proportion of Public sector jobs compared to Private sector jobs, with the Cities Outlook reporting Northampton in 16<sup>th</sup> position. This reflects the role Northampton plays in the County in hosting the County Council, major Hospital and Police Headquarters.

The average weekly wage in Northampton is currently £536.50 per week (ONS Labour Force report). This is reported by the Centre for Cities as an average performing area (32nd/63), this again points to the prevalent sectors within the Borough, which are typically employing lower skilled workers. Compared to the National average, the Borough is current lower than the national figure of £571.10 per week.

From the Borough's own conversations with local businesses it is evident that all sectors struggle to find staff, and invariably when they do, the company has to deliver its own training in order to develop required skills sets and expertise.

Table 3 below sets out the local comparison between wage levels. The picture across Northamptonshire is relatively similar, with only South Northamptonshire offering a higher wage than Northampton. This can be attributed to the specialism South Northamptonshire has around its dominant sectors, which includes high performing manufacturing to support the Motorsport industry.



Table 3: Average Salary County comparison

Unemployment within the Borough continues to be at a lower level than nationally. In June 2018, unemployment in the Borough was recorded at 4.1% while nationally the level was 4.2%. The regional comparison is of more concern where, Northampton compares less well against 3.9% across the rest of the East Midlands. It should be noted that unemployment across the region has been reducing since mid-2017.

Table 4 below sets out Northampton’s performance against its County neighbours. This reflects a closely balanced performance on unemployment over the past 20 years.

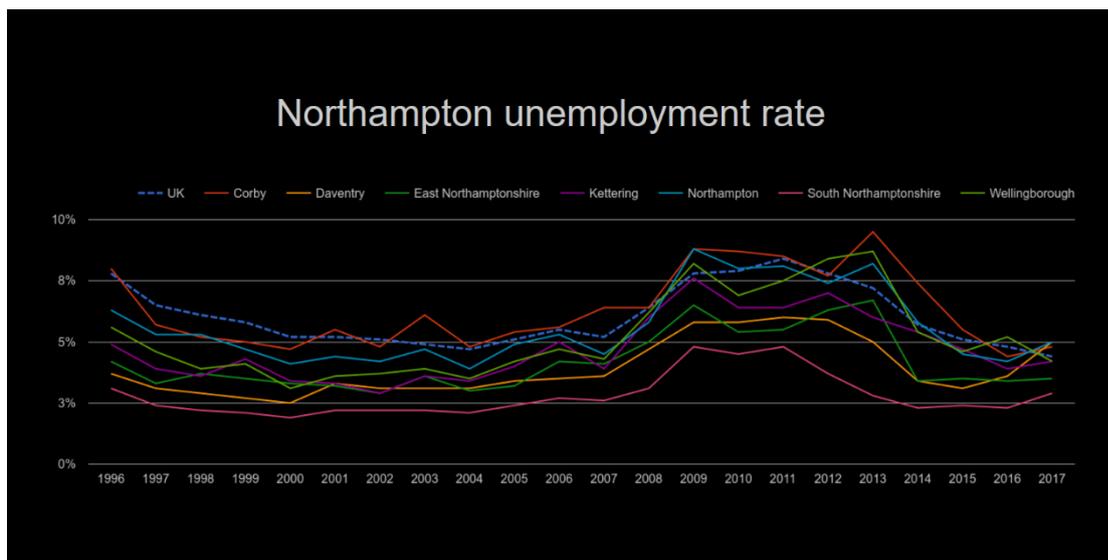


Table 4 Unemployment, Labour Force Survey

Table 5 sets out the detail around Economic Inactivity in the Borough. This data reveals the number of students and those unable to work within Northampton. The table reports a total of 8,800 residents currently seeking employment, while a further 17,200 are reported as not seeking a job.

| Economic inactivity (Jul 2017-Jun 2018) |                     |                 |                   |                   |
|---|---------------------|-----------------|-------------------|-------------------|
|   | Northampton (Level) | Northampton (%) | East Midlands (%) | Great Britain (%) |
| <b>All People</b>                       |                     |                 |                   |                   |
| Total                                   | 26,100              | 18.3            | 22.4              | 21.6              |
| Student                                 | 8,200               | 31.5            | 26.6              | 26.8              |
| Looking After Family/Home               | 8,800               | 33.8            | 23.7              | 24.0              |
| Temporary Sick                          | !                   | !               | 2.1               | 2.0               |
| Long-Term Sick                          | 4,400               | 16.8            | 23.0              | 22.3              |
| Discouraged                             | !                   | !               | #                 | 0.4               |
| Retired                                 | #                   | #               | 14.4              | 13.1              |
| Other                                   | #                   | #               | 9.9               | 11.3              |
| <b>Wants A Job</b>                      |                     |                 |                   |                   |
| Wants A Job                             | 8,800               | 33.9            | 22.6              | 22.0              |
| Does Not Want A Job                     | 17,200              | 66.1            | 77.4              | 78.0              |

Source: ONS annual population survey  
 # Sample size too small for reliable estimate (see definitions)  
 ! Estimate is not available since sample size is disclosive (see definitions)  
 Notes: numbers are for those aged 16-64.  
 % is a proportion of those economically inactive, except total, which is a proportion of those aged 16-64

Table 5 Economic Inactivity

## Skills levels within the Borough

The levels of skills and education within Northampton are broadly in line with the national data. When compared to regional levels, Northampton performs well and offers a higher standard of skills than its neighbours. This is an important factor in seeking to secure future inward investment. Skills have become an increasingly important consideration for businesses seeking to relocate. Conversely it is also an important factor for businesses that may seek to relocate out of an area, particularly if skills are scarce in other locations.

Despite Northampton not having a broad range of sectors present within the economy, there is need to high level skills across each of the local sectors. From manufacturing to professional services, employers are seeking higher level skills, which Table 6 demonstrates Northampton is able to offer employers.

Northampton has very high job density levels, which significantly exceed national averages, meaning that a very tight labour market operates. Therefore, it is important that all of the working aged population are skilled and equipped to take up employment opportunities. This applies particularly to young people, to avoid them entering into a cycle of long term or very low waged employment.

| Qualifications (Jan 2017-Dec 2017) |                        |                    |                      |                      |
|------------------------------------|------------------------|--------------------|----------------------|----------------------|
|                                    | Northampton<br>(Level) | Northampton<br>(%) | East Midlands<br>(%) | Great Britain<br>(%) |
| NVQ4 And Above                     | 55,100                 | 38.9               | 32.1                 | 38.6                 |
| NVQ3 And Above                     | 82,500                 | 58.3               | 52.0                 | 57.2                 |
| NVQ2 And Above                     | 106,300                | 75.2               | 70.9                 | 74.7                 |
| NVQ1 And Above                     | 121,900                | 86.2               | 83.6                 | 85.4                 |
| Other Qualifications               | 9,100                  | 6.4                | 8.2                  | 6.9                  |
| No Qualifications                  | 10,500                 | 7.4                | 8.2                  | 7.7                  |

Source: ONS annual population survey  
Notes: For an explanation of the qualification levels see the definitions section.  
Numbers and % are for those of aged 16-64  
% is a proportion of resident population of area aged 16-64

[view time-series](#) [compare other areas](#) [query dataset...](#)

Table 6 Qualification levels in Northampton

## Town Centre

Town Centres have been of considerable focus for Local Authorities and their partners for a number of years. The impact of the 2010 economic downturn has served to sharpen this focus even more. Work in Northampton by the Borough Council and partners including the Business Improvement District is focusing on developing a new Town Centre Vision, building upon the work of the recently produced Northampton Retail and Leisure Study.

Town Centres across the country are seeing sizeable changes. The rate of change amongst retailers has been considerable, with a number of major retailers disappearing from Town Centres since 2010. The general view confirms that this trend is likely to continue into the future. Northampton has seen a number of major retailers close within the Town Centre. At present the Retail and Leisure Study reports a town centre vacancy rate of 14.9% within Northampton Town Centre. This figure represents a reduction from the 2010 figure of 17.3%, therein revealing the

Town Centre continues to receive investment and a number of new retailers commencing activity across the town centre.

Northampton is current positioned as the 64 highest performing retail centre in the country (Genecom/Beis 2017) although this positioning has been weakening since 2013/4. Table 7 sets out how Northampton is performing within the region. It is noticeable that there is a natural hierarchy developing between 'retail destinations' that offer a broad 'experience' when allied to a strong cultural and leisure offer, whereas, second tier centres, such as Northampton provide a more functional experience as a regional centre. It is this level which is experiencing the most competition, not least as there are many more regional centres within a 50 mile radius of Northampton.

| Centre             | Classification  | 2013-2014 Rank | 2014-2015 Rank | 2015-2016 Rank | 2015-2016 Score | Market Position Classification | Market Position Index (Average 100) |
|--------------------|-----------------|----------------|----------------|----------------|-----------------|--------------------------------|-------------------------------------|
| Birmingham Centre  | Major City      | 3              | 4              | 3              | 686             | Upper Middle                   | 114                                 |
| Leicester          | Major City      | 14             | 17             | 17             | 401             | Middle                         | 106                                 |
| Milton Keynes      | Major Regional  | 35             | 29             | 34             | 308             | Upper Middle                   | 116                                 |
| Peterborough       | Major Regional  | 54             | 48             | 45             | 267             | Middle                         | 99                                  |
| <b>Northampton</b> | <b>Regional</b> | <b>56</b>      | <b>59</b>      | <b>64</b>      | <b>224</b>      | <b>Middle</b>                  | <b>96</b>                           |
| Coventry           | Regional        | 58             | 62             | 66             | 223             | Middle                         | 92                                  |
| Leamington Spa     | Regional        | 105            | 84             | 84             | 206             | Upper Middle                   | 116                                 |
| Luton              | Regional        | 80             | 80             | 91             | 199             | Middle                         | 92                                  |
| Bedford            | Regional        | 119            | 105            | 100            | 188             | Middle                         | 92                                  |
| Loughborough       | Regional        | 522            | 188            | 184            | 138             | Lower Middle                   | 138                                 |

Table 7 GENECON/BIS; In the 'Understanding High Street Performance' report

The pressure on Town Centres has emanated from a number of sources. Such combined pressure has created the change that is currently being witnessed. The pressures include;

- Progressive rise of online shopping
- Long term and cumulative impact of out-of-town and one stop shopping
- Rise of a convenience culture
- The impact of nationally imposed business rates
- The availability of too much retail space; but the wrong type for new retail entrants.

National commentary is indicating that Town Centres do need to evolve. There are calls for significant changes to Business Rates which supports retail more effectively. There is a need for Local authorities to consider the role residential units can play in supporting Town Centres, particularly in terms of using large redundant units. The

role of leisure has also been identified as a potential area for Town Centres to develop in order to offer diversity to visitors.

The Borough and its partners will be developing a Town Centre Vision that develops a new approach to supporting the town centre and ensuring that the area is supported, rejuvenated and high performing into the future.

### Business view of the economy

Northamptonshire Chamber of Commerce produces a Quarterly Economic Survey (QES) of its members. The survey provides an independent, broad analysis of the views of local business leaders. The QES is made up of responses from businesses across the county. Firms were questioned between 27 August and 17 September 2018. The Quarter 3; 2018 Quarterly Economic Analysis revealed the current headline views from business:

#### i) Price Pressure

A total of 45% of manufacturers responding to the QES in Q3 identified a need to increase prices over the next three months. Of these 88% cited raw material prices as the cause for this. This is increased by 20% from last quarter.

In the services sector 20% of firms reported that their prices would need to increase over the next three months, which is down 14% on last quarter. Once again, respondents identified the pressure for this is spread more widely across a number of factors.

Inflation in raw material prices, potential disruption to supply chains and uncertainty across all markets as a result of Brexit is creating considerable fluctuations to this volatile benchmark.

#### ii) Employment Growth

In Q3 2018 employment growth was reported by just 9% of manufacturers and 13% of service firms in Northamptonshire.

A rising number of respondents have told us of a decrease in their workforce over the last quarter. This time 18% of manufacturers and 13% of service sector firms reported a contraction in their employment numbers, compared with 6% and 3% (respectively) of the previous quarter.

#### iii) Investment in Training

Over Q3 a net 20% of respondents in the services sector identified plans to increase investment in training, and once again a net balance 0% of manufacturers report plans to increase their investment in training.

Stagnant investment in training, also being observed nationally, is not compatible with attitude of the labour market, which continues to favour the employee. Firms need to consider raising their investment in their staff for

retention and recruitment, or potentially risk losing out as vacancies open up in the post-Brexit workplace.

iv) Employment Expectations

In the services sector a net 14% of respondents reported the expectation to grow their workforce over the next quarter.

–30% of manufacturers expect to grow their firm over the next three months.

Through the QES a number of respondents have told us that suppliers are relocating their operations to Europe, resulting in inflated costs or disruption. Coupled with the loss of major retailers in Northampton town centre, slumped employment expectations can be anticipated for at least as long as investment remains variable.

v) Confidence

A net 47% of service firms and 46% of manufacturers expect an improvement in turnover over the next twelve months.

Despite a further downgrade in growth expectations for 2018 and 2019 from the British Chambers of Commerce, confidence in Northamptonshire continues to hold at around half of respondents expecting their turnover to grow over the next twelve months. This optimism has been roughly continuous for the last year, but has not yet translated into buoyant investment or employment expectations, and is not born out by the figures for domestic sales or exports.

Rick O'Farrell  
Head of Economy, Assets and Culture

Neil Darwin  
Growth lead

2<sup>nd</sup> January 2019



**NORTHAMPTON BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY**

**ACTION PLAN: SCRUTINY PANEL - EFFECTIVENESS OF THE ENFORCEMENT OF TAXI AND PRIVATE HIRE LICENSING**

Recommendations from Scrutiny Panel (Effectiveness of the enforcement of Taxi and Private Hire Licensing ) completed in March 2016.

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

| Report received by Cabinet | Monitoring activity                                | Monitoring complete |
|----------------------------|--|---------------------|
| 11 May 2016                |  |                     |
| 8 February 2017            | 29 January 2018<br>20 June 2018<br>4 February 2019 |                     |

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1. **Recommendation 1:** Consideration is given to the provision of additional taxi ranks in the town centre suggested locations are Abington Street, The Parade, Guildhall Road / Derngate and Mercers Row.

| Action           | Implementation/responsibility by: | Resources required/available | Target date | Achievement/Completed |
|------------------|-----------------------------------|------------------------------|-------------|-----------------------|
| Discussions with | Licensing Team                    | Officer time                 | 2017        | Discussions have been |

|  |  |  |  |  |
|--|--|--|--|--|
| <p>Highways and other partners about potential locations for Taxi Ranks</p> <p>Further sites will be investigated as potential Electric Taxi Charging locations following the implementation of the Taxi and Private Hire Vehicle Emission Policy.</p> |  |  |  | <p>carried out. Monitoring is currently being carried out in relation to the loading bays on Abington Street near to the Library to determine the level of usage and establish whether it would be possible to create either a full time or night time rank in this location. Investigations are also being progressed to determine potential locations for electric vehicle charging points for taxis</p> <p>January 2019 update</p> <p>Discussions continue with colleagues at Highways to identify possible sites for taxi ranks. Taxi drop off points have been put in place at the new University campus. An application has been submitted to the Office for Low Emissions Vehicles for a grant towards the cost of installing dedicated electric taxi charging points</p> |
|--|--|--|--|--|

|  |                                  |                              |             | at a town centre location. We will find out by the end of February 2019 if this application has been successful. |
|--|----------------------------------|------------------------------|-------------|--|
| <b>Recommendation 2:</b> Taxi rank signage is put in situ at the various ranks within the town.  |                                  |                              |             |  |
| Action   | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |
| Discussions with Highways to arrange for improved rank signage   | Licensing Team                   | Officer time                 | Summer 2017 | completed  |
| <b>Recommendation 3:</b> An unmet demand survey for Hackney Carriages is undertaken in order to Determine whether the number of Hackney Carriages exceeds requirements and whether a cap is necessary. This survey |                                  |                              |             |  |

should also consider the extent of the Private Hire Trade and be undertaken every three years.

| Action   | Implementation/responsibility by              | Resources required/available  | Target date        | Achievement/Completed  |
|--|---|---|--------------------|--|
| <p>Commissioned unmet demand survey, Completed in early 2017, Analysed results, prepared a report for committee recommending capping of number of Hackney Licences at 155. Report agreed by Licensing Committee on 25 April 2017</p> | <p>Licensing Team Leader assisted by team</p> | <p>Officer time and funding for unmet demand survey from Licensing budget</p> | <p>Summer 2017</p> | <p>Completed and implemented May 2017. Current number of hackney vehicles is 138</p> |
| <p><b>Recommendation 4:</b> . A sign for Private Hire Vehicles (PHV) to display “Pre Booked only” is issued to all PHV. The sign</p>   |   |   |                    |  |

must be on display at all times.

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| Action  | Implementation/responsibility by               | Resources required/available | Target date    | Achievement/Completed  |
|---|--|------------------------------|----------------|--|
| <p>Review current signage, Investigate alternative suppliers, carry out appropriate procurement procedures, develop alternative signage options, consult with trade, bring forward report to committee, implement changes having regard to impact on ongoing promotional campaigns etc.</p>                                       | <p>Licensing Team Leader supported by team</p> | <p>Officer time</p>          | <p>ongoing</p> | <p>Current signage has been reviewed, alternative suppliers investigated and procurement process followed. Alternative options are being prepared for Trade consultation ensuring that there is no conflict with the messages of the Out Tonight, Do It Right campaign.</p> <p>January 2019 Completed - New plates are now in place – further discussions are being held with trade about badges and door stickers</p> |
| <p><b>Recommendation 5:</b> The Scrutiny Panel informs Cabinet that it supports the further introduction of Child Sexual Exploitation (CSE) training for all Hackney carriage and private hire drivers in Northampton. Details of the CSE training is presented to the Licensing Committee regarding its roll out and content</p> |  |                              |                |  |

| Action   | Implementation/responsibility by                            | Resources required/available  | Target date     | Achievement/Completed   |
|--|---|---|-----------------|---|
| Include content on CSE within Driver Induction Training and ensure that knowledge of this is tested as part of the assessment process. | Senior Licensing Enforcement Officer and Licensing Team     | Staff time  | Summer 2016     | Completed   |
| Work with colleagues at NCC and other Districts and Borough to develop a package of training on CSE for all drivers and operators.     | Licensing Team Leader with colleagues from around Northants | Staff time and possible cost if training provided by third party.<br>Possible to recharge fees to drivers | Spring 2018     | Discussions in process, pilot training course has taken place in South Northants.                                       |
| Incorporate a requirement to undertake this training as a condition of holding a licence   | Licensing Team Leader supported by team                     | Staff time  | End of 2018 /19 | Training to be rolled out across the County as part of a standardised approach and development of an a common framework |

| <b>Recommendation 6:</b> When approved, the relevant sections from the Low Emissions Strategy for Northampton are included within the licensing Policy for Taxis and Private Hire.  |   |                                     |                                       |  |
|---|---|-------------------------------------|---------------------------------------|--|
| <b>Action</b>   | <b>Implementation/responsibility by</b>   | <b>Resources required/available</b> | <b>Target date</b>                    | <b>Achievement/Completed</b>   |
| <p>Consult on a Low Emission Policy for Taxi and Private Hire Vehicles.</p> <p>Taking account of consultation responses, present a draft Vehicle Emission Policy to Licensing Committee for approval</p> <p>Implement approved policy</p> | <p>Licensing Team Leader with support from team</p> <p>Licensing team leader with support from consultant working on Low Emission Strategy and Environmental Health and Licensing Manager</p> <p>Licensing Team</p> | <p>Staff time</p>                   | <p>End on 2016</p> <p>End of 2017</p> | <p>Report to launch consultation presented to Licensing Committee Dec 2016 Consultation took place during spring 2017. Consultation on website, via direct email to trade and drop in sessions for drivers and operators</p> <p>Report with draft Low Emission Policy presented to Licensing Committee 5 December 2017 – following discussion, report deferred until March 2018.</p> <p>Policy has been agreed and</p> |

|   |                                  |                              | ongoing        | is being implemented from May 2018.<br><b>Completed</b>  |
|---|----------------------------------|------------------------------|----------------|--|
| <b>Recommendation 7:</b> The standard test to become a Private Hire driver is raised.   |                                  |                              |                |  |
| Action  | Implementation/responsibility by | Resources required/available | Target date    | Achievement/Completed  |
| Review test and further questions where appropriate   | Licensing enforcement team       | Officer time                 | Summer 2017    | <b>Complete.</b> Test has been reviewed and additional compulsory questions included   |
| <b>Recommendation 8:</b> An evaluation of the Policy regarding the enforcement of licensing conditions takes place and consideration is given to the inclusion of structured enforcement guidelines. Licensing conditions for Hackney Carriages and Private Hire are then reviewed every two years from January 2017. |                                  |                              |                |  |
| Action  | Implementation/responsibility by | Resources required/available | Target date    | Achievement/Completed  |
| Carry out comprehensive review of policy regarding enforcement of licensing conditions.   | Licensing team                   | Officer time                 | End of 2018/19 | Work on this piece of work has been delayed as staff time has been concentrated on the development and implementation of the vehicle capping and vehicle emission policy. Work has |

| <p>Draft and consult on revised policy</p> <p>Implement new policy</p>   |                                  |                              |             | <p>now commenced to review existing policies and to develop a draft for consultation.</p> <p>Existing policies have been collated and reviewed for consistency and a report is to be submitted to Licensing Committee in July 2018 to seek approval of updated policy</p> <p>January 2019 update , the planned report was not progressed as a wider review of all policies will be carried out as part of the move to a unitary authority.</p> |
|--|----------------------------------|------------------------------|-------------|--|
| <p><b>Recommendation 9:</b> At least an annual joint meeting between Hackney Carriage drivers, private hire drivers and the relevant Authorities, including NBC Licensing Officers, Northants Highways and the Police is held.</p> |                                  |                              |             |  |
| Action   | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |

| Arrange a joint meeting between Hackney and Private hire drivers and relevant partner agencies   | Licensing Team and partner agencies   | Officer time                 | Summer 2017                  | Completed<br><br>A meeting has been arranged, in 2017, however, attendance was low.<br><br>Regular meetings are held with Private Hire operators and the Hackney Association. These meetings are attended by Police and Highways colleagues. Drop in sessions for all drivers and operators have been held to provide information on recent changes to procedures |
|--|---|------------------------------|------------------------------|---|
| <b>Recommendation 10:</b> . Articles are placed in the press regarding the difference between Hackney Carriages and Private Hire; particularly around the Christmas period. Copies of such articles are also forwarded to Community Groups and Residents' Associations |   |                              |                              |   |
| Action   | Implementation/responsibility by  | Resources required/available | Target date                  | Achievement/Completed   |
| Publicity Campaign organised   | Licensing team in conjunction with Communications Team, and Community Safety Team | Officer time                 | Commenced early 2017 ongoing | Completed<br><br>The "Out Tonight Do It Right" Campaign includes a  |

|   |                                  |                              |             | range of messages about steps to take to ensure safety in the night time economy including publicity about the difference between Hackney and Private Hire Vehicles. These are conveyed through a range of media including social media posts, stickers, posters etc. Stickers are provided for all taxis and private hire vehicles. |
|---|----------------------------------|------------------------------|-------------|--|
| 2. <b>Recommendation 11:</b> A PR campaign, using social and conventional media is put in place to convey positive messages about the benefits of using taxis/ private hire vehicles and give information about complaint mechanisms. Existing contacts with the University of Northampton and Northampton College are used to share information through their information sharing processes. |                                  |                              |             |  |
| Action  | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed  |
| See response to recommendation 10 above.  |                                  |                              |             |  |

| 3. <b>Recommendation 12:</b> Taxi Marshalls are introduced for a trial period of six months. The trial is then evaluated so that the success of Taxi Marshalls can be assessed. |                                       |   |             |   |
|---|---------------------------------------|---|-------------|---|
| Action  | Implementation/responsibility by      | Resources required/available                              | Target date | Achievement/Completed   |
| Trial of Taxi Marshalls and subsequent evaluation   | Community Safety Team and Police with | Financial support from Community Safety team and Pubwatch |             | <p>Short trial of Street Marshall's carried out between June 2016 and June 2017</p> <p>Whilst the trial was broadly successful in addressing vulnerability and antisocial behaviour issues, it was less focuses on taxis than was originally planned.</p> <p>The lessons learnt for any future scheme are that the precise definition of the role of the marshall is clearly defined and that effective briefing is carried on each duty session.</p> <p>Taking account of these lesson a longer pilot taxi marshall scheme to be</p> |

|   |   |                              |             | <p>provided for peak weekends over summer and autumn period</p> <p>January 2019 update A new taxi marshall scheme began in Autumn 2018. The scheme operates at bank holidays on pay weekends and other busy nights. The effectiveness of the scheme is currently being monitored.</p> |
|---|---|------------------------------|-------------|---|
| <p><b>Recommendation 13:</b> Consideration is given to the removal of the two plant pots in situ at the entrance of Kingswell Street in order that it could become a functional road to through traffic</p> |   |                              |             |   |
| Action  | Implementation/responsibility by  | Resources required/available | Target date | Achievement/Completed   |
| <p>Check the situation regarding with Kingswell Street with NCC Highways</p>  | <p>Senior Licensing Enforcement Officer and NCC Highways colleagues</p> | <p>Officer time</p>          |             | <p><b>Completed</b></p> <p>The large planters have been removed from Kingswell Street. NCC are progressing with an order to prohibit driving on this stretch of road. This is because it has been previously used as a rat run which contributed to traffic</p>                       |

|   |                                  |                              |             | congestion when the bus station was opened.   |
|---|----------------------------------|------------------------------|-------------|---|
| <b>Recommendation 14:</b> It is recommended to Northamptonshire Highways that double red lines are introduced at Wood Hill  |                                  |                              |             |   |
| Action  | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed   |
| Check with NCC Highways regarding the potential for installing double red lines in this area  | SLEO                             | Officer time                 | By Dec 2017 | <b>Completed</b><br><br>Highways indicate that the previous problems with obstruction have been addressed by the introduction of no loading restrictions on Wood Hill |
| 4. <b>Recommendation 15:</b> Temporary full closures to traffic of Bridge Street are introduced on specific dates as identified by the Licensing Sergeant Northants Police. |                                  |                              |             |   |
| Action  | Implementation/responsibility by | Resources required/available | Target date | Achievement/Completed   |
| Implement Road closures on specified dates  | Police / NCC Highways            | Officer time                 | End 2016    | <b>Completed</b> – closures are implemented on key days as recommended by Northants Police.   |

**Recommendations to the Overview and Scrutiny Committee**

**Recommendation 16:** The Overview and Scrutiny Committee, as part of its monitoring regime, reviews the impact of this report in six months' time.

| <b>Action</b>   | <b>Implementation/responsibility by</b>                                      | <b>Resources required/available</b> | <b>Target date</b>                       | <b>Achievement/Completed</b> |
|---|--|-------------------------------------|--|------------------------------|
| Included onto the O&S Monitoring Work Programme 2017/2018 | Added to the O&S Monitoring Work Programme - Overview and Scrutiny Committee | n/a                                 | Monitoring to take place in January 2017 |                              |

|                   |
|-------------------|
| <b>Appendices</b> |
| 0                 |



**NORTHAMPTON**  
BOROUGH COUNCIL

## CABINET REPORT

|                     |  |
|---------------------|--|
| <b>Report Title</b> | <b>Cabinet's Response to Overview and Scrutiny Committee Environmental Services Contract Working Group</b> |
|---------------------|--|

**AGENDA STATUS: PUBLIC**

|                                    |                          |
|------------------------------------|--------------------------|
| <b>Cabinet Meeting Date:</b>       | 5 <sup>th</sup> December |
| <b>Key Decision:</b>               | No                       |
| <b>Within Policy:</b>              | Yes                      |
| <b>Policy Document:</b>            | No                       |
| <b>Directorate:</b>                | Customer and Communities |
| <b>Accountable Cabinet Member:</b> | Cllr Mike Hallam         |
| <b>Ward(s)</b>                     | Borough Wide             |

### 1. Purpose

- 1.1 To provide a response to Overview and Scrutiny Committee's pre-decision scrutiny report on the Environmental Services Contract

### 2. Recommendations

That Cabinet gives careful consideration to the Overview and Scrutiny recommendations detailed below:-

- 2.1 Cabinet considers the interim findings of the O&S Working Group as detailed in section 3 of this interim report.
- 2.2 Notes that Overview and Scrutiny Committee is satisfied that the right processes have taken place to date. The processes to date has been robust and carried out with due diligence.
- 2.3 Notes that Overview and Scrutiny Committee is satisfied that the procurement process has been robust.

- 2.4 The Contract Manager is asked to forward details of the Notice of Motion, as set out at paragraph 2.6 of this report, to both the Council's contractor and NPH's contractor for their information; with emphasis that there must be regular liaison with local groups and forums, such as Residents' Associations and Community Forums
- 2.5 An alternative platform for public input, such as online information, in addition to Group and Forum meetings.
- 2.6 As part of the contract, the help and support that is available to individuals and groups that want to undertake clean ups around the town is widely promoted.

### **3. Issues and Choices**

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#### **3.1 Report Background**

3.1.1. The purpose of the O&S Working Group was to:

Help non-Executives understand the re provision process and the legal framework around the re-provision of the contract.

Enable non-Executives to meaningfully challenge the rigour and robustness of the process.

#### **3.1 Choices (Options)**

3.1.2 Cabinet may choose to agree to any or all of Overview and Scrutiny Committee's recommendations in full or part.

3.1.3 Overview and Scrutiny Committee have provided cabinet with a robust and detailed report to support its recommendations.

### **4. Implications (including financial implications)**

---

#### **4.1 Policy**

4.1.1 There are no policy implications directly arising from this report

#### **4.2 Resources and Risk**

4.2.1. £25,000 will be set aside for community engagement projects.

#### **4.3 Legal**

4.3.1 There are no legal implications at this stage of Cabinet's consideration of the recommendations set out in paragraph 2 of the report.

#### **4.4 Equality and Health**

4.4.1 There will be an equalities impact assessment undertaken as an integral part of the process

#### **4.5 Consultees (Internal and External)**

4.5.1 A range of stakeholders were consulted with as part of the overview and scrutiny review.

#### **4.6 How the Proposals deliver Priority Outcomes**

4.6.1 This review links to the Council's Priority outcomes, Protecting our Environment (a clean and attractive town for residents and visitors), Working hard and spending your money wisely.

### **5. Background Papers**

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Overview and Scrutiny Committee Scrutiny Report – Environmental Services Contract

**Marion Goodman Head of Customers and Communities**

Appendices

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**NORTHAMPTON**  
BOROUGH COUNCIL

## CABINET REPORT

|                     |  |
|---------------------|--|
| <b>Report Title</b> | <b>Cabinet's Response to Overview and Scrutiny Committee Culture and Tourism</b> |
|---------------------|--|

**AGENDA STATUS: PUBLIC**

|                                    |                               |
|------------------------------------|-------------------------------|
| <b>Cabinet Meeting Date:</b>       | 5 <sup>th</sup> December 2018 |
| <b>Key Decision:</b>               | No                            |
| <b>Within Policy:</b>              | Yes                           |
| <b>Policy Document:</b>            | No                            |
| <b>Directorate:</b>                | Customer and Communities      |
| <b>Accountable Cabinet Member:</b> | Cllr Anna King                |
| <b>Ward(s)</b>                     | Borough Wide                  |

### 1. Purpose

- 1.1 To provide a response to Overview and Scrutiny Committee's pre-decision scrutiny report on the promotion of culture and tourism in Northampton.

### 2. Recommendations

That Cabinet gives careful consideration to the Overview and Scrutiny recommendations detailed below:-

- 2.1 A free map, highlighting key attractions, is produced and disseminated via existing infrastructure, such as the railway station, bus station, public transport and accommodation.
- 2.2 A review is undertaken of the success of the Britain's Best Surprise and funding is sought to support Northampton's contribution to it.
- 2.3 An app. that gives details of what to do and where to visit in Northampton is developed similar to that produced by Hull – [Curious Collector App](#).

- 2.4 Shoes, leather and lace manufacturing are promoted on the website “Britain’s Best Surprise.”
- 2.5 The Ghost Hunt is widened to a Heritage Walk/Trail that include tours of the theatres.
- 2.6 A trail around the town demonstrated by metal shoes is introduced.
- 2.7 The Green Badge qualification, offered by the Institute of Tourist Guiding (ITG) is investigated for Northampton in conjunction with Northampton BID. This qualification is opened to ward Councillors and Honorary Aldermen.
- 2.8 Exhibits of museum artefacts in empty retail units are displayed and promoted. As a pilot, a unit in the Grosvenor Centre is used for the display of Museum artefacts.
- 2.9 Northampton Borough Council (NBC) works with its global brands to collectively promote the Northampton offer to a wider audience.
- 2.10 A cluster comprising the Borough Council and major shoe companies in the town is developed so that they can network and share ideas.
- 2.11 Working with NBC’s Planning Department, encouragement is given to have a consistent and sympathetic appearance in accordance with Northampton’s rich architectural and cultural heritage, for shop frontages.
- 2.12 Work is undertaken on the promotion of the history of transport including the two double decker buses that have been restored by local groups. The Northampton Transport Heritage Group is consulted regarding the promotion of the history of transport in Northampton.
- 2.13 In recognising that local historians give Education and Heritage Talks throughout the year; these talks are promoted on the website “Britain’s Best Surprise”.
- 2.14 A Tourist Information Centre for Northampton, is investigated and located in a prominent place in the town, until the Museum is opened in late 2019; and a café is included in the extended Northampton Museum and Art Gallery is investigated.
- 2.15 Signs on the entrance to Northampton are erected that says what the town has to offer. “Don’t drive through, stop and visit ....”
- 2.16 Brand Northampton as an exciting place to visit.
- 2.17 Blue plaques are introduced around the town.
- 2.18 Opportunities to promote our cultural heritage with Marberg are investigated.
- 2.19 Funding is sought to maintain and upkeep monuments around the town, such as Eleanor Cross, the Tram Terminals and other historic buildings.
- 2.20 Flower displays are maintained all year round, sponsorship to purchase and upkeep more planters is sought. Branding is in keeping with the signage.

- 2.21 A Co-Ordinator role similar to that of the Tourism Executive of Leicestershire Promotions Limited is established in conjunction with Britain's Best Surprise aspirations for a Destination Management Organisation.
- 2.22 A Cultural Strategy for the Borough is developed to look at investment, opportunities, infrastructure to promote Northampton and grow the cultural sector, to make an application to be the City of Culture 2025.

### **3. Issues and Choices**

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#### **3.1 Report Background**

- 3.1.1 The purpose of the Scrutiny panel was to investigate and promote Northampton's heritage and culture on a national and global platform.

To increase visitor numbers to Northampton through its diverse heritage and cultural offering.

To increase jobs and spending linked to tourism.

To use the vehicle of tourism.

To use the vehicle of tourism to provide learning about Northampton.

- 3.1.2 Key Lines of Enquiry:

To gain an understanding of the culture and heritage within the Borough of Northampton

To gain an understanding of how Northampton's tourism, heritage and culture offer is marketed and to identify any gaps that can be developed

To receive an overview of Northampton's heritage assets

To review the extent to which a holistic image of Northampton as an attractive cultural, heritage and tourism place to visit.

To understand the roles of both Northampton Borough Council and other partners in promoting the town of Northampton.

#### **3.2 Choices (Options)**

- 3.2.1 Cabinet may choose to agree to any of all of Overview and Scrutiny Committee's recommendations in full or part.

- 3.2.2 Overview and Scrutiny Committee have provided Cabinet with a robust and detailed report to support its recommendations

### **4. Implications (including financial implications)**

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#### **4.1 Policy**

4.1.1 There are none specifically

## **4.2 Resources and Risk**

4.2.1. There are cost implications to many of the recommendations above and in some cases, these are considerable. Further work will be undertaken by officers to scope the work and where possible identify potential sources of funding. Some of the recommendations have staffing resource implications only and some of these are in the process of being implemented.

## **4.3 Legal**

4.3.1 There are no legal implications at this stage of Cabinet's consideration of the recommendations set out in paragraph 2 of the report

## **4.4 Equality and Health**

4.4.1 Equality and health implications will be taken full account of in the development of the proposed recommendation.

4.4.2 There will be an equalities impact assessment undertaken as an integral part of the process.

## **4.5 Consultees (Internal and External)**

4.5.1 A wide range of stakeholders were consulted with as part of the overview and scrutiny review.

## **4.6 How the Proposals deliver Priority Outcomes**

4.6.1 This review links to the Council's corporate priorities, particularly corporate priority 1- Northampton Alive (A vibrant successful town now and in the future.)

## **5. Background Papers**

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Overview and Scrutiny Committee Scrutiny Report – Culture and Tourism

**Marion Goodman Head of Customers and Communities**

Appendices

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**NORTHAMPTON**  
BOROUGH COUNCIL

## CABINET REPORT

|                     |   |
|---------------------|---|
| <b>Report Title</b> | <b>Cabinet's Response to Overview and Scrutiny Committee - Cemeteries</b> |
|---------------------|---|

**AGENDA STATUS: PUBLIC**

|                                    |                          |
|------------------------------------|--------------------------|
| <b>Cabinet Meeting Date:</b>       | 5 December 2018          |
| <b>Key Decision:</b>               | No                       |
| <b>Within Policy:</b>              | Yes                      |
| <b>Policy Document:</b>            | No                       |
| <b>Directorate:</b>                | Customer and Communities |
| <b>Accountable Cabinet Member:</b> | Cllr Mike Hallam         |
| <b>Ward(s)</b>                     | Borough Wide             |

### 1. Purpose

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- 1.1 To provide a response to Overview and Scrutiny Committee's pre-decision scrutiny report on Cemeteries

### 2. Recommendations

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That Cabinet gives careful consideration to the Overview and Scrutiny recommendations detailed below:-

#### 2.1 Maintenance

That a number of maintenance and safety issues are considered for action:

Some of the large trees located in the town's cemeteries that have been planted on, or outside the burial plot investigated for removal as soon as possible.

The water tanks located in the extension at Duston Cemetery are plumbed in as soon as practicable.

The trees that are obscuring the sign at the entrance to Duston Cemetery are pruned as soon as possible.

Litter and recycling bins in situ within the cemeteries are replaced with modern bins, including recycling bins, uniformed throughout all cemeteries, where appropriate.

The footpaths and roadways in Kingsthorpe Cemetery that are in need of repair, are repaired as soon as possible.

The tops of the vaults are made secure.

The sign located at the entrance to Dallington Cemetery is cleaned and fresh signage placed behind the glass cabinet.

Signs be erected in cemeteries “Dogs to be kept on a leash at all times” “Please clean up after your dog.”

All signs erected within the borough’s cemeteries are of the same style and standard as other Borough signage.

2.2 Information regarding the usage and disposal of plastic bottles in cemeteries is produced for users. The information could be included within a Regulations Guidance booklet for users of cemeteries. All Funeral Directors are provided with a copy of the booklet.

2.3 The Policies and procedures for the usage of cemeteries within the borough are tightened up and a zero tolerance approach is applied.

#### 2.4 **Amenities and Facilities**

2.4.1 Consideration is given to the issuing to Funeral Directors based in the borough of Northampton, key passes, to the chapels in Towcester Road and Kingsthorpe cemeteries.

2.4.2 The facility of the chapels at Kingsthorpe and Towcester Road cemeteries are promoted.

2.4.3 The lack of burial space is addressed and potential new sites are investigated, for example, consideration is given to re-categorising the borough owned land (currently categorised as commercial land) that edges the cemetery at Dallington as further cemetery land.

2.4.4 A feasibility study is undertaken into the requirement of a new large crematorium and cemetery for the town that offers the required services and facilities.

### **3. Issues and Choices**

#### **3.1 Report Background**

3.1.1 The purpose of the Scrutiny Panel was to review cemeteries in the Borough, concentrating on:

Maintenance and health and safety requirements

Amenities and facilities

Financial implications

### 3.1.2 Key Lines of Enquiry

- To gain an understanding of the maintenance and health and safety requirements within the Borough's cemeteries
- To gain an understanding of the financial implications around maintenance and health and safety requirements within the Borough's cemeteries
- To gain an understanding of the financial implications around amenities and facilities within the Borough's cemeteries.

## **3.2 Choices (Options)**

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3.2.1 Cabinet may choose to agree to any or all of Overview and Scrutiny Committee's recommendations in full or part.

3.2.2 Overview and Scrutiny Committee have provided Cabinet with a robust and detailed report to support its recommendations.

## **4. Implications (including financial implications)**

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### **4.1 Policy**

4.1.1 There are no policy implications directly arising from this report

### **4.2 Resources and Risk**

4.2.1. There are cost implications to many of the recommended works above and in some cases, these are considerable. Further work will be undertaken by officers to scope the work and where possible identify potential sources of funding. Some of the recommendations have staffing resource implications only and these are in the process of being implemented as planned improvements.

### **4.3 Legal**

4.3.1 There are no legal implications at this stage of Cabinet's consideration of the recommendations set out in paragraph 2 of the report

### **4.4 Equality and Health**

4.4.1 Equality and health implications will be taken full account of in the development of the proposed recommendation.

4.4.2 There will be an equalities impact assessment undertaken as an integral part of the process.

#### **4.5 Consultees (Internal and External)**

4.5.1 A range of stakeholders were consulted with as part of the overview and scrutiny review.

#### **4.6 How the Proposals deliver Priority Outcomes**

4.6.1 This review links to the Council's Priority Outcomes, Protecting our Environment (a clean and attractive town for residents and visitors), Working hard and spending your money wisely.

### **5. Background Papers**

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Overview and Scrutiny Committee Scrutiny Report – Cemeteries

**Marion Goodman Head of Customers and Communities**



**NORTHAMPTON  
BOROUGH COUNCIL**

## **NORTHAMPTON BOROUGH COUNCIL**

### **OVERVIEW AND SCRUTINY COMMITTEE**

**4 February 2019**

#### **BRIEFING NOTE:**

#### **SCRUTINY PANEL 1 - HOMELESSNESS AND ROUGH SLEEPERS**

##### **1 INTRODUCTION**

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel has held an evidence gathering meeting scheduled with a further ones scheduled for 24 January and 14 March 2019.

##### **2 UPDATE**

- 2.1 At the meeting held on 8 November 2018, the Scrutiny Panel received responses to its core questions from key internal expert advisors; received a briefing note around published papers about rough sleeping and homelessness, best practice and relevant legislation. The findings from the site visits were also reported to the meeting.
- 2.2 At this meeting, the Scrutiny Panel undertook performance management scrutiny on:
- HML01 - Total number of households living in temporary accommodation
  - HML07 - Number of households that are prevented on becoming homeless
- 2.3 It was noted that over the past two and a half years, the number of homeless households living in temporary accommodation had increased from 66 to 303. More than half of the households that approach the Council for assistance had lost their private rented accommodation and been unable to secure a suitable property to move into. Preventing homelessness is essential, but is proving very difficult, given the severe shortage of affordable housing. A restructure of the Housing Options & Advice Service is underway and will increase the capacity and the level of expertise in the team. The need to recruit staff to manage temporary accommodation and 'free up' the social lettings agency staff to focus on private rented accommodation was realised.

- 2.4 At the meeting scheduled for 24 January 2019, the Scrutiny Panel will receive further responses to its core questions from key external expert advisors and hear about the recent site visit to Manchester.
- 2.5 It is expected that the Panel will continue to short relevant films and interviews in relation to its scope.
- 2.6 Further evidence gathering meetings are scheduled, with the next one set for 24 January 2019.
- 2.7 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

### **3 RECOMMENDATION**

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

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Cathrine Russell, Chair, Scrutiny Panel 1

17 January 2019



**NORTHAMPTON  
BOROUGH COUNCIL**

**NORTHAMPTON BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**12 NOVEMBER 2018**

**BRIEFING NOTE:**

## **SCRUTINY PANEL 2 - MOVE OF THE UNIVERSITY**

### **1 INTRODUCTION**

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel held one evidence gathering meeting and has a further one scheduled for 31 January 2019.

### **2 UPDATE**

- 2.1 At the meeting scheduled for 31 January 2019, the Scrutiny Panel will receive responses to its core questions from key internal expert advisors and receive some background information to inform its evidence base.
- 2.2 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

### **3 RECOMMENDATION**

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

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Graham Walker, Chair, Scrutiny Panel 2

21 January 2019



**NORTHAMPTON  
BOROUGH COUNCIL**

**NORTHAMPTON BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**4 FEBRUARY 2019**

**BRIEFING NOTE:**

## **SCRUTINY PANEL 3 - NORTHAMPTON POST UNITARY**

### **1 INTRODUCTION**

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Scrutiny Panel has one further evidence gathering meeting scheduled for 7 February 2019.

### **2 UPDATE**

- 2.1 At the meeting scheduled for 7 February 2019, the Scrutiny Panel will receive responses to its core questions from key external expert advisors.
- 2.4 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

### **3 RECOMMENDATION**

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

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Brian Sargeant, Chair, Scrutiny Panel 3

21 January 2019.



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

**4 FEBRUARY 2019**

**BRIEFING NOTE:**

**SCRUTINY PANEL 4 – ADULT SOCIAL CARE FACILITIES**

**1 INTRODUCTION**

- 1.1 An evidence gathering meeting was held on 17 January 2019, which heard from a number of key expert advisors.
- 1.2 The next evidence gathering meeting is set for 11 February 2019. Further witnesses will provide information to inform the Review and the Scrutiny Panel will firm up the plans for its site visit. The information of which will inform the evidence base of this Scrutiny Review.
- 1.3 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

**2 RECOMMENDATION**

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



**NORTHAMPTON  
BOROUGH COUNCIL**

**NORTHAMPTON BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**4 FEBRUARY 2019**

**BRIEFING NOTE:**

## **OVERVIEW AND SCRUTINY – EVALUATION OF O&S REPORTS**

### **1 INTRODUCTION**

- 1.1 Since the last meeting of the Overview and Scrutiny Committee, the Working Group has an evidence gathering meeting scheduled.

### **2 UPDATE**

- 2.1 At the meeting scheduled for 26 February 2019, the Working Group will review the effectiveness of a number of previous Overview and Scrutiny Reports
- 2.2 Further meetings are scheduled, with the next one set for 26 March 2019.
- 2.3 In accordance with the Scrutiny Panel Protocol the Chair of this Scrutiny Panel will provide written progress reports to future meetings of the Overview and Scrutiny Committee for information.

### **3 RECOMMENDATION**

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

Author: Tracy Tiff, Overview and Scrutiny Officer, on behalf of Councillor Jamie Lane, Chair  
21 January 2019