



## **Cabinet Member Report for Community Engagement & Community Safety**

**Northampton Borough Council**

**17 June 2019**

### **Councillor Community Fund**

Between April 2018 and March 2019, a total of £127,128.20 was spent by councillors supporting positive outcomes in their wards.

From April 2019 to date, a further £29,291.38 has been spent from councillor's community funds.

### **Partnership Support**

There were 24 applications received through the 2019/20 partnership grant process in total. 18 of these organisations will receive funding. These are the organisations that scored most favourably for delivering against the corporate priorities of the Council, they also demonstrated value for money, working in partnership and had identified and evidenced community need.

In April 2019 organisations received final payments from the 2018/19 partnership grant process, totalling £39,250.

### **Forums**

13 Community Events held including International Women's Day, International Men's Day, and International Day for Persons with a Disability Day, International Youth Day and National Hate Crime Week. These events were utilised to bring the community together, to get key messages out to the community. Including how to stay safe, get help and support and to raise awareness of hate crime, domestic abuse, mental health and equality.

Since April 2019 the IDAHO civic ceremony and a very successful Northampton Pride event was delivered on the Market Square on 17 and 18 May.

### **Events**

#### **2018-19**

Spring 2019 event season started with the annual Terry Wire Harley Davidson Ride in the town centre, whilst in Abington Park the annual Bands in the Park programme commenced and ran every Sunday until the middle of September and we had Tai Chi in Becketts Park at the end of the month.

May saw the fair move onto Abington Park and we held our LGBT at Phipps Brewery, the BID Circus performance and Oak Apple Day in the town centre.

In June we had the annual Beer Festival on Becketts Park and the Race for Life and Pretty Muddy on Abington Park. The annual Northampton Carnival took to our town streets with stage performances on the Racecourse. The annual Music365 Festival took place in the town centre and the annual Speedy Cup was held on the Racecourse. We finished the month with the annual Armed Forces Day parade in the town centre.

The Town Festival was held on the Racecourse in July and attracted thousands of visitors and we saw the Fun Colour Run return on Abington Park with more participants than in previous years. The Umbrella Fair returned once again to the Racecourse and we held a special RBL event on Becketts Park.

In the autumn, the annual half marathon took place in the town centre and took in the Racecourse, Becketts Park, Brackmills Industrial Estate and finishes at Delapre Park. The Nene Festival was held on Becketts Park and the river, Northamptonshire Day was a huge success at Delapre Abbey and the St Crispins Fair visited the town centre. The Vintage Bus Rally was held on the Market Square showcasing vintage buses and taking trips around the town.

In November the annual Diwali light celebrations took place attracting thousands of visitors to the town centre and the annual Fireworks Show drew a large audience to the Racecourse to see a stunning display. The annual Remembrance Day Service and Parade took place again attracting thousands in to the town centre during the day and at night we held the Beacon Lighting event. At the end of November the annual Christmas Light Switch-On show was delivered and enjoyed by thousands of visitors.

In December the annual Frost Fair was held on the Market Square and including a parade along Abington Street with Santa leading the way on his sleigh. In the Grosvenor Centre, the Igloo Cinema was launched showcasing two Christmas films for children free of charge. The Christmas programme included Saturday stage entertainment on the first three Saturday's in December.

In the New Year we saw the Chinese New Year celebrations at the Deco, International Women's Day and the Annual Sea Cadets parade in the town centre.

## **2019-20**

The Bands in the Park season continued to attract large audiences throughout May and June visit the park and listen to the music provided by Gretton, Kettering, Marsh Gibbon, RAF Halton and Rushden Town bands. The Annual Pride event was held on the Market Square on Saturday 18 May, Oak Apple Day was held at All Saints Church on Sunday 26 May and the Annual Beer Festival was on Becketts Park from Friday 31 May to Sunday 2 June. The events attracted diverse audiences from across the county and entertained thousands of visitors. The Annual Carnival Parade visited the town centre and the Racecourse on Saturday 8 June and yesterday the Annual Music Festival was heard across our town centre.

Looking to the summer, we will see the Race for Life & Pretty Muddy on Abington Park on Saturday 22 & Sunday 23 June, Armed Forces Parade in our town centre and Market Square on Saturday 29 June. We will have a new event, Prosecco in the Park on Becketts Park from Friday 21 to Sunday 23 June showing films for the whole family, the 5km run at Delapre on Thursday 19 June.

The Annual Town Show will be on the Racecourse from Saturday 6 July to Sunday 7 July, another new event for children, Funtopia will be on Abington Park from Saturday 20 July to Sunday 21 July, the Fun Colour Rush returns to Abington Park on Sunday 28 July and the Mela event returns to Becketts Park on Sunday 28 July.

In August we will see another new event the Heritage Show at the Guildhall from Monday 5 August to Thursday 8 August.

## **Culture & Heritage**

During the year several of the galleries at Abington Park Museum underwent an exciting redevelopment and the new displays opened at the end of June 2018. The year saw a number of temporary exhibitions showcase at the museum including Northampton Town & County Art Society, Abington Camera Club held the first in a series of exhibitions entitled 'Photos for All Seasons' and the annual open Art in the Park exhibition attracted many local artists.

A full programme of events throughout the year attracted 2,002 visitors more than the annual target. Workshops for all ages covered a variety of topics and were very well attended by both adults and children. The Art History lectures led by ProArtium, have continued to be popular with audiences that are steadily growing. The number of fairs increased from four to five with the museum a venue for the first Vegan food fair which was very popular with visitors and traders alike. Several museum volunteers have led groups on monthly tours of Abington Park Museum.

Significant donations to the collections throughout the year included the social archives of local garage company, Grose and the knighthood medal and portrait of Northampton composer Malcolm Arnold. A number of specific designer shoes were purchased for the new galleries. The museum received a bequest of c£10,500.

The museum was hired out to various organisations for use as a performance space, weddings, a wake, filming sessions, meetings and private parties.

### **Museum Expansion Project**

During the 2018-19 period the museum expansion project moved from the design to construction phase. Wildgoose Construction Ltd were appointed as main contractor and took possession of the site in August and breaking ground in September 2018. Work has progressed well and over the course of the year.

Demolition work began in October, with a focus on internal demolition and preparing the bridge connecting the Old Gaol Block and Guildhall Road block for demolition in early November. Internal demolitions and demolition of the connecting bridge was completed, with no structural problems uncovered. Thirty three pilings were sunk to a depth of 15m in the area cleared by the removal of the bridge as the first step of construction of the new extension.

In early 2019, Realm Projects were appointed as exhibition fit out contractor and Ugly Studios appointed as designers for the opening temporary exhibition, 'We Are Northampton', an exhibition exploring the character of Northampton through people, places and events. Work began on the new extension building and the concrete base slab was been poured and work begun on forming the columns for the first floor.

There was a small fire on the fourth floor of the Old Gaol Block in February, cause still to be determined. No objects were affected and the building only sustained localised smoke and water damage. The programme was not be affected and work is currently on schedule for a spring 2020 opening.

### **Customer Services**

Customer services answered 91.32% of calls during 2018/19 (149,860 calls answered), achieving our target of 90% of calls answered. We also served 94.6% (4,017) customers within 10 minutes of their appointment hitting target of 90% of appointments seen within 10 minutes. We saw 93% of customers on our drop in service (19,551) within 15 minutes of their arrival time, achieving target of 90% within 15 minutes of their arrival time.

Customer Services have introduced the replacement CRM within the Contact Centre. This has introduced cost and performance efficiencies enabling the agents to view service requests completed by customer online and actions completed by contactors. This has reduced transaction times and increasing service delivery at single point of contact.

Our new CXM has additional functionality enabling us to integrate Artificial Intelligence (AI) on our simple enquiries reducing the need for human interaction, this will, in the future, enable us to reduce wait times and prioritise our most vulnerable customers helping prevent homelessness and debt.

In November 2018, Customer Services worked very hard gathering and provide evidence of the excellent service we deliver across a range of criteria which are determined by the Cabinet Office exacting standards for the award of the Customer Excellence Accreditation. The assessor fed back that our Customer Service has been rated as fully compliant in all five areas with seven Compliant Plus scores. A Compliant Plus score means we are exceeding the Excellence expectation, are exceptional and are delivering Best Practice.

The five full areas assessed were; Customer insight, The Culture of the Organisation, Information and Access and Timelessness and Quality of Service – the outcome was that we are Fully Compliant with seven Compliant Plus scores.

The seven elements of compliance plus or Best Practice were: Culture, Staff empowerment, Performance Management and Training, Valuing Contribution, Partnerships, co-ordinated working and Impact on Communities.

## **Community Safety**

A number of days promoting community and personal safety were delivered across the town between April 2018 and March 2019.

32 Days of action

33 Awareness raising days delivered

10 bike marking specific events

17 days supporting Police led activity.

Three Primary Schools Community Safety events held, working with partners, including Fire Service, Northants Police, Network Rail and the Youth Offending Service. 600 year 6 students attended from 11 primary schools, covering the following community safety issues for young people in the town, specifically; fire safety, railway safety, hate crime, child sexual exploitation, knife crime, personal safety and anti-social behaviour.

Cuckooing training was delivered to more than 150 frontline officers.

Funding provided to Domestic Abuse and Sexual Violence agencies totally £50,500 as well as a coordinated 16 days of activism campaign rolled out during November 2018 promoting DA/SV services

Two additional Police Officers funded 6 days a week, to provide visibility, improve the feeling of safety and to tackle anti-social behaviour and crime in the Town centre over a 6 week summer period and 6 week winter period 2018.

Knife Crime Launch in the summer, promotional materials produced to raise awareness of the dangers and consequences of carrying a knife.

£354,706, secured from the Home Office's Trusted Relationships Fund for the next two years, with a potential of additional funding for a further two years, a total of £470,936 (subject to the Governments Spending Review) to help increase the support available to the town's most vulnerable young people. The funding will enable Northampton Borough Council and Free2Talk, to deliver interventions and mentoring, lasting up to a year, to young people most at risk of getting involved in knife crime and anti-social behaviour.

In additional, a further 21 community safety and engagement days have been delivered from April 2018 to date.

A working group has been established and begun projects with the funding allocated to Northampton Borough Council for tackling FGM (Female Genital Mutilation).

## **Anti-Social Behaviour**

Since April 2018 ASBU have obtained:

- 44 Community Protection Warnings (CPW)
- 26 Community Protection Notices (CPN)
- 10 Criminal Behaviour Orders (CBO)
- 1 Cuckooing Injunction
- 8 Acceptable Behaviour Contracts (ABC)
- 1 Closure Order

In addition, 4 gang injunctions have been produced and submitted to NBC Legal Team.

**Councillor Anna King**  
**Cabinet Member for Community Engagement & Community Safety**