

Borough Council of
**King's Lynn &
West Norfolk**



King's Lynn Area Consultative Committee

Agenda

Thursday, 5th January, 2017
at 6.00 pm

in the

**Committee Suite
King's Court
Chapel Street
King's Lynn**



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King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
Fax: 01553 691663

**KING'S LYNN AREA
CONSULTATIVE COMMITTEE
AGENDA**

DATE: Thursday, 5th January, 2017

VENUE: Committee Suite, King's Court, Chapel Street, King's
Lynn

TIME: 6.00 pm

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. MINUTES OF PREVIOUS MEETING (Pages 6 - 10)

To confirm as a correct record the minutes of the meeting held on 5 October 2016 (attached) and the Special Meeting held on 15 December 2016 (to follow).

3. DECLARATIONS OF INTEREST

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

4. URGENT BUSINESS

To consider any business which, by reason of special circumstances, the Chairman proposes to accept as urgent under Section 100(b)(4)(b) of the

Local Government Act, 1972.

5. MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. CHAIRMAN'S CORRESPONDENCE (IF ANY)

7. VOLUNTEERING MATTERS

The Committee will receive a presentation from Vicki Howling, Project Manager for Volunteering Matters on how their work in supporting people with disabilities to play an active role in their local community through volunteering.

8. BUS TRANSPORT IN KING'S LYNN

Representatives from Stagecoach have been invited to attend, as requested by the Committee.

**9. KING'S LYNN SAFER NEIGHBOURHOOD ACTION PANEL MEETINGS
(Pages 11 - 12)**

Sue Payne, the Council's Neighbourhood Officer will update the Committee on proposed arrangements for the King's Lynn SNAP Meetings.

10. PARISH PARTNERSHIP FUNDING

Details of any relevant schemes will follow.

11. BT TELEPHONE BOXES (Pages 13 - 15)

The Committee is asked to consider the attached report and to agree to the removal of all or some of the phone boxes within King's Lynn and West Lynn.

12. COMMITTEE'S WORK PROGRAMME

The Committee is asked to consider items for a future Work Programme for 2015/2016 (to follow).

As agreed at the meeting held on 15 December 2016, the Committee is asked to consider items to be added to the work programme, which will ultimately lead to recommendations to Cabinet to be included in King's Lynn Special Expenses for future years.

13. DATE OF NEXT MEETING

The next meeting of the Committee is scheduled for **Monday 27 March 2016** at 6.00 pm in the Committee Suite, King's Court, King's Lynn.

To: Members of the King's Lynn Area Consultative Committee

Councillors Miss L Bambridge, Mrs S Buck, J Collop, Mrs S Collop, I Gourlay, C Joyce, C Kittow, G McGuinness, G Middleton, P Rochford, M Shorting, T Smith, A Tyler, Mrs M Wilkinson and T Wing-Pentelow

For Further information, please contact:

Kathy Wagg
Borough Council of King's Lynn & West Norfolk
King's Court, Chapel Street
King's Lynn PE30 1EX

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

KING'S LYNN AREA CONSULTATIVE COMMITTEE

Minutes from the Meeting of the King's Lynn Area Consultative Committee held on Wednesday, 5th October, 2016 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn, PE30 1EX

PRESENT:

Councillors Miss L Bambridge, Mrs S Buck, J Collop, Mrs S Collop, I Gourlay, P Rochford, T Smith, A Tyler and Mrs M Wilkinson

1 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor G Middleton.

2 **MINUTES OF PREVIOUS MEETING**

The Minutes of the Meeting held on 12 July 2016 were agreed as a correct record.

3 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

4 **URGENT BUSINESS**

There was no urgent business.

5 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There were no Members present pursuant to Standing Order 34.

6 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

There was no Chairman's correspondence to report.

7 **BUS TRANSPORT IN KING'S LYNN**

AGREED: This item be deferred to the 5 January 2017.

8 **PARISH PARTNERSHIP SCHEME**

Paul Donnachie, Capital Programme Manager from Norfolk County Council provided an overview of the Parish Partnership Scheme.

The Committee was invited to ask questions, a summary of which is set out below:

Paul Donnachie responded to questions relating to:

- Ideas for potential bids which included a count-down pedestrian crossing.
- The unparished areas that could qualify for the Parish Partnership Programme.
- Road Safety Methods in West Lynn.
- Poppyfields Campaign – type of crossing.
- Provisions on new developments.
- Bringing unadopted roads up to an adoptable standard on new developments and in rural areas.
- The issue of developers not completing required footpaths, etc and ensuring that a condition for future maintenance was included on planning approvals.
- Parishes using precept for improvements to roads/footpaths.
- Way forward/democratic representation for bids.
- KLACC bids would wish to receive support from County Councillors.
- Meeting with local highways engineer – Sally Bettinson to receive an overview of bids currently in the pipeline.

9 PROPOSED CHANGES TO THE COMMITTEE'S TERMS OF REFERENCE

The Assistant Director presented the report which set out the proposed changes to the Committee's Terms of Reference.

In response to comments from Councillor Gourlay, it was explained that KLACC was a public meeting.

The Chairman proposed the additional terms of reference which was **agreed** by the Committee:

To recommend to Cabinet that the Terms of Reference be amended as follows:

That KLACC's Terms of Reference be amended to enable the Committee to make recommendations to Cabinet on proposed highway improvement schemes, which have been supported by a business case and are within the unparished areas of King's Lynn and West Lynn, for match funding through the County Council's Parish Partnership Programme, or other similar parish funding schemes.

10 SPECIAL EXPENSES AND PRIORITIES FOR KING'S LYNN

The Assistant Director presented the report which set out detailed options for the Committee to consider and make recommendations to Cabinet.

Members' attention was drawn to Section 1.3 which set out the Special Expenses currently charged for and provided a breakdown of the various areas and how the charges were calculated.

The Assistant Director also advised of the potential additional items for special expenses as set out below:

- Public Toilets.
- Bus Shelters.

The Executive Director, Commercial Services and Assistant Director responded to questions relating to:

- Bus Shelters - further detailed information be presented to KLACC regarding the Borough Council potentially taking over the bus shelters. The Executive Director advised that there was a list detailing the bus shelters in King's Lynn which could be circulated to the Committee.
- Toilet facilities at Gaywood and The Walks.
- Allotments and the scope to utilise savings previously identified.
- Maintenance of the Pavillions at Kingsway, River Lane and West Lynn.
- Dog Bins.
- Open Spaces
- Public awareness of what is charged to special expenses.
- Council Tax setting process.
- Grass Cutting Review.
- Footway Lighting.
- Community Centres.

The Leader, Councillor Long commented that the comments made by the Committee had been useful and added that there was a significant amount of work required relating to the special expense charge for King's Lynn. Parish Councils had the opportunity of up to 12 meetings per year to look at the impact of the special expense charge whereby KLACC had fewer meetings.

The Chairman, proposed that a Special Meeting be convened in early December to consider Special Expenses, which was agreed by the Committee.

The Assistant Director informed the Committee that documents would be forwarded in advance of the December meeting to enable Members to debate the special expense charge and make recommendations to Cabinet.

The Leader, Councillor Long commented that he would welcome recommendations from KLACC to meeting the needs of residents.

AGREED: 1) Recommendations 1 to 3 be deferred. A special meeting be confirmed week commencing 12 December 2016 to consider special expenses.

2) That the Committee recommended that the Council entered discussions with the current owners of the bus shelters within King's Lynn, with a view to investigating the potential to take these on when the current contract expired.

11 EVENTS - BREAKDOWN OF COSTS

The Executive Director, Commercial Services circulated a presentation which reviewed the events which had taken place and those which were scheduled for 2016.

The Committee was invited to ask questions.

The Executive Director, Commercial Services responded to questions relating to the following:

- Borough Council's net contribution to events.
- Opportunities for future sponsorship.
- Increased footfall to the town centre. King's Lynn had bucked the National trend.
- Attracting a new audience to different events.
- Potential to schedule popular events twice yearly.
- Impact on car parking.
- Business Improvement District bid. If successful, potential to support some events.
- Feedback on events taken place during 2016.

Councillor Smith congratulated all those involved in organising the events which had proved successful and encouraged more visitors to the town centre.

The Leader, Councillor Long advised that the Government was consulting on business rates and highlighted the importance of growth going forward and attracting inwards investment to make the town centre more vibrant to encourage more people to visit and shop in King's Lynn. The Council would look to accommodate requests for events wherever possible.

12 KLACC PLANNING SUB-GROUP

The Assistant Director invited the Committee to consider the start time of the Planning Sub-Group in order to make it easier for Members to

attend and provide an input into the planning process. It appeared that the general consensus was to hold the sub-group later in the day.

It was noted that the Planning Sub-Group was not politically proportioned.

AGREED: The Assistant Director to draft a schedule of dates with a later start time and arrange appropriate training.

13 **COMMITTEE'S WORK PROGRAMME**

The Committee noted the Work Programme for 2016/2017.

14 **DATE OF NEXT MEETING**

The next scheduled meeting would take place on Thursday 5 January 2017 in the committee Suite, King's Court, Chapel Street, King's Lynn.

A special meeting would be convened after the 6 December Cabinet meeting to consider Special Expenses.

The meeting closed at 8.15 pm

Review of Safer Neighbourhood Action Panels

King's Lynn Neighbourhoods –

Neighbourhood	Ward(s)
King's Lynn North	St Margaret's with St Nicholas North Lynn
Gaywood, Fairstead and Reffley	Fairstead, Gaywood Chase, Gaywood North Bank, Old Gaywood Springwood
South & West Lynn	South & West Lynn

Introduction

At the last review meeting held with SNAP Chairs, it was agreed that the King's Lynn SNAP meeting would be in the form of a drop-in surgery held on the first Tuesday each month between 11am & 1pm in the King's Court customer waiting area. There is a room booked for sensitive conversations.

This was intended to improve attendance by members of the public, as the evening meetings tended to be dominated by groups of people who raised the same issues at each meeting.

The drop-ins are supported by two Police Officers, usually PCSO's and/or the Police Engagement Officer, an office from Community Safety & Neighbourhood Nuisance. A Police Support Volunteer attends to take notes

Regrettably, numbers attending the drop-in sessions have not been as good as was hoped for, and mostly the same people who attended under the old system are attending now.

The issues raised have not been suitable to adopt as priorities.

Recently, Borough Council officers have been meeting with Police colleagues to agree how we can improve attendance, and also inform members of the public what SNAPs are for and how they should raise issues if they cannot attend.

Proposal

1. That a 30 min drop in session takes place immediately prior to the KLACC meetings. At 6pm, members of the public will have to leave or they can stay to observe the meeting. If people still wish to talk to Officers, they will have to move to the Foyer.
2. Between KLACC meetings, the drop-in surgeries will continue as at present. Once building work starts on the ground floor, the arrangements will be reviewed.
3. There will not be a need for a Chairman, although Borough Councillors are welcome to attend.
4. Issues reported will be taken on by an officer (Borough or Police), or Councillor, and the outcomes fed back directly to the complainant.
5. The Police will decide if a Police Volunteer needs to attend.

People from communities outside King's Lynn are welcome to attend the drop-in sessions. This will help those who cannot attend the SNAPs for their area.

The Police will promote the sessions via Police Connect, and a press release will be issued in April 2017.

Information is also available on the Borough Council website

This will be subject to approval at the Annual SNAP Review meeting taking place on January 18th.

Report to King's Lynn Area Consultative Committee

5 January 2017

1.0 Introduction

- 1.1 BT is currently consulting with the Borough Council, through the Local Planning Authority, for the proposed removal of 97 telephone boxes across the Borough. These have been deemed to be no longer required, and where there is no longer deemed to be a 'social need' for them. Within the parished areas the Parish Councils have been consulted as to whether they wish the phone boxes to remain or if they agree to their removal. There is also an adopt a kiosk scheme where local communities can adopt a phone box for £1. The adoptions are mainly undertaken by interested Parish Councils
- 1.2 The consultation is a formal process, and the Planning Committee (in January) will recommend whether or not to agree or object to the proposed removals. The views of the Parish Councils will be reported to Planning Committee, and it is considered that KLACC also needs to consider whether to agree to the proposed removals, or to object.
- 1.3 Attached to this brief report is a leaflet prepared by BT which provides some background information to the proposed removals, and also explains how BT determines if there is a 'social need' for a payphone.

2.0 BT phone boxes proposed to be removed in King's Lynn & West Lynn

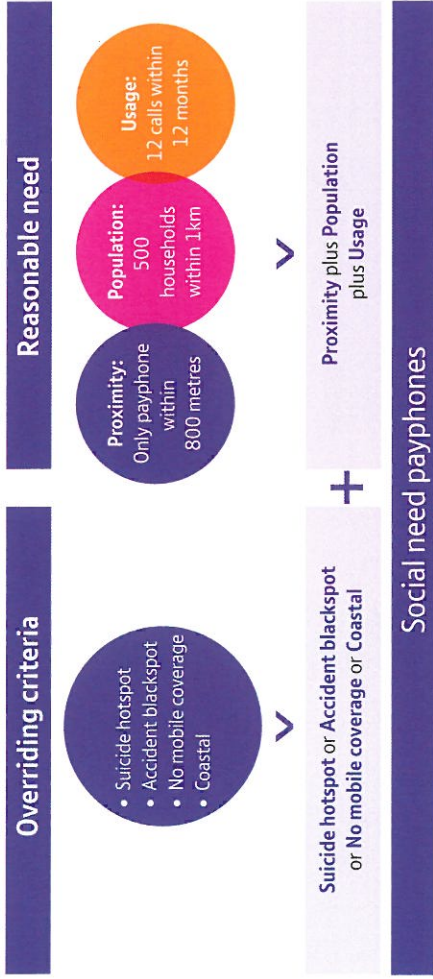
Address of phone box	Number of calls in last 12 months
Calamint Road/Aconite Road, Spring Sedge, PE30 3PP	11
Suffield Way, King's Lynn PE30 3DE	0
Tennyson Avenue, King's Lynn PE30 2QG	43
Loke Road, King's Lynn PE30 2BG	53
Newlands Avenue, King's Lynn PE30 2NJ	334
Ferry Square, West Lynn	11
Gayton Road, King's Lynn	31
Bergen Way, King's Lynn PE30 2JJ	0
Thurlin Road, Gaywood PE30 4PG	8
Hansa Road, King's Lynn PE30 4HX	101

3.0 Recommendation

- 3.1 That KLACC determines whether to agree to the proposed removal of all or some of the phone boxes within King's Lynn & West Lynn.

Uses made of phone boxes already adopted include a grocery shop, a wildlife information centre and the Community Heartbeat Trust charity has even installed defibrillators in some boxes. You can find out more about our Adopt a Kiosk scheme in the enclosed brochure.

The criteria for determining social need



As the model above shows, we're not consulting to remove any public payphones where there is a social need for retention.

These have been identified as being located:

- in suicide hotspots
- in accident blackspots
- in an area without any mobile coverage
- within 400 metres of the coast

In addition to these payphones, we will not

remove payphones where there's a reasonable need. For this assessment we have used the following criteria, retaining payphones for which all three apply:

- is the only payphone within 800 metres
- had at least 12 calls of any type within a 12 month period
- the local population is not fewer than 500 households within 1 kilometre of the payphone.



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Payphone removals consultation

Background information

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended BT's obligations with regard to the removal of payphone service¹. Ofcom placed the responsibility for assessing any requests by BT to remove public payphones upon each local authority, including the initiation of a consultation process to canvass the views of the local community, generally involving other public organisations such as the parish or community councils. Any objections to the removal of individual payphones need to be objectively justified in terms of meeting the reasonable needs of end-users. The formal notification letter will include links to the guidance that can help you with this process.

BT has a regulatory obligation to ensure the adequate provision of public payphones throughout the UK² in order to meet the reasonable needs of end-users. However, much has changed in the UK communications sector, and continues to evolve, since this requirement was put in place well over a decade ago. The take up of mobiles, allowing people to make calls away from their home or office has changed the communications behaviour of most people in the UK and continues to do so – figure 1 shows the very low percentage of people that now use Payphones and how this is continuing to decline.

Figure 1 – Use of Public Payphones

¹⁵ Proportion (%) of all respondents

	Jan 2015	Oct 2015
Total UK (2,045/2,136)	4%	3%
England (1,706/1,782)	3%	1%
Scotland (180/180)	6%	5%
Wales (99/106)	4%	1%
Northern Ireland* (60/68)	14%	8%
16 - 34 (601/664)	5%	3%
35 - 64 (895/891)	4%	3%
65+ (549/581)	2%	2%
AB (372/363)	3%	2%
C1C2 (940/1,016)	3%	2%
DE (733/757)	5%	4%

Source: Kantar Media Omnibus, January and October 2015

Base All UK adults aged 16+: January 2015: 2,045, October 2015: 2,136. * Cautions: low base sizes in Northern Ireland. Q.12 Which, if any, of the following communications services have you used in the last 12 months?

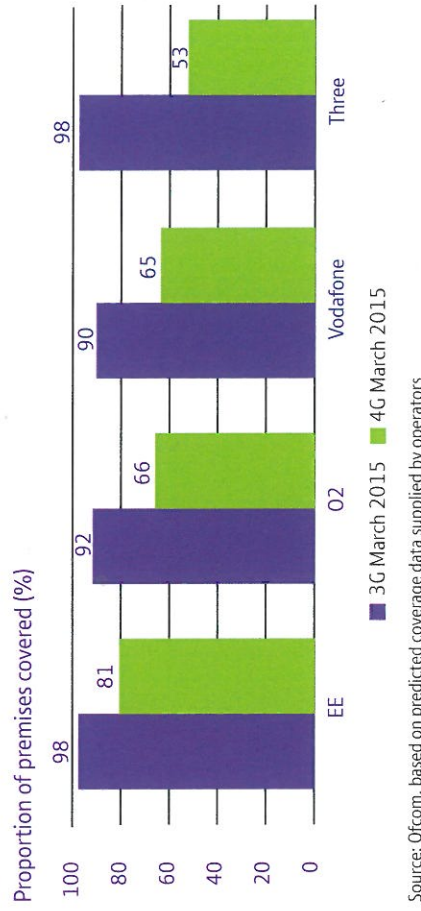
¹ http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/

² excluding the Hull Area

93% of adults owned a personal mobile phone in 2015, of which 71% have a smartphone, a 5% increase on the figure for 2014, with 89.9m mobile phone subscriptions active in 2014³. Ofcom also reported in April 2015 that 98% of UK premises had either 3G or 4G mobile coverage in their direct proximity (see figures 2) with the majority (94%) having indoor coverage. This is significant because, so long as there is network coverage from a mobile provider, it's also now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider.

Figure 2

Estimated 3G and 4G premises coverage, by mobile network operator



Vastly improved coverage and access to cheap mobile calls means that many public payphones within BT's national estate are no longer necessary for the community they were originally intended to benefit. The overhead of ongoing maintenance and repair for fraudulent claims of lost money, cashbox theft, repeated vandalism and the overall significant decline in any genuine use or customer need, has led to some payphones falling below the quality standards we wish to maintain for the future. However, repairing and maintaining payphones that will continue to be of little or no community benefit is not a solution. Instead, we propose to remove payphones identified as unnecessary whilst retaining public payphones that are used, as well as those we have categorised as providing a social need. In this way we believe we can fulfil our regulatory obligations, improve the quality of the payphone estate overall and continue to meet the needs of your community.

Through our Adopt a Kiosk scheme, communities will also have the opportunity to adopt any phone box for just £14. The traditional, red phone boxes are part of our heritage and by opening them up for adoption, your community can keep these iconic landmarks and put them to great use.

³ <http://media.ofcom.org.uk/facts/>

⁴ The telephone equipment will be removed by BT