

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



Corporate Performance Panel

Agenda

Thursday, 22nd September, 2016
at 6.00 pm

in the

**Committee Suite
King's Court
Chapel Street
King's Lynn
PE30 1EX**



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

14 September 2016

Dear Member

Corporate Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Thursday, 22nd September, 2016 at 6.00 pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Appointment of Vice-Chairman

To appoint a Vice-Chairman for the meeting.

2. Apologies

3. Minutes (Pages 6 - 30)

To approve the minutes from the Corporate Performance Panel held on 24 August 2016.

4. 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 any item or simply observing the meeting from the public seating area.

5. Urgent Business Under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposed to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

6. 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.

7. Chairman's Correspondence (if any)

8. Exclusion of Press and Public

To consider passing the following resolution:

That under Section 100(a)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of the Part 1 of Schedule 12A to the Act.

9. Hunstanton Sailing Club Progress Report

The Panel will receive a presentation from Councillor P Hodson.

RETURN TO OPEN SESSION

**10. Project Management/cost: Refurbishment of King's Lynn Bus Station
(Pages 31 - 46)**

The Panel will receive a presentation from the Regeneration and Economic Manager and the Regeneration Projects Manager.

A copy of the King's Lynn Transport Interchange Post Project User Survey is attached.

11. Annual Communications Update

The Panel will receive an annual update from the Customer Information Centre Manager, Communications Manager and ICT Web Team Manager.

12. Committee Work Programme 2016/2017 (Pages 47 - 48)

To note the Committee's Work Programme for 2016/2017.

13. Date of Next Meeting

To note that the date of the next meeting of the Corporate Performance Panel will take place on 9 November 2016.

To:

Corporate Performance Panel: B Anota, B Ayres, P Beal (Vice-Chairman), R Bird, J Collop, I Gourlay, G Hipperson, Lord Howard, H Humphrey, A Morrison, D Tyler and G Wareham (Chairman)

Portfolio Holders:

Item 9: Councillor B Long, Leader and Portfolio Holder for Environment
Councillor A Beales, Deputy Leader and Portfolio Holder for Regeneration and Industrial Assets

Item 10: Councillor B Long, Leader and Portfolio Holder for Environment
Councillor A Beales, Deputy Leader and Portfolio Holder for Regeneration and Industrial Assets

Item 11: Councillor N Daubney, Portfolio Holder for Performance
Councillor Mrs K Mellish, Portfolio Holder for Human Resources, Facilities and Shared Services

Management Team Representatives:

Debbie Gates, Executive Director
Lorraine Gore, Assistant Director
Ray Harding, Chief Executive

Appropriate Officers: The following officers are invited to attend in respect of the Agenda item shown against their name

Item 9: Ostap Paparega, Regeneration and Economic Development Manager
Laura Hampshire, Regeneration Projects Officer

Item 10: Ostap Paparega, Regeneration and Economic Development Manager
Laura Hampshire, Regeneration Projects Officer

Item 11: Honor Howell, Customer Information Manager
Andrew Howell, ICT Web Team Manager
Sharon Clifton, Communications Manager

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Wednesday, 24th August, 2016 at 6.00 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

PRESENT: Councillor G Wareham (Chairman)
Councillors J Collop, C J Crofts, I Gourlay, G Hipperson, H Humphrey,
A Morrison, D Pope (substitute) and Mrs J Westrop

Portfolio Holders

Councillor B Long, Leader and Portfolio Holder for Environment
Councillor Mrs K Mellish, Portfolio Holder for Human Resources,
Facilities and Shared Services

Officers:

Lorraine Gore, Assistant Director
Ray Harding, Chief Executive
Becky Box, Personnel Services Manager
Jo Stanton, Revenues and Benefits Manager
Martin Chisholm, Business Manager

CP27: **APPOINTMENT OF VICE-CHAIRMAN**

RESOLVED: Councillor H Humphrey be appointed Vice-Chairman for the meeting.

CP28: **APOLOGIES**

Apologies for absence were received from Councillors B Anota, Lord Howard, D Tyler and R Bird.

CP29: **MINUTES**

The minutes from the Corporate Performance Panel held on 18 July 2016 were agreed as a correct record and signed by the Chairman, subject to Councillor C J Crofts being added as attending as substitute.

CP30: **DECLARATIONS OF INTEREST**

Councillor I Gourlay declared a pecuniary interest in item 9: Council Tax Discounts for Empty and Unfurnished and Uninhabitable Properties and left the meeting when this item was debated.

Councillors G Hipperson, C J Crofts, J Collop, K Mellish and G Wareham in Item 9.

CP31: **URGENT BUSINESS UNDER STANDING ORDER 7**

None.

CP32: **MEMBERS PURSUANT TO STANDING ORDER 34**

None.

CP33: **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

None.

CP34: **CAR PARKING MACHINES (REQUESTED BY COUNCILLOR COLLOP)**

The Panel received a presentation from the Business Manager and were invited to comment/ask questions, a summary of which is set out below.

Councillor Collop outlined his case as to why he had requested that the item be placed on the Agenda.

In response to questions from the Panel on overpayments from car parking machines not giving change, the Chairman, Councillor Wareham reminded Members that the Business Manager had advised during his presentation that there was no technology available to allow car parking machines to give change anywhere in the UK.

Following further questions on credit and debit credit card payments, the Portfolio Holder for Human Resources, Facilities and Shared Services explained that a presentation on the replacement of pay and display machines had been given to a previous Panel meeting and explained that if the Council replaced the machines now it would incur a cost to the Council taxpayer.

The Portfolio Holder for Human Resources, Facilities and Shared Services explained that overpayments were utilised through the budget for resources and gave examples of toilet cleaning, street cleansing and refurbishment of the Bus Station. Councillor Collop commented that the overpayment could be used specifically for King's Lynn. He added that the King's Lynn Area Consultative Committee could determine how the money could be specifically spent to enhance King's Lynn. The Leader, Councillor Long reiterated the comments made by the Portfolio Holder and added that the overpayment was placed in the Council's General Fund and was spent on providing services for the residents of the Borough.

The Business Manager explained that payment could be made by a credit/debit card via a mobile phone, however there was a cost per transaction to the Council. The Panel was informed that there was a variety of options for payment as set out below:

- Mobile phone with credit/debit card.
- Multi Storey Car Park – pay on exit.
- Ensure users had correct change to pay with coins.

CP35: **2016/2017 Q1 PERFORMANCE MONITORING AND ACTION REPORT**

The Personnel Services Manager presented the report which contained information on the corporate performance monitoring undertaken during Q1 2016/2017.

The Personnel Services Manager drew the Panels attention to section 3 – Key points from the Corporate Performance Monitoring Report Q1 2016/17.

Members were informed that additional performance monitoring of indicators consistently not achieving quarterly targets was undertaken by Management Team on a monthly basis. The indicator CE11 – percentage of supplier invoices paid within 30 days, had been monitored closely as it had not achieved the target of 94% by 1% each quarter during 2015/16. It was highlighted that as part of the 2016/17 annual target setting process the target for this indicator was changed to 93%. Performance levels had improved with 96% being reported for Q1 2016/17.

The Personnel Services Manager advised that the Action Report explained the considerable drop in performance (66%) for indicator CE6 – percentage of freedom of information requests given final response within deadline. As the quarterly figure was calculated on a cumulative basis it was unrealistic to expect this indicator to achieve the 2016/17 annual target of 95%.

In response to questions from the Panel regarding CE6: % of freedom of information requests given final response within deadline, the Personnel Services Manager explained that there was no delay in processing requests with Eastlaw taking over the work and that the drop in performance was due to staffing issues which were now being addressed. The Chief Executive advised that there was no additional cost incurred with Eastlaw providing the FOI service and that the requests received ranged from freelance journalists, students or local residents.

Following questions from the Panel on CE11:% of supplier invoices paid within 30 days, the Assistant Director explained that whilst extracting the statistics on invoices during the year delay could occur.

However, she explained that a lean review had been undertaken and the system would move to e-invoicing to speed up the process.

The Chief Executive responded to questions on CE3: Unintentional priority homeless acceptances per 1,000 households and advised that the Council was doing everything it could to avoid costly bed and breakfast temporary accommodation and explained that this was a national problem and the Council was putting measures in place to manage the situation as effectively as possible.

The Revenues and Benefits Manager responded to questions relating to CE14: No of days to process new benefit claims and explained that the average time to process a claim was between 19 and 24 days.

RESOLVED: The Panel agreed the actions outlined within the Action Report.

CP36: **COUNCIL TAX DISCOUNTS FOR EMPTY AND UNFURNISHED AND UNINHABITABLE PROPERTIES**

The Vice-Chairman, Councillor Humphrey took the Chair for this item.

The Democratic Services Officer read out the legal advice received in response to Members declaring an interest for this agenda item.

Councillor Gourlay left the meeting.

Councillors G Hipperson, C J Crofts, J Collop, K Mellish and G Wareham remained in the meeting but took no part in the debate/decision.

The Leader, Councillor Long commented that the declaration of interest on certain items occurred on an annual basis and suggested that advice be sought from the Monitoring Officer regarding a dispensation being obtained.

In presenting the report, the Revenues and Benefits Manager explained that the Council had powers to reduce or remove the council tax discount for empty/ unfurnished and uninhabitable properties. The report outlined those powers and presented options for the Panel to discuss and recommend, along with some issues and questions for the Panel to debate.

Members' attention was drawn to the following sections of the report:

- Executive Summary.
- Issues.
- Rationale for the Proposal.
- Options Considered.
- Preferred Option.
- Questions and Issues for the Panel.

The Revenues and Benefits Manager responded to questions from the Panel in relation to the News Homes Bonus and explained that the bonus not only applied to new homes built but also bringing empty/derelict buildings back into use.

The Chief Executive responded to questions on the monies received from the Council Tax Discounts for Empty and Uninhabitable Properties and the amounts received by the Borough Council, Norfolk County Council and the Police.

The Revenues and Benefits Manager responded to questions on the number of dwellings brought back into use and advised that the number was based on a working estimate at the time the report was written.

RESOLVED: The Panel supported the preferred option 2 and recommend this option to Cabinet.

CP37: **ENTERPRISE ZONES - DISCRETIONARY BUSINESS RATES DISCOUNTS**

The Revenues and Benefits Manager presented the report and explained that the report detailed the options for a discretionary business rates discount within the Enterprise Zone and asked the Panel to agree a preferred option to go to Cabinet and Council for approval.

The Panel was provided with background information.

The Revenues and Benefits Manager outlined the options considered as set out at section 5 of the report.

Members were advised that Option 3 was the preferred option. It supported businesses occupying properties within the Enterprise Zone whilst avoiding the issue of having a more generous reduction for unoccupied properties within the Enterprise Zone compared to outside it.

Option 3 also supported the KLIC, reducing the business rates liability and allowing them to focus their resources on encouraging new, small, start-up businesses who will hopefully, in time, move into bigger units within the Enterprise Zone. The nature of the leases for those officers meant that they may be unoccupied on a more regular basis.

It was explained that the discretionary business rates discount for properties in the Enterprise Zone was a new policy and must be approved by Cabinet and Council.

The Revenues and Benefits Manager outlined the additional proposal to extend further the exemption period for unoccupied/industrial properties.

The Panel was advised that the decision to award the discount was fairly straightforward as the cost was fully reimbursed by Central Government.

The Revenues and Benefits Manager responded to questions from the Panel on the following issues:

- Existing businesses relocating to KLIC.
- Other business rates reductions and reliefs for businesses located outside the Enterprise Zone.
- Discretionary Rate Relief Fund which businesses could apply for.

The Chief Executive informed the Panel that a number of enquires had been received from businesses currently operating outside West Norfolk regarding KLIC.

In response to a question on how businesses on the Enterprise Zone could be helped with planning, regulatory and other administrative, the Chief Executive suggested that a response be emailed direct to the Panel.

RESOLVED: The Panel supported the preferred option 3 and recommend this option to Cabinet.

CP38: **BOROUGH COUNCIL'S EFFICIENCY PLAN**

The Panel received a Powerpoint presentation from the Assistant Director. A copy of which is attached to the Minutes.

The Assistant Director responded to questions on what the cumulative figure would have been if the Borough Council had increased council tax by £5. She explained that when the Financial Plan was approved in February 2016, the funding calculation had been based on the core spending power and had included the opportunity to increase council tax by £5. If the Council had determined to apply the £5 increase the cumulative figure for the first year would have amounted to £200,000.

CP39: **WORK PROGRAMME 2016/2017**

The Panel noted the Work Programme for 2016/2017.

The Leader reminded the Opposition Members that if they wished an item to be considered by any Panel, they would need to submit the item in accordance with the schedules which had been circulated in order for officers to prepare reports.

CP40: **DATE OF NEXT MEETING**

The next scheduled meeting of the Panel would be held on Thursday 22 September 2016.

CP41: **REPORT (FOR NOTING PURPOSES ONLY)**

The Panel noted the following report:

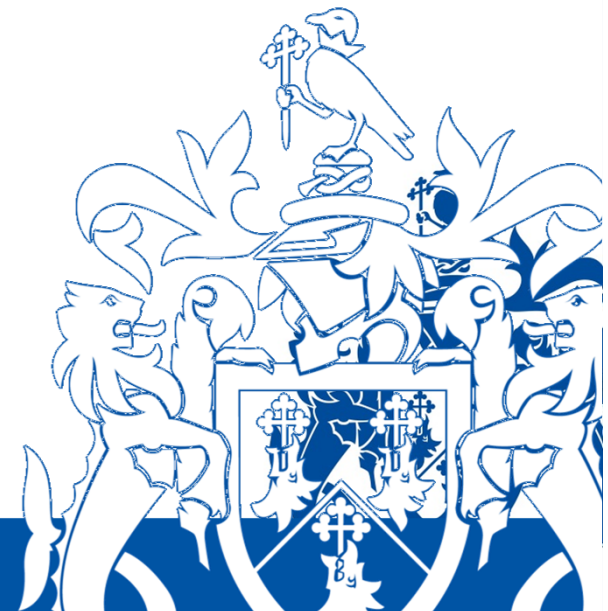
- Complaints against the Borough Council of King's Lynn and West Norfolk 1 April 2015 to 31 March 2016.

The meeting closed at 7.26 pm



Multi-Year Funding Settlement

Lorraine Gore
Assistant Director (S151 Officer)



The Multi-Year Funding Offer and Efficiency Plans

- Local Government Finance Settlement announcement 18 December 2015 - Offer to local government to 'fix' for 4 years (subject to efficiency plan)
- Final settlement announcement 8 February 2016

'Firstly, although the statutory settlement is for 2016 to 2017, I set out indicative figures to allow councils to apply for a 4 year budget, extending to the end of the Parliament. Such a change permits councils to plan with greater certainty'

Statement by the Secretary of State for Communities and Local Government
The Rt Hon Greg Clark MP



Background

- Financial Plan 2015/2020 approved at Council Meeting on 25 February 2016
- Council agreed to take up the option to 'fix' the four year settlement subject to publication of an 'efficiency plan'
- Consultation on New Homes Bonus closed on 10 March 2016 – Government still analysing the feedback



Background

- Consultation on Self-sufficient local government: 100% Business Rates Retention opened on 5 July 2016 and closes on 26 September 2016
- Business Rate Reform Fair Funding Review: Call for evidence on Needs and Redistribution. Discussion paper issued July 2016. Responses to the discussion paper by 26 September 2016 with consultation on the principles for needs assessment in the autumn of 2016 and final consultation on the formulae in the summer of 2018.



Background

- Revaluation of Business Rates from 2017 – draft list to be published on line on 30 September 2016
- ‘Efficiency Plan’ to support the multi-year funding settlement to be agreed by Council and published by 14 October 2016 – to be considered by Cabinet at the meeting on 7 September 2016



The Multi-Year Funding Offer and Efficiency Plans

- Multi-Year Offer applies to
 - Revenue Support Grant (RSG)
 - Rural Services Delivery Grant
 - Transitional Grant (not applicable to BCKLWN)
- Excludes
 - New Homes
 - Retained Business Rates



The Multi-Year Funding Offer and Efficiency Plans

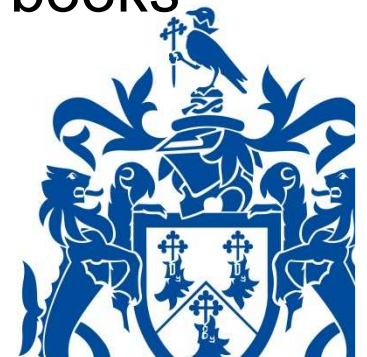
For BCKLWN Multi-Year Offer 2016/2020 applies to

- Revenue Support Grant (RSG) and Rural Services Delivery Grant £8m
- Excludes New Homes Bonus and Retained Business Rates £37m



The Multi-Year Funding Offer and Efficiency Plans

- DCLG advised that core commitment by Secretary of State of a minimum offer
- No mandated template
- Expect to include
 - How benefits your Council and Community
 - Collaboration with local neighbours and public sector partners
- Financial Sustainability not just efficiency plan – books not going to be balanced just by efficiencies – shape of organisations will change
- On going monitoring as part of medium term financial plan



The Multi-Year Funding Offer and Efficiency Plans

- Cornerstone of the efficiency plan is the Medium Term Financial Plan
- Clear links to the Council's corporate plan
- Key partnerships
- Reference to ongoing and planned projects and programmes to reduce costs/generate additional income
- Need to be about more than just money
- Need not be any more than an 'abridged version' of Council's key/existing public documents



Financial Sustainability

Corporate Business Plan

The six priority aims within the Corporate Business Plan are:

1. Provide important local services within our available resources
2. Drive local economic and housing growth
3. Work with our communities to ensure they remain clean and safe
4. Celebrate our local heritage and culture
5. Stand up for local interests within our region
6. Work with our partners on important services for the borough



Financial Sustainability

Medium Term Financial Plan

Continue to examine all operational service areas to identify achievable revenue cost savings through delivering services in different ways, reductions in service level, increasing income and reviewing discretionary expenditure.

Some of the identified areas include:

channel shift

joint and shared working arrangements

sharing office space



Financial Sustainability

Medium Term Financial Plan

Identify capital investment opportunities to maximise the use of our assets, generate a revenue return, in excess of that achieved from traditional banking investments, promote housing development, increased council tax base and new homes bonus, promote local economic and business growth and increased business rates.

Some of the identified areas include:
major housing development project,
commercial investment and development,
Rationalise public assets (One Public Estate)



Financial Sustainability

Medium Term Financial Plan

- Invest early win revenue savings and reserves in the income generating major projects
- As a lower quartile Council, increase Band D council tax by £5 per annum from 2017/2018 in line with government expectations



Summary of Savings

Target savings of £3.1m required by 2019/2020

	Estimate 2016/2017	Projection 2017/2018	Projection 2018/2019	Projection 2019/2020
	£	£	£	£
Revenue Cost				
Reductions/Increased				
Income/Efficiencies	425,930	1,261,950	1,658,000	1,960,550
Major Projects	21,000	247,600	655,400	1,148,500
£5 Council Tax Increase	0	137,910	275,580	413,750
TOTAL	446,930	1,647,460	2,588,980	3,522,800



Financial Sustainability Partnership Working

The Council works closely with a wide range of partners in the public Sector and beyond. These joint working arrangements are one of the key priorities identified in our Corporate Business Plan.

The Council is working with all Norfolk District Councils, the County Council, NHS, Police and new Anglia Local Enterprise Partnership to deliver a One Public Estate (OPE) programme for Norfolk.



Financial Sustainability Partnership Working

The Council is working with Norfolk County Council, District and neighbouring Councils to collaborate and deliver services in the most effective way, including progressing the implementation of the East Anglia devolution agreement for Norfolk and Suffolk.

223 28



The offer of a four year funding allocation provides the Council with the opportunity to plan service delivery and changes to services with a greater degree of confidence.

The overall reductions in the Council's Settlement Funding Assessment set out in the four year settlement remain extremely challenging.



Questions

225 30



King's Lynn Transport Interchange
Post Project User Survey

March 2016

Regeneration & Economic Development

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



Background

The borough council received Section 106 funding from Sainsbury's PLC and Tesco Stores Ltd (totalling £1m) to improve the bus station and pedestrian links to King's Lynn Railway Station. The purpose of the funding was to mitigate the impact of the out of town retail development on King's Lynn Town Centre.

An initial user survey was carried out in December 2013 which was used to gauge public opinion on what the users envisaged as being priorities for enhancing the existing Bus Station and what further improvements could be added to make the experience better for both commuters and visitors. The results of this survey fed into the design of the scheme.

Improvement works were undertaken from January – July 2015. A survey was required to assess if the works carried out have been of benefit to the users of the area.

Survey Methodology

The survey targeted all train and bus station users. A copy of the Survey questionnaire is shown in Appendix 1.

The objective of the survey was to ask users of the area if changes made were viewed as positive, neutral or negative.

It was decided to obtain a variety of views and perspectives, the most effective results would be to target the following areas:

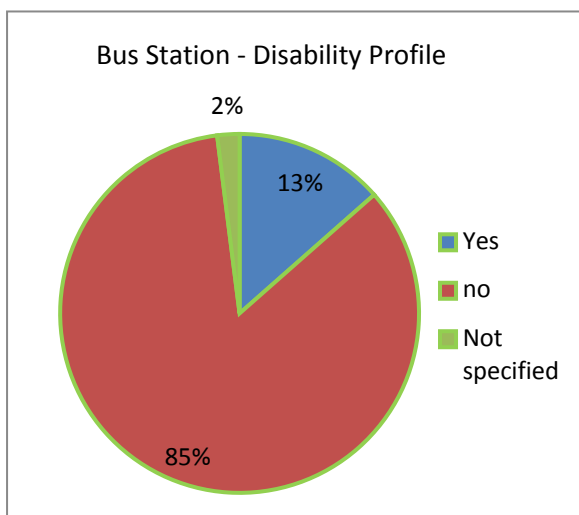
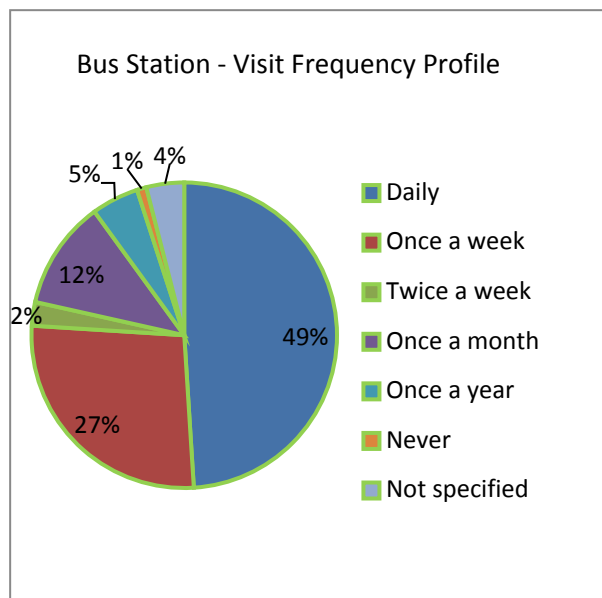
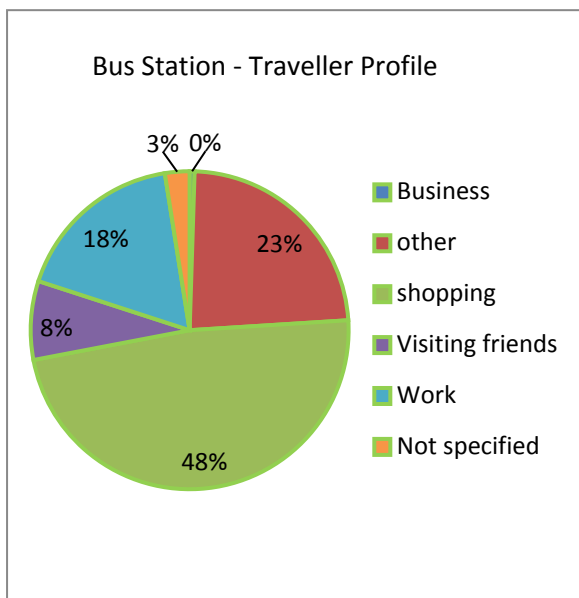
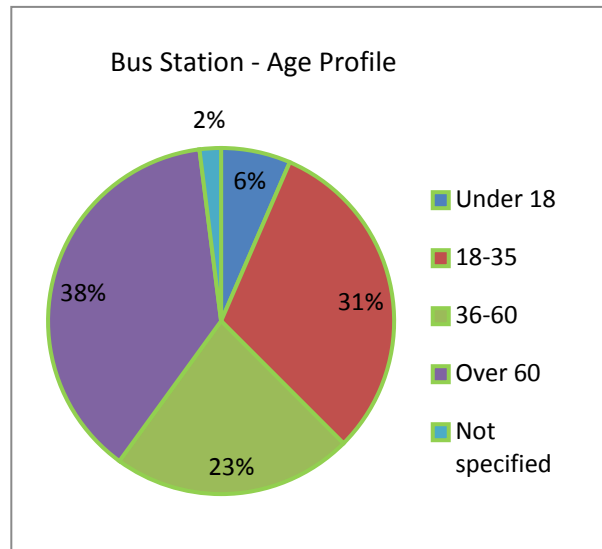
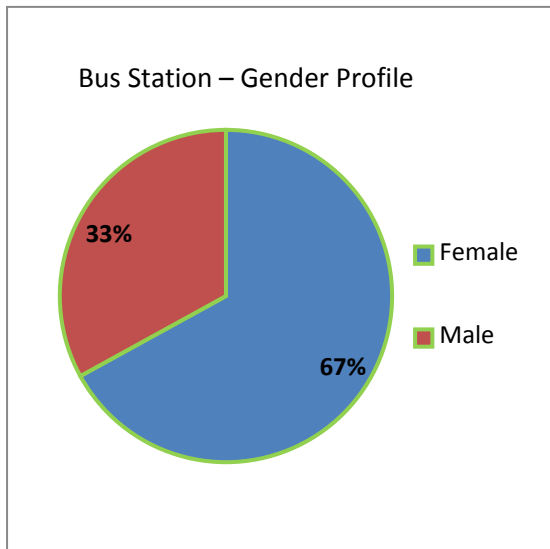
- Close to the museum- to interview rail users
- Under the new shelter close to the bus departure bays – to interview bus users
- Close to Stand G & H – to interview users of the car park

A range of times were covered to try and target all user groups.

The survey was carried out over a four day period from the 14th March 2016 – 17th March 2016. The weather over this period was mainly dry with temperatures ranging from 7 deg C – 10 deg C.

Profile of Participants

The profile of the participants in the survey was as follows:-



The gender split has differed from the results gathered in December 2013, with 5% more females responding in the survey. The age profile has also altered with 8% more over 60's responding and 4% more 18-35's responding. The reason for travel for nearly half of those surveyed was for shopping, an increase of 10% from the survey conducted in December 2013.

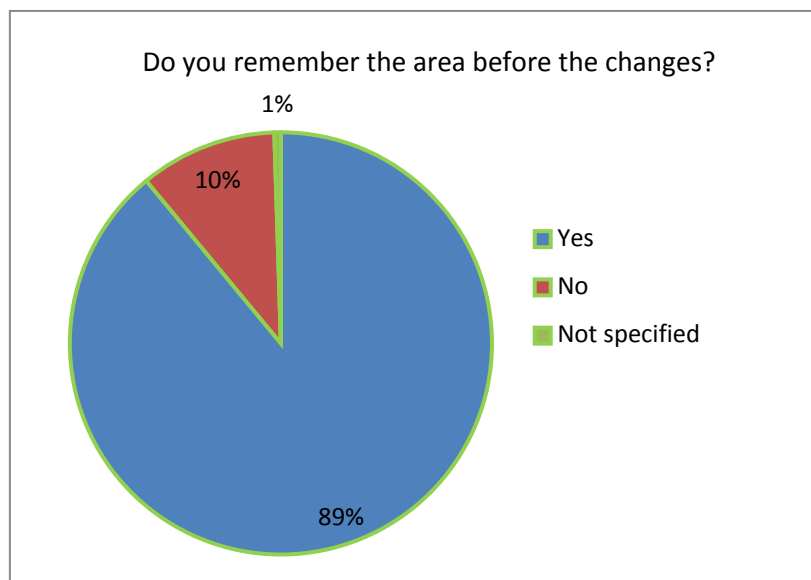
Distribution of Responses

The map in appendix 3 shows the distribution of visitor's home address. Although the majority of responses were received from around the King's Lynn area the map also shows a number of responses received from visitor's as far as field as Shouldham in the south to Wells in the north as well as individual visitors from Ipswich, Leicester and Northampton.

Responses

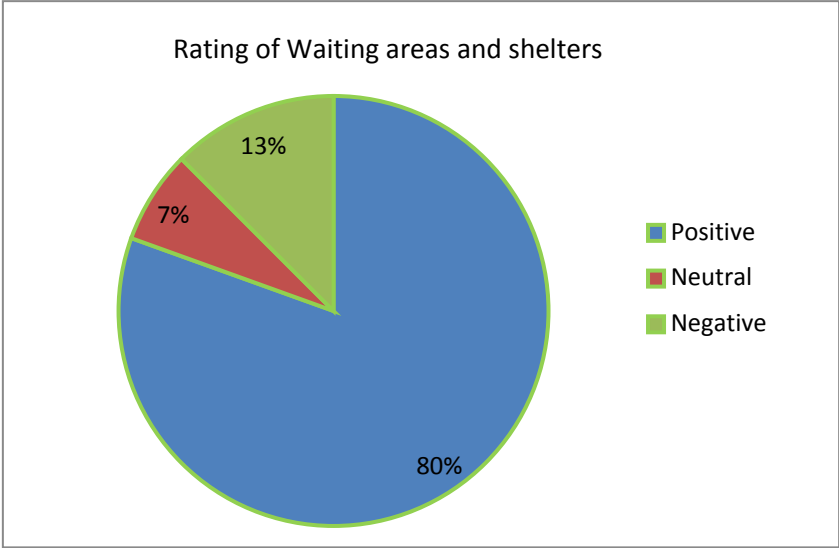
A total of 200 individual responses were obtained with a small number being incomplete due to arrival/departure of their bus.

The areas which were questioned were those which had undergone refurbishment as part of the project. Individuals were asked if they felt the work had had a positive, neutral or negative impact.

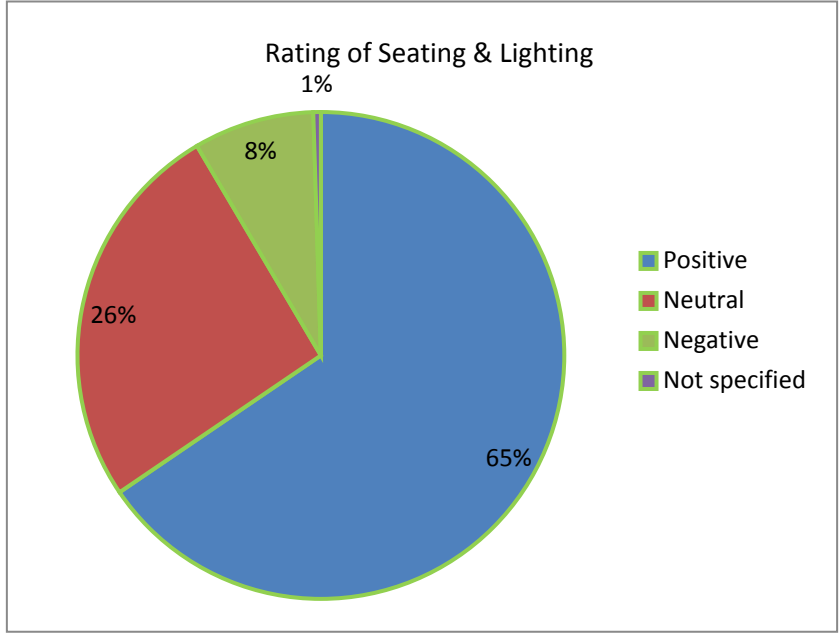


All respondents were asked if they remembered the area before the work had been undertaken, 89% did.

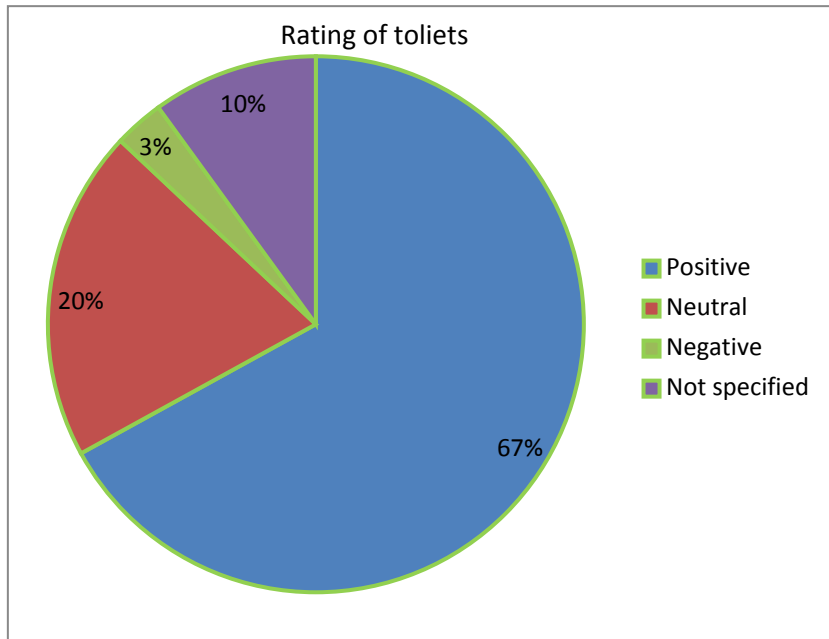
When asked if they felt the works had a positive, neutral or negative impact on distinct elements within the area the following responses were received.



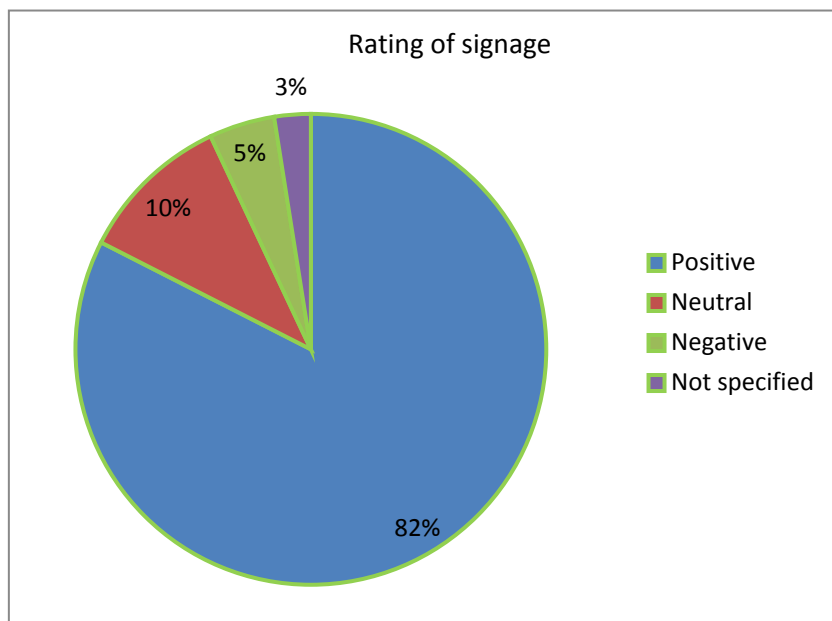
80% of respondents believed the work had a positive impact on the waiting areas and shelter, with 13% stating a negative impact.



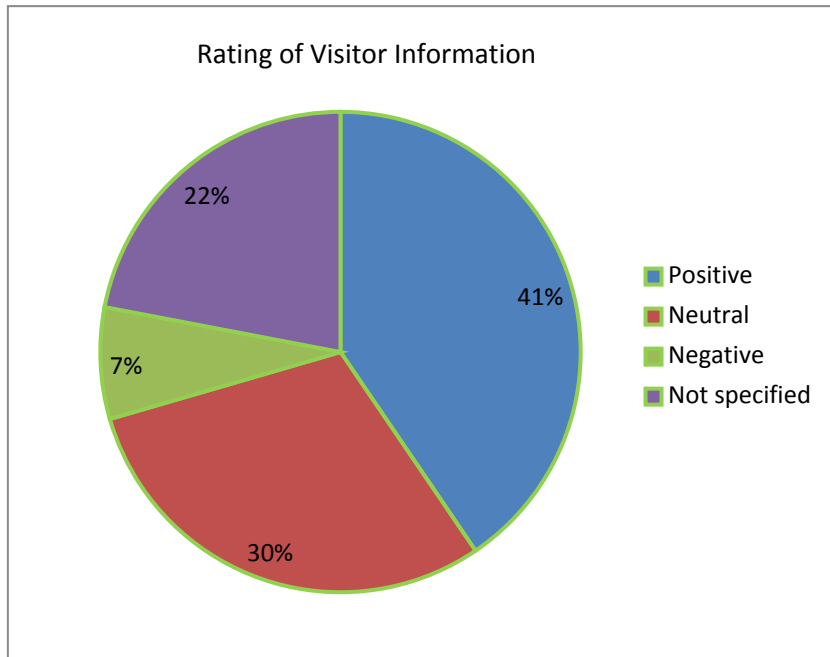
65% of respondents believed the work had a positive impact on seating and lighting with 8% stating a negative impact.



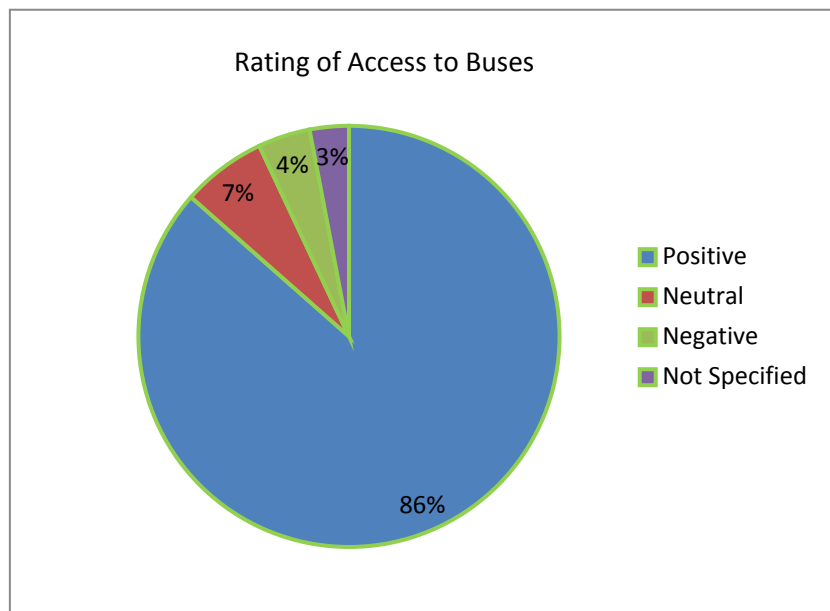
67% of respondents believed the work had a positive impact on the toilets with 3% stating a negative impact.



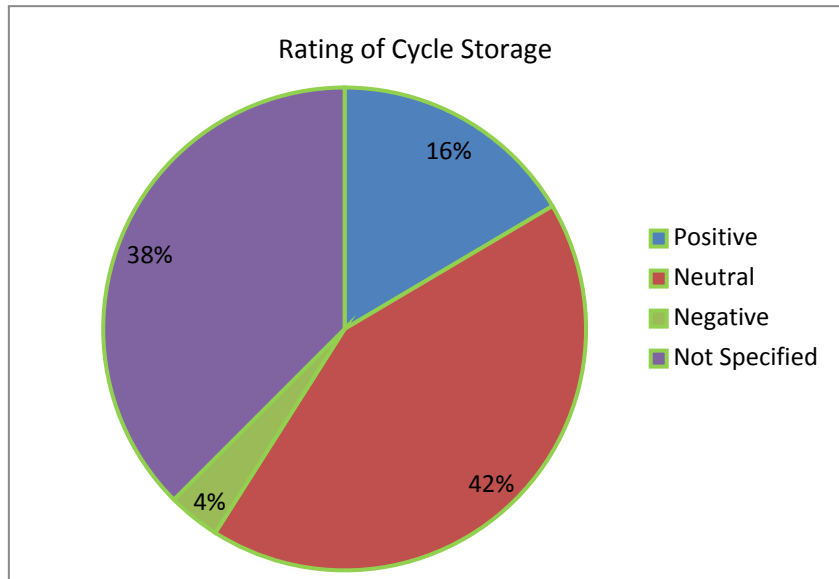
80% of respondents believed the work had a positive impact on signage within the area with 5% stating a negative impact.



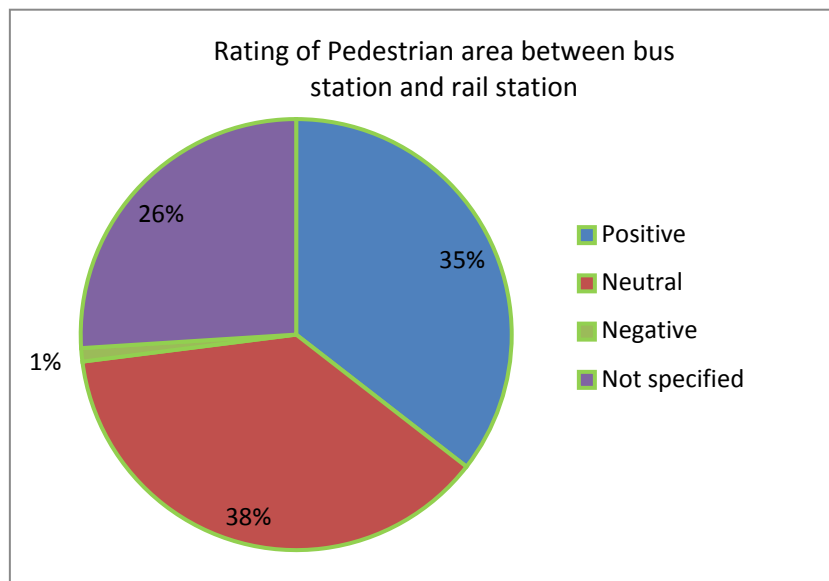
40% of respondents believed the work had a positive impact on signage within the area with 8% stating a negative impact. 52% stated the difference as either neutral or did not specify, this may be due to the large number of local residents who feel they do not need visitor information.



86% of respondents believed the work had a positive impact on signage within the area with 4% stating a negative impact.



16% of respondents believed the work had a positive impact on signage within the area with 4% stating a negative impact. 80% stated the difference as either neutral or did not specify this may be due to the large number of respondents who may not use this facility.



35% of respondents believed the work had a positive impact on signage within the area with 1% stating a negative impact. 64% stated the difference as either neutral or did not specify.

Overall there were a number of responses which stated a neutral impact, in some cases they interviewee stated that they felt unable to comment as they did not use all facilities, this was particularly relevant with the toilets, cycle storage and visitor information.

Summary

The survey demonstrates that the majority of users believe the work has had a positive impact on the area. The areas which are thought to have the most positive impact are:

- Access to buses – 86% positive
- Signage – 82% positive
- Waiting areas and shelters - 80% positive

There were a number of comments received highlighting the positive impact the work has had on the area, however a number of comments were also received with areas of concern, these are all included in appendix 2.



Satisfaction Questionnaire on Refurbishment Works to King’s Lynn Bus Station

From January – July 2015, the Council carried out improvement works to the Bus Station using contributions from Tesco’s and Sainsbury’s following their out of town developments at the Hardwick. The area covered included the bus station and the route along Waterloo Street to the Train Station. We would now like your views on how successful the changes have been. Please help us by answering this brief survey.

Do you remember the bus station before the changes were made? Yes No

Do you consider the refurbishment works to the following areas to be:

	Positive	Neutral	Negative
Waiting areas & shelters			
Pedestrian area btwn bus & train station			
Seating & lighting			
Toilets			
Signage			
Visitor Information			
Cycle storage			
Access to the buses			

Any other comments:

How did you travel today?

Train		Train & bus	
Bus		Walk	
Taxi		Cycle	
Car			

How often do you use the bus station?

Never		Once a week	
About once a year		Daily	
About once a month			

My visit today was for:

Shopping		Visiting friends	
Work		Other	
Business mtg			

My postcode is: _____

My age group is:

Under 18		36-60	
18-35		Over 60	

I am:

Male		Female	
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I am disabled:

Yes		No	
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Appendix 2 – Survey Comments

- Stand G negative, seats too cold, Buses arrive at the same time, stand G needs bigger shelter
- Great improvement. Can't fault it. Bus timings good
- Whole lot better. Massive improvement
- Toilets always clean. Sunlight on display screens makes them difficult to read
- Shelters and waiting area very cold. Rain blows in. Toilets spotless. Signing for buses confusing for some
- Brilliant shelter and seating area. Easier for bus drivers. Nice and clean. Much better than before
- Toilets cold. Some find bus signing difficult. Bus movements difficult with need to reverse
- Concerned about collisions. More modern look
- More lighting needed. Really clean and much nicer
- Access to buses new system works better and assists with buses leaving on time
- Safer
- Link to station easier. A lot better
- More seating. Older people struggle with the signage. Unaware of cycle storage
- More seating good. Stand G a problem. If you're rushing for bus, can't see which bus it is as approach it from the side
- Seating/lighting very nice. Visitor info friendly
- Seats cold
- A lot cleaner toilets and waiting area. Can't see well - registered blind
- Toilets bit smelly
- Rain comes in sideways. Need to enforce no smoking
- Waiting area very good - lots of space. Toilets cleaner, but water and dryers cold
- Approves of no smoking area, even though a smoker. Good and spacious for mobility scooter
- Lighting needs to cover a wider area. Visitor info not staffed enough. Layout much better
- Double decker buses can't get in. No timetable for X1 and no help in office
- Lighting should cover wider area. Electronic signage very good. Touch screen info OK, but not staffed enough
- Toilets brilliant
- Sees no need for no smoking area other than under canopies. Can still get wet waiting for no 46 bus and canopy already leaks. Removal of bicycle racks from outside Sainsbury's very good - no teenagers on skateboards now, feel safer
- Very windy under shelters. Should have had more space for buses and less pavement
- Wind and rain still gets in
- Improved but shelter lets in rain and seats get wet. Draughty and cold. Bulletin boards may be difficult for people with poor visibility
- Shelter is too low and buses have collided with it
- Lot better than before refurbishment
- Toilets clean - good improvement
- More spaces needed at bus drop off points. Seats always cold. Shelter is quite good. Toilets are good - nice and clean. Bulletin boards not always working

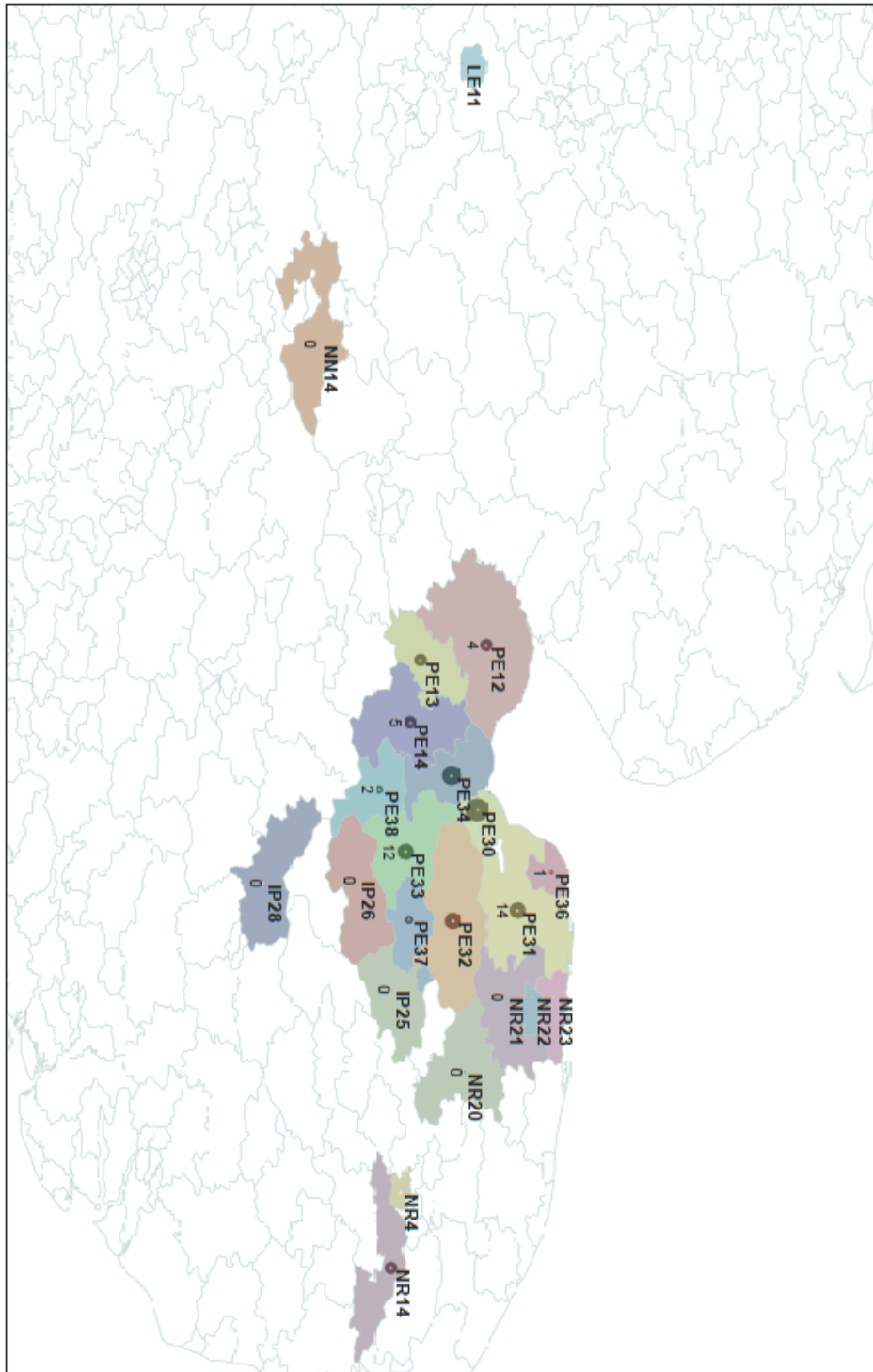
- Visiting from Norwich for first time
- Bus doesn't run late evening so can't visit KL for cinema/theatre. Seating too low and cold to sit on. Shelter is too open and the rain comes in. Visually good though
- Shelter from the rain better than before with the canopy
- OK - alright, I suppose
- Improvement generally
- Still get people drinking under canopy. Should be able to smoke. Double decker can't get under canopy. Waste of money
- Visually it looks better. Signage a bit better. Visitor info not good. No timetables for other routes e.g. Fakenham - Dereham
- Everyone really helpful during construction works
- Should enforce no smoking, looks better but no people inside
- Muddled as to where to go, information office needs to be manned
- Likes stands G&H not canopy wind blows in, seats too cold, no-one in info office not all bus time tables, more difficult for buses reversing
- Warmer waiting area needed, Info office not staffed
- Rain & wind still comes through, no-one in the info office, seats too low & cold
- Smoking at entrance to Sainsburys not enforced, seats too cold
- Waiting area better but weather still gets in
- Looks good
- Stop G weather still comes in, buses arrive at the same time, not enough seats at stop G
- Cleaner, not as many layabouts, taxi rank better
- More shelter, enough seats so many have no corner, signs too small, A-F too many gates in the way
- Not enough buses to villages,
- People still smoke
- Heaters would be good
- Seats too low, can it not be enclosed/sheltered
- Shelter is good
- No indoor seating
- Whole area should be smoke free
- Still get wet under shelter
- Very cold shelter over seating is a waste of money, looks much better clean & tidy, bulletin boards with info about buses if very helpful, An inside waiting area is needed which could be only open until 6pm to avoid problems with groups of young people or drinkers using it to hang out
- Much better
- Shelter does not work ,warm waiting area is needed, toilets better
- Not impressed with the refurbishment, it is so cold and there is no-where warm to sit. Lots of space which is not used. Space near Sainsburys could provide space for waiting room or info centre could be altered to be an inside waiting area. Toilets not always clean
- Better than before cleaner, tidier, more shelter, set up works
- Bit better than it was
- Better clean toilets & warm

- Seating area is cold and rain comes in, toilets are better and clean
- No waiting room. Seating area is cold seat get wet from the rain. A waiting room is needed, toilets clean
- Not impressed, bus station is cold. There is no cover from the rain and the seats get wet. It was better before the refurb
- Good better than other bus stations, clear info ref buses. Late buses often a problem
- Shelter lets in the rain, Bays work well with people queuing, more orderly
- Much better now, train station pavement could be wider info centre not always staffed when you need
- Lots better, toilets cleaner
- Much nicer
- People push in when I am waiting with pushchair & getting on the bus
- Not an improvement, seating and shelters and waiting area is cluttered and doesn't work
- spent lots of money but not an improvement, There is less shelter than previous too much seating, no boards on stand g & h Shelter doesn't provide shelter, Looks nicer but not practical
- Dark at night - not enough lighting. Toilets disgusting. Lots of people use visitor info
- Bays not positioned well. Can't see bus number
- Visitor info not always manned
- Signage very good. Not enough cycle storage
- Wet gets under shelters. Seats too low. Visitor info should be manned more
- Mirrors in toilets too high and dryers cold and often cubicles out of order. Printed timetables away from bus stops would ease congestion. Reversing buses causes more collisions. Shelter for stop G not big enough. Rain gets in the top and in summer like a greenhouse. Not enough room for buggies and sign doesn't work
- Owns business by traffic lights on corner. Buses have caused damage using that exit
- Signage more organised. Visitor info looks better
- Waiting areas much better. Route to trains nicer, feels safer. Seating and lighting really good. Toilets cleaner. Signage clearer, easier to find way
- Route to train station feels safer. Seating good, but never here after dark. Toilets cleaner. Not enough shelter at Stand G and not enough seats there either and signs don't work
- Toilets much better. Signage easy to use. No X1 timetables in visitor info. Large space outside Sainsbury's where cycle rack was is waste of space. Kiosk there would be good
- Superb. Signage excellent. Sometimes buses use wrong stand if one late leaving. Can the signs show this too
- Too many push chairs and trolleys in the way
- Everything excellent
- Seats cold and hard, but lighting good. Buses use wrong stops sometimes - need to be alert. Enforce the no smoking (even though I smoke)
- Route to train station feels safer. More than one disabled toilet would be good. Reversing buses is an issue
- Seats too low and too far away
- Signage definitely better

- Too dark at night. Needs more signage. Not enough cycle storage. Access too tight and cluttered. Accidents on road, unclear where stops are
- Rain and wind come in under canopy. Too many seats. Not enough bays. Seats hard and cold. Building looks good
- More attractive
- Toilets now slippery and dryer broken. Visitor info not user friendly. Access too cluttered. Buses move too fast - no buffers
- Visitor info not always manned
- No shelter from rain. Stagecoach often cut buses out
- It's hard with children and pram; people push in and some people don't collapse pushchairs and take up space on buses. Old people with shopping trolleys or walkers take up a lot of room
- When it's busy, it is hard to manoeuvre my baby's pushchair and I couldn't get on the bus because there were already 2 pushchairs aboard
- Wasted space by Sainsbury's
- Should be more covered in to stop rain getting in.
- The Gents' toilets should be open before 7.30
- Looks better
- Need more rain shelters
- Seats cold
- Rain comes in - seats get wet
- Still get wet when it rains. Not much shelter. People still smoke
- Signs hard to read
- Seats are hard. Toilets smell
- Buses not always on time
- Some people seem not to find info easy to understand. Access to buses not always easy, depends where driver parks
- Rain gets in under canopy. No-one ever in the office
- Refurbishment is great. Bus station staff could benefit from more customer care training
- Needs better shelter with more cover from elements
- There's lots more seating. Visitor info looks better, but haven't used it
- Don't see it after dark. Visitor info not very helpful. Need to enforce no smoking.
- Visitor info not always manned
- Much better. Was chaotic before. Signage very good. Seats comfortable but cold. Will they get too hot in the summer
- Signage much easier. More cycle storage
- Haven't seen the lighting. One toilet out of order for 2 months. Visitor info has no X1 timetables. Rain hits you - still get wet. Like how the buses are parked
- Lighting too dim. Bus drivers are so friendly. Need no smoking shelter
- Reliable service. Stand G to North Wootton, bus no 3 - shelter too small
- Visitor info was manned. Gender neutral toilets either out of order, or smell
- Awful. Not happy with it. It's cold, wet and draughty. Seats get wet from the rain. A waiting room is needed

- Poor design. Shelter does not work. Cold, wet, draughty, Need a waiting room. Bury St Edmund's is much better
- Lighting - need more - bit dark in places at night
- There's more seating and the shelter helps with the rain. It's a lot better now
- Benches get wet in the rain. Visually good, near town, so convenient. Stand G bus info not good - needs repositioning
- Sometimes 2 buses need the same space at the bus station, which causes confusion and delay
- Toilets so much better now

Appendix 3



CORPORATE PERFORMANCE PANEL WORK PROGRAMME 2016/2017

8 June 2016

- 2015/2016 Full Year Performance Monitoring Report – B Box
- 2015/2016 Full Year Action Report – B Box
- Q4 2015/2016 Corporate Business Plan Monitoring Report – B Box
- Nomination to Outside Bodies and Partnerships – Hunstanton Sailing Club Development Sub Committee

18 July 2016

- Employment Monitoring Annual Report – B Box
- 2016/2017 Corporate Performance Target Setting Report – B Box
- Council Tax Scheme – J Stanton
- Staff Sickness Absence 2015/2016 – D Clack

24 August 2016

- Car Parking Machines – no facility to give change – M Chisholm (first item)
- 2016/2017 Q1 Performance Monitoring and Action Report – B Box
- Council Tax Discounts for Empty and Unfurnished and Uninhabitable Properties – J Stanton
- Enterprise Zones – Discretionary Business Rates Discounts – J Stanton
- Borough Council's Efficiency Plan – Presentation by L Gore
- To note only: link to Insite - Formal Complaints against the Borough Council 1 April 2015 – 31 March 2016

22 September 2016

- Exempt Report: Hunstanton Sailing Club Progress Report – six monthly basis – Councillor P Hodson
- Project Management/cost: Bus Station Project – Finance – L Hampshire/O Paparega
- Annual Communications Update – S Clifton, H Howell, A Howell

9 November 2016

19 December 2016

- Update Report on Improving Attainment in West Norfolk – Annual Basis
- 2016/17Q2 Performance Monitoring Report – B Box
- 2016/20Q2 17 Action Report – B Box
- 2016/2017 Q2 Corporate Business Plan Monitoring Report

20 February 2017

- 2016/2017 Q3 Performance Monitoring Report – B Box
- 2016/2017 Q3 Action Report – B Box
- 2016/2017 Q3 Corporate Business Plan Monitoring Report
- Developing the New Corporate Business Plan – Monitoring Report – B Box

21 March 2017

- Hunstanton Sailing Club Progress Report – six monthly basis

FORTHCOMING ITEMS

Presentations from Corporate Project Groups

Welfare Reform and Work Bill – Briefing – All Members invited to attend – J Stanton to advise of date

Post Implementation Reviews of both major projects and significant policy changes/introduction of new policies will be scheduled on the Work Programme as required.

Items identified by Opposition Members

- Car Parking Machines – facility not to give change (Councillor Collop requested item – to be discussed at CPP 24 August 2016)