

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



Environment and Community Panel

Agenda

Wednesday, 8th February, 2017
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

Tuesday, 31 January 2017

Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Wednesday, 8th February, 2017 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. Apologies for absence

To receive any apologies for absence.

2. Minutes (Pages 6 - 12)

To approve the minutes of the previous meeting.

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.

Those 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 proposed 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. Norfolk Waste Partnership Work Streams (Pages 13 - 17)

8. Homelessness (Page 18)

Members of the King's Lynn Area Consultative Committee have been invited to attend the meeting for this item.

9. Residential Caravan Site Licensing (Pages 19 - 22)

10. Long Term Empty Homes Strategy (Verbal Report)

For more information please see the current Long Term Empty Homes Strategy at:

https://www.west-norfolk.gov.uk/info/20001/housing/269/housing_strategy_policies_and_information

The Housing Services Operations Manager will provide a presentation to the Panel.

11. Work Programme (Pages 23 - 24)

12. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on **Wednesday 15th March 2017** at **6.00pm** in the Committee Suite, King's Court, Chapel Street, King's Lynn, PE30 1EX.

To:

Environment and Community Panel: Miss L Bambridge (Vice-Chairman), Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, G Hipperson, J Moriarty, C Sampson (Chairman), T Smith, Mrs S Squire, A Tyler and Mrs J Westrop

Portfolio Holders:

Item 7 – Councillor Devereux – Portfolio Holder for Environment

Items 8, 9 and 10 – Councillor Lawrence – Portfolio Holder for Housing and Community

Appropriate Officers:

Barry Brandford – Waste and Recycling Manager

Sheila Farley – Housing Services Operations Manager

Duncan Hall – Housing Services Manager

Ray Harding – Chief Executive

Ross Hefford – Housing Options Manager

Honor Howell – Assistant Director

By Invitation:

Members of the King's Lynn Area Consultative Committee for Agenda Item 8.

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

ENVIRONMENT AND COMMUNITY PANEL

**Minutes from the Meeting of the Environment and Community Panel held on
Tuesday, 17th January, 2017 at 6.00 pm in the Committee Suite, King's
Court, Chapel Street, King's Lynn**

PRESENT: Councillors C Sampson (Chairman)
Miss L Bambridge, Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, J Moriarty,
T Smith, Mrs S Squire (Substitute for P Rochford) and A Tyler

Portfolio Holders

Councillor I Devereux - Portfolio Holder for Environment
Councillor A Lawrence - Portfolio Holder for Community and Housing
Councillor B Long - Leader of the Council
Councillor Mrs E Nockolds – Deputy Leader and Portfolio Holder for
Culture, Heritage and Health.

Officers:

Sarah Dennis – Partnerships and Funding Officer
Lorraine Gore – Assistant Director
Ray Harding – Chief Executive
Honor Howell – Assistant Director

By Invitation:

Dr Ian Mack – CCG
Rebecca Mercer – CCH
Michael Deakin – Shelter
Jo Maule – Community Action Norfolk

EC59: **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hipperson and Rochford.

EC60: **MINUTES**

RESOLVED: The Minutes from the previous meeting were agreed as a correct record and signed by the Chairman.

EC61: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC62: **URGENT BUSINESS**

There was none.

EC63: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There was none.

EC64: **CHAIRMAN'S CORRESPONDENCE**

The Chairman had received the following correspondence:

An email had been received from Councillor Gourlay regarding the Advice Services item on the agenda. The Chairman explained that the contents of the email should be covered during presentation of the agenda item and he would respond to Councillor Gourlay's email after the meeting.

The second correspondence had been received from Councillor Rochford and related to public toilets. The Chairman explained that the email would be passed onto the Public Toilets Informal Working Group for consideration in the future.

EC65: **SUSTAINABILITY TRANSFORMATION PLAN**

Dr Ian Mack and Rebecca Mercer were present at the meeting and provided the Panel with a presentation on the Sustainability Transformation Plan (as attached).

Dr Mack explained that the Sustainability Transformation Plan was a work in progress and consultation on individual projects would be carried out at the appropriate times with the relevant stakeholders.

The following was highlighted during the presentation:

- The Sustainability Transformation Plan covered Norfolk and Waveney.
- Population growth and changes would have an effect on the services provided and how they were delivered.
- Financial assumptions were included in the presentation and what would happen if the CCG was to do nothing.
- The challenge was growth in population and demand for services and there was a need for transformation. It was not about cuts, it was about looking for efficiencies in the existing systems and services.
- Key work streams and priority projects were highlighted in the presentation.
- The CCG would work with other public bodies, including the Borough Council.
- The CCG's vision, which was "for the people of West Norfolk to have high quality care, delivered locally, within our available resources".
- The CCG's vision for the future (2021) which was "a thriving local hospital, a strong united network of GP's, and a group of Out-of-Hospital providers of physical, mental health and social care services, all of whom behave as one integrated 'whole system' delivering high quality care by staff who are proud to work and live in West Norfolk".

The Chairman thanked Dr Mack and Rebecca Mercer for their presentation and invited questions and comments from the Panel, as summarised below.

Councillor Tyler asked if the plan was achievable and asked how confident the CCG was that the problems could be solved. Dr Mack explained that if the CCG did not look at how to overcome problems there was a success regime which would come in and sort the problems out for them; however this was not the route that they wanted to take. He explained that it was important to get governance right and do what was best for Norfolk. He hoped that sufficient resources would be available for changing over services and any double running costs during changeover periods.

Councillor Moriarty asked if there were common problems throughout the Country and if there was a way to share best practice and good ideas. Dr Mack explained that services were run in different ways across the country. He felt that services should be locally owned, however he accepted that there were common themes. Rebecca Mercer commented that learning and best practice was shared and the CCG had matched themselves to other areas with a similar population and was able to look at the services they provided and any problems they had encountered.

The Vice Chairman, Councillor Bambridge referred to a programme she had heard on the radio regarding a hospital in Birmingham and how they had moved to an electronic computer system. Rebecca Mercer informed those present that the Queen Elizabeth Hospital currently used a paper based system for patient records and Norfolk Hospitals were working together to look at ideas for new systems, however this was still a long way off. A system was also being looked at to allow records to be viewed across the County. Dr Mack commented that a local digital roadmap had been produced and formed part of the Sustainability Transformation Plan.

Councillor Fraser commented that any electronic systems would need to be mindful of confidentiality and data protection and Dr Mack explained that the relevant checks and processes would be put in place if such a system was to come into fruition.

Councillor Squire asked what improvements were proposed for Mental Health Services and made comment to the waiting list for diagnoses for children. Councillor Squire also asked who would be consulted on the Sustainability Transformation Plan. Dr Mack explained that the Plan would be made up of different projects and consultation would be carried out on the individual projects as required. He explained that the CCG regularly held stakeholder meetings, which were open to the public and presented issues and sought feedback.

Dr Mack referred to the comments made regarding the Mental Health Services, he acknowledged that there were clearly issues and existing processes could be complex. He explained that there were several organisations involved in the service including Norfolk County Council, Social Services and the NHS. Dr Mack explained that discussions were ongoing with Norfolk County Council on how the processes and services could be pulled together. He also explained that one of the work streams within the Sustainability Transformation Plan was Children and Young People.

Councillor Smith referred to the possibility of creating a King's Lynn 'hub' and asked if any further detail was available on this. Rebecca Mercer explained that this project was in the very early stages and a location for the hub was not yet known, however it was likely to be located within an existing facility. It was hoped that the hub would involve different agencies and organisations and could manage patients with complex needs. It was hoped that assessments and referrals could be made at the hub as well as crisis plans and care plans.

In response to a question from Councillor Tyler, Dr Mack explained that unnecessary costs would be looked at and non-clinical services such as HR and payroll would be looked at to see if there was the potential for more efficient working.

The Chairman, Councillor Sampson explained that he had been made aware that some of the services in Cambridgeshire were closing, which included some of the services close to the Norfolk border, which were regularly used by residents in Norfolk. Dr Mack explained that this would be investigated to ensure that necessary services were accessible.

In response to a further question from the Chairman, Dr Mack explained that the provision of housing would be investigated in the Sustainability Transformation Plan. He felt that older people often did not want to downsize or move to adapted accommodation; therefore it was important to build the right sort of accommodation to enable people to remain in their homes for longer. He explained that Sheltered Housing was important and it was also important for developers to be aware of the need for fit for purpose housing. The Chief Executive informed those present that the Borough Council, jointly with Norfolk County Council were discussing a 'housing with care' scheme in West Norfolk and a site had been allocated in the Borough for a trial.

The Chairman, Councillor Sampson referred to seven day working and felt that since surgeries had been closed on the weekends, the amount of patients in A&E had increased. Dr Mack explained that the availability of services would be looked at and reminded those present that there was the possibility of a project to create hubs.

The Portfolio Holder for Culture, Heritage and Health, Councillor Nockolds, informed those present that there were lots of organisations working together to improve health in the Borough. The Borough Council provided services such as Care and Repair, Careline and Leisure Facilities and was in the process of creating a Health Strategy to encourage residents to lead an active life.

Dr Mack commented that there were Borough Council representatives on the West Norfolk Health and Wellbeing Board.

RESOLVED: (i) The update was noted.

(ii) The CCG be invited back to the Panel in one year's time to provide an update on progress with the Sustainability Transformation Plan.

EC66: **ADVICE SERVICES**

The Assistant Director introduced the report which provided Members with an update on the new Information and Advice Services contract. She referred to the report, which had been circulated with the agenda and provided detail of the tender process and services provided. The Assistant Director confirmed that Shelter had been awarded the contract to provide debt advice and Community Action Norfolk for housing advice. The Citizens Advice Bureaux were still contracted by Norfolk County Council to provide a general advice services across the County.

Michael Deakin from Shelter provided the Panel with an overview of the services provided. A copy of his presentation is attached.

The Chairman thanked Michael Deakin for his presentation and invited questions and comments from the Panel, as summarised below.

Councillor Moriarty asked how Shelter was being promoted, now that it had been awarded the contract and he asked if people continued, out of habit, to contact the Citizens Advice Bureaux in the first instance. Michael Deakin explained that Shelter and the Citizens Advice Bureaux worked together and referred individuals on as appropriate. There was also lots of promotional work ongoing. In response to a further question from Councillor Moriarty, Michael Deakin explained that publicity had been focussed on the general public, but in the future the services provided would be promoted to Parish Councils and the wider Borough. Michael Deakin informed those present that a 'pop up' would be carried out in the town centre and officers from Shelter would be handing out leaflets to the general public.

The Portfolio Holder for Housing and Community, Councillor Lawrence explained that now the service was up and running, communication would go out to Parish Councils to promote the service further and officers from the Council would work with Shelter as appropriate. The Chairman, Councillor Sampson suggested providing information to the

Norfolk Association of Local Councils who could then disseminate the information to Parish Councils.

The Panel then received a presentation from Jo Maule from Community Action Norfolk (CAN) on the services provided. A copy of the presentation is attached.

The Chairman thanked Jo Maule and the representatives from Purfleet and Stonham, who had accompanied her to the meeting for their presentation and he invited questions and comments from the Panel, as summarised below.

Councillor Mrs Bower referred to the potential to hold drop in sessions in Hunstanton. Jo Maule explained that proposals were still in the early stages, but she was positive that something could be achieved.

Councillor Moriarty referred to the amount of service users and asked if the level was as was expected. It was confirmed that levels were lower than expected, but sometimes individuals would go direct to the Housing Associations rather than be referred by CAN. Comments were made that the introduction of Universal Credit could increase the amount of individuals using the service.

The Panel was informed that promotion of the service was continuing and a communications plan had been produced. CAN would also promote their service to Parish Councils.

The Portfolio Holder for Housing and Community, Councillor Lawrence thanked all the officers involved in making the processes work. He felt that everyone worked together well and were passionate to help the right people. He asked the Partnership and Funding Officer for an update on how the Council worked with the Citizens Advice Bureaux. The Partnership and Funding Officer explained that the Council continued to try and engage with Norfolk Citizens Advice Bureaux, including an invitation to the Panel meeting, but to no avail. Citizens Advice Bureaux staff at the local office continue to provide the service, challenges lay at a more senior level.

The Panel was informed that the Citizens Advice Bureaux had asked Stonham Housing for a training session on the new service.

RESOLVED: (i) The report was noted.
(ii) That Members receive a further update in six months' time.

EC67: **WORK PROGRAMME**

Members of the Panel were reminded that an eform was available on the Intranet which could be completed and submitted if Members had

items which they would like to be considered for addition to the Work Programme.

The Vice Chairman, Councillor Bambridge requested that an update on the West Norfolk Strategy Group be presented to a future meeting of the Panel. The West Norfolk Strategy Group had taken over from the West Norfolk Partnership.

Councillor Bubb asked if it would be possible for the Panel to receive a report on performance of the Port. The Chairman, Councillor Sampson explained that he would be attending a meeting of the King's Lynn Conservancy Board and would invite the Harbour Master to a future meeting.

RESOLVED: The Panel's Work Programme was noted.

EC68: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on **Wednesday 8th February 2017 at 6.00pm** in the Committee Suite, King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX.

The meeting closed at 8.10 pm

POLICY REVIEW & DEVELOPMENT REPORT

Type of Report: Review	Portfolio(s): Environment
Will be subject to a future Cabinet Report:	YES/NO
Will be need to be recommended to Council:	YES/NO
Author Name: Barry Brandford	Consultations: Chris Bamfield Nathan Johnson
Tel: 01553 782074	
Email: Barry.Brandford@west-norfolk.gov.uk	
OPEN / EXEMPT (delete as appropriate)	

Environment and Community Panel

Date: 8 February 2016

Subject: Norfolk Waste Partnership Work Streams

Summary

This report provides an update on waste related issues and provides a particular focus on the current work of the Norfolk Waste Partnership, Waste and Recycling Behaviour Change Programme and waste related updates.

Recommendations

Members are asked to note the report and make comments.

1. Norfolk Waste Partnership

The Council together with all the Norfolk districts and the County Council form the Norfolk Waste Partnership. The NWP was formed to help tackle and reduce the amount of household waste produced in the County. It has standardised the approach to waste across the County and via its officer groups is looking at continuing improvements to the County's waste issues to help reduce the costs of dealing with waste across Norfolk as a whole. A number of research projects are about to start looking at options covering:

- Communications and behavioural change where Officers are looking at the recycling messages Councils are giving out and exploring ways to persuade residents to manage their waste in a more sustainable manner.
- Sharing facilities and assets. This links into the work being undertaken as part of the Norfolk One Public Estate programme where Councils could perhaps share facilities such as depots rather than operate them side by side as in some instances.
- Reviewing materials that could be added to the list of recyclables. This is constantly under review and is dependent on the collection method, the ability of the MRF to be able to separate waste streams and the presence of a market willing to buy the secondary material. This is influenced by global trading conditions.
- Reviewing waste infrastructure and collection regimes. This project will examine collection methods and possible improvements to the current twin bin arrangements together with potential savings that could be made around a review of the collection regimes currently in place.

It is proposed to provide updated reports on the project work as it progresses through

this year. Although part of the research streams, the Council is not committed to the adoption of any of the outcomes of the research. Any proposals will be brought back to the Council.

2. Work Stream Details Update

Communications and Behavioural Change

The work on behavioural change was commenced by this authority and following a successful bid to DCLG and the award of £ ¼ million a scheme has been implemented by Local Green Points (LGP) on behalf of the council. This work has been extended by agreement to additionally provide a smaller scale project in each collection authorities in year 2.

This has been undertaken to embed the learning from the project across Norfolk.

The outcomes for the first year of the project show that all of the measures which LGP said would be delivered have been achieved including the number of households signed up for the scheme and the delivery of activities and learning modules.

However, the evidence of the schemes ability to generate additional tonnages of recycling and food waste collected has as yet to be substantiated. Therefore some changes are being planned for the second year of the scheme. Some of these reflect comments from members. The scheme will deliver the following in year two:

- Community Rewards of £6,000
- Food waste reduction and recycling module
- Support for recycling contamination reduction

The Community Rewards scheme will enable Parish Councils or in the case of the Unparished areas of King's Lynn (KLACC) to nominate schemes for funding. If the Parish is in one of the areas with greatest performance those registered users of the West Norfolk Green Points scheme in that area will be able to vote for one of the schemes suggested.

Three schemes will receive funding:

1 st Place	£3,000
2 nd Place	£2,000
3 rd Place	£1,000

The intention is to encourage greater levels of participation through making the benefits of winning more tangible to local communities and through this process enlisting Parish Councils and Borough Councillors to be advocates for the West Norfolk Green Points scheme in their area.

Information will be sent to Parish Councils explaining the potential for a project in their area to be nominated and supported by West Norfolk Green Points and through this method gain more members to the scheme through local recruitment.

To make sure that the outcomes are measured not just on the number of members in each area the success of each area is based upon the following:

- Relative improvement in the weight of recycling put in the green bin
- Relative improvement in the weight of food waste collected in the area
- Relative reduction in the weight of collected black bin waste.

The potential greatest impact that a householder can have on a project being funded in their area is to sign up for West Norfolk Green Points and then participate in the scheme and use their food waste caddy, as well as recycling well using the green bin.

A similar scheme is being offered to the City, Borough and District councils in Norfolk but based on a much smaller scale.

Additionally the authorities are combining some resources, within existing budgets, and have appointed an experienced manager to help deliver both a communications strategy and specific schemes across Norfolk. Additionally officers from across Norfolk have worked together to upgrade and relaunch the Recycle for Norfolk website (www.recyclefornorfolk.com). The appearance and functionality of the website is significantly improved and additional features are being added.

Recycling Performance

The formation of a company controlled jointly by all of the District, Borough and City Councils in Norfolk along with Norfolk County Council and Norse Commercial Services to provide the recycling operations for the green bin collections allows flexibility in the provision of services. The Liaison Board, formed by Norse and the Councils can review the provision of additional materials which can be sustainably added to the range of materials already collected.

Market conditions are improving slightly with budgeted values being achieved for most materials leaving the Materials Reclamation Facility (MRF).

Material	Change in Value from low (per tonne)*
Aluminium	£250
Corrugated Cardboard	£35
Steel Cans	£55
Milk Bottles	£15
Mixed Paper	£80

* Prices used are from www.letsrecycle.com to protect the commercial position of the contract

The current exception is for one fraction of the glass collected. The changes made by the government in setting targets for the amount of glass to be recovered by the companies that use glass as packaging has meant that there is no commercial driver for the industry to pay an economic value for all of the available glass.

There are opportunities currently for members to visit the MRF and those expressing an interest should contact the Waste and Recycling Manager.

Review of infrastructure and collection regimes

This Council has the lowest collection costs of authorities in Norfolk and has benefitted from the changes introduced in 2013 in terms of cost and recycling rates. The potential to create further benefits from both the existing contract and any new arrangements must be kept under review to ensure the financial stability and sustainability of services. A successful funding bid to the Waste and Resources Action Programme (WRAP) was submitted. Eunomia were appointed through a tender exercise to provide assistance in a review across Norfolk. The aim is to consider options in detail which would result in savings and consistency across Norfolk. The areas being examined include:

- Introducing separate food waste collections across Norfolk, as without other changes it is more expensive than schemes which only involve collecting black bin waste and recycling on alternate weeks
- Impact to the public purse if food waste is collected every week, recycling is collected fortnightly and black bin waste is collected every three weeks
- Option of providing services to support those elements of the community with additional needs. This includes a separate collection of nappies across Norfolk
- Examining whether providing free food caddy liners improve food waste collection tonnages.
- Communications and support is provided to those who may struggle to use the system at the time of roll out. This helps them to overcome the problem of struggling communities.
- Optimise collection regime for Flats and bagged areas.
- Increasing recycling rates to above 50%

The net cost of delivering a food waste collection service in this borough compared to a scheme without food waste is projected as £480,000 based on the bid costs of Kier at the time of the contract award and uprated for contract inflation. The costs allocated within the budget for the service is £611,000.

The use of the food waste service has shown a decline over time and the cost of each tonne collected to the Council is £150 per tonne after recycling credits. The current level of use has reduced to approximately 3,100 tonnes per year.

Norfolk County Council is the major beneficiary of the current arrangements with a cost saving of £60 per tonne, derived from reduced waste disposal costs.

A significant driver in decisions on service provision currently is value for money with the cost and benefit derived being acceptable. If opportunities to remove cost from our system of waste collection cannot be found by councils together on a Norfolk wide approach to food waste collection the financial sustainability of the service will need to be considered.

To be able to ascertain how alternative models of collection could work in practice it is necessary to undertake trials. It is proposed that this Council should participate with our partners and consultants in trials of a revised scheme alongside other Norfolk councils.

Renewal of Waste Collection Contract

Any changes in service provision which are derived from the work being undertaken with the Norfolk Waste Partnership will form part of the process for planning for the delivery of waste collection after the completion of the current contract with Kier.

Service delivery models examined by the consultants undertaking the work for the Norfolk Waste Partnership indicate that savings may be achieved by operational changes on the existing service. The finding is consistent with work undertaken within the council. The commissioning of waste collections will be an extensive piece of work which will be undertaken to determine both the scope of the service and how it is most appropriately delivered.

Reject Materials in Green Bins

The previous update provided details of the performance of householders in the use of the dry recycling scheme. The level of contamination of the bins was discussed and explained along with the actions being undertaken to tackle the problem.

The scale of the problem has increased with 16% of material in the recycling bin being found to be wrong during audits undertaken in the last 3 months.

In responding to the issue it was found that in one community in King's Lynn 40% of the 500 bins examined contained the wrong materials and that additionally good recycling was put in to plastic sacks and carrier bags. Even good quality recyclable materials would not be separated if presented at the MRF in sacks or carrier bags.

The budget proposed for 2017/18 contains additional funds to tackle issues of poor practice at the level of the householder and a number of options for delivery of a project are being assessed. These include:

- Doorstep interviews and assistance delivered by a contractor in specific areas
- Increased sign up to West Norfolk Green Points through doorstep visits in specific areas
- Direct employment of 2 people by the council for a period of 4 months who can visit a greater number of people across the borough helping them to recycle better and with the ability to sign them up for West Norfolk Green Points

The final decision on how to deliver a project will be made nearer to the start of the financial year.

3. Financial Implications

There are no financial implications associated with this report.

4. Policy Implications

None

5. Statutory Implications

None

6. Equality Impact Assessment (EIA)

None

7. Personnel Implications

None

9. Background Paper

None

Homelessness duties – background information

How we assess a homelessness application

When assessing a homelessness application we have to consider five tests. Are you:

- eligible for assistance (this is about whether you usually live in UK, your nationality, and your immigration status)
- homeless, or threatened with homelessness in 28 days
- in priority need (this will depend on your circumstances, for example, how old you are and who is in your household)
- intentionally homeless (this is about what you have or haven't done that has caused your homelessness; for example, if you failed to pay rent or mortgage when you could afford to, or moved out of a property when you could have stayed there)

and

- do you have a local connection within King's Lynn and West Norfolk (there are rules about local connection and homelessness that apply across England)

If you meet all five tests then we may have a duty to secure suitable accommodation for you.

(from Council website)

- Detailed information can be found in a house of commons briefing paper:

<http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN01164>

- or within the BCKLWN Homelessness Strategy available on

https://www.west-norfolk.gov.uk/info/housing_20001/housing/269/strategy_policies_and_information

Local authorities in England do not have a duty to secure accommodation for all homeless people. Those who approach an authority for help who are deemed to be homeless but not in priority need may find themselves sleeping rough.

Rough sleeping

- Detailed information can be found in a house of commons briefing paper:

<http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN02007>

Residential Caravan Site Licensing Review 2016/17

Purpose

This report reviews the progress made in relation to Residential Caravan Sites and issues arising in the first year of operation of the new Residential Caravan Site Licensing framework. It also identifies the scale of residential caravans in BCKLWN and the challenges this presents.

Conclusions

1. The Council has a clear framework for residential caravan site licensing including site conditions, fees policy and the approach towards enforcement
2. The Fees Policy was introduced for 2016/17. This has been implemented and will be reviewed annually.
3. Annual inspections have been undertaken, and will be completed by end of financial year.
4. Historic breaches are being identified and are being addressed with site owners
5. The number of licensed sites has increased from 41 to 67 between 2014 and 2016
6. Priority for action is risk based but especially relates towards caravans being rented for residential purposes
7. A system of identification of rented caravans has been established involving HB, Council Tax, housing needs and housing standards teams
8. Lack of planning permission is a significant issue and close working has been established between planning enforcement and housing standards to attempt to address this issue
9. KLWN appears to have more residents living in residential caravans and more sites than any other Council in England and Wales
10. In spite of the sheer scale of previously known residential caravans, sites are being discovered on a weekly basis and the 'to do' list is getting longer
11. Officers believe that there are more sites yet to be discovered given experience in last 2 years
12. To tackle this issue effectively, the council will continue to investigate into unlicensed and newly discovered sites within a risk based approach
13. The feasibility of aerial surveillance will be investigated to assess with identification of sites

Overview

Anyone who wishes to place one or more caravans on land for residential purposes requires planning permission to do so (subject to permitted development rights).

Once planning permission is granted, the land owner needs to apply for a residential caravan site licence with a few exceptions (see background information at end of this report).

The Council has a duty to grant a site licence incorporating conditions designed to protect the health and amenity of residents and the wider public

Although the legislation dates back to 1960, the Mobile Homes Act 2013 introduced new powers including the ability to serve compliance notices to improve conditions where site

licence conditions are not being met, the need for the Council to consider management and maintenance arrangements when considering a license or transfer of a license and the ability to charge for activities relating to the administration of site licensing.

The Council endorsed a comprehensive approach on Residential Caravan Site Licensing in 2015, following consultation, to address all these issues including a fees policy.

Scale and nature of issues in BCKLWN

ONS data highlights that KLWN has the highest number of households living in caravans – or other mobile or temporary structures – in England and Wales. It records 5.9% comparing with 0.4% of households across England and Wales.

In July 2014, 94 sites were known to the Council. Of these 41 sites were licensed and 5 were exempt from licensing

Hence, this left 48 **sites** to be investigated and regularised – albeit not all sites had planning permission or certificate of lawful use.

To add to the immense task, a review in August 2014 suggested that a further potential **466** residential caravan **sites** may exist in the Borough. This was investigated through data matching and desktop analyses and identified 84 sites worthy of further investigation.

In keeping with Government guidance, the Council focusses priority on poorly managed, badly run sites.

Site identification and inspection is primarily focussed on those sites which contain caravans which are let for residential purposes. Single family owned and occupied sites are considered to be less of a risk and will not be subject to an annual site inspection...

The use of council tax, housing register and options data was utilised to determine those caravans which are being rented for residential purposes.

As Officers have visited and been alerted to sites, they have discovered even more previously unknown sites – often without planning permission.

The very rural nature of the area means sites are not immediately visible.

Difficulty in accessing housing, especially where a household has a poor housing history of rent arrears or anti-social behaviour, creates a demand for such accommodation. The relatively low cost of caravans (often purchased second hand) together with demand and availability of housing benefit creates an opportunity for landlords to achieve good returns on their investment – although not always good quality accommodation or adherence to planning legislation. Often caravans are being let for residential purposes which were originally designed and manufactured for seasonal leisure use only.

Licensed sites

The number of licensed sites has increased from 41 in 2014 to 67 in 2016. A further 4 license transfer applications have been dealt with.

A programme of scheduled inspections to 10 park home sites will have been completed by 31 March 2017. This will continue on an annual basis.

On some sites there have been historic breaches of conditions. Officers have dealt with these in accordance with the approach endorsed by Cabinet but allowing time for remedial works to take place. There has been a need to take a balanced view given that site and home owners have invested in their homes and accommodation but a consistent one that accords with the council's approach and endeavours to safeguard residents e.g. in relation to fire safety. This risk based approach balances the need to apply conditions consistently but at the same time being pragmatic and mindful of practical and financial constraints.

A licence cannot be given until such time as planning permission or a certificate of lawful use is in place. This has necessitated close working between planning and housing departments and is the main reason why some sites have not yet been licensed.

Unlicensed sites

When an unlicensed site is found, checks take place on ownership and planning status. This is not a straightforward task and may involve consideration of planning enforcement or application for planning or certificate of lawful use.

In a number of cases planning will take the enforcement lead regarding unauthorised sites. There are many more cases where site owners will be required to obtain a certificate of lawful use before making an application for a site licence.

At present there are a number of sites that are subject to planning enforcement with circa an additional 25 sites awaiting further investigation. Often these investigations can be complex and require co-operation of a number of teams across the Council.

The future

Given experiences in last 2 years, it seems that the number of caravan sites identified will increase.

Further analysis of the desktop data (which identified 84 sites) needs to be reviewed – a number of sites may have been identified or discounted in the last 18 months. Ongoing analysis of HB data will continue to provide a solid foundation for investigations in the immediate future. However, this data source will be withdrawn over time with the introduction of Universal Credit.

Identification of caravan sites can be difficult as they can be well concealed in rural areas.

Given practical, financial and staffing resources, the most realistic way to carry out a detailed survey of caravans may be by aerial surveillance such as UAV (unmanned aerial vehicles) as is being increasingly used in agriculture. Feasibility needs to be determined but a potentially a trial in a specific area could be undertaken.

Identifying new sites would enable the Council to identify those without planning permission and site licences. This would enable the imposition of suitable conditions to protect the health, safety and welfare of residents and the wider public.

Whilst there would be some income derived, the Council needs to keep under review the prioritisation of resources employed and timescales to continue this work.

Failure to address the issue of unregulated residential caravans could act as an incentive for others to create new sites in an uncontrolled manner and potentially put health, safety and welfare of residents if not lives at risk

Background information

The report to Cabinet on 3 November 2015 sets out the framework for RCSL for BCKLWN. It includes site licensing conditions, fees policy and the Council's approach towards enforcement. It is available on the Council website and intranet.

Exemptions

Summary of exemption from licensing under the Caravan Sites and Control of Development Act 1960:

- The use of land within the curtilage of a dwelling house if the use is incidental to the enjoyment of the dwelling A single caravan sited for not more than 28 days in any 12 months
- Up to three caravans on a site of not less than 5 acres for a maximum 28 days in any 12 months
- The use of land by an exempt organisation
- The use of agricultural/forestry land to accommodate seasonal workers (so long as the units are not occupied all year round)
- The use of land for travelling show-people
- The use of land owned and/or occupied by the authority or county council (including gypsy and traveller sites)

Statistics

	2014 (July)	2017 (January)
Gypsy & Travellers Sites		
Licensed	30	51
Unlicensed (lawful)	21	8
Unlicensed (not lawful/no CLU)	11	12
Applications pending	4	4
Other sites		
Licensed	11	16
Unlicensed (lawful)	1	19
Unlicensed (not lawful)	3	
Applications pending	1	
Exempt	5	5
Subject to investigation	7	36
Investigated not licensable	0	9

ENVIRONMENT AND COMMUNITY PANEL WORK PROGRAMME 2016/2017

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
23 rd November 2016	Parking Issues	Question & Answer Session	Martin Chisholm	To identify any issues and if the Panel can make any recommendations to relevant bodies.
23 rd November 2016	Update from the Borough Council's Representative on King's Lynn Football Board	Verbal Report		To identify any issues and be updated on the work of the Football Club
23 rd November 2016	Report from the Informal Working Group – Public Conveniences Review	Final Report from Task Group	Chris Bamfield	To receive the recommendations from the Informal Working Group and consider any actions arising from their recommendations.
23 rd November 2016	Review of Hackney Carriage and Private Hire Licensing Procedures and Conditions	Cabinet Report	John Gilbraith	To consider the report and make any appropriate recommendations to Cabinet.
17 th January 2017	Sustainability Transformation Plan	Update	CCG	Representatives from the CCG will be attending to present the Plan.
17 th January 2017	Advice Services – Performance Monitoring	Performance Monitoring – requested by Opposition Member	Lorraine Gore/ Sarah Dennis	To Scrutinise the Performance of the Advice Services Contract.
8 th February 2017	Homelessness	Scrutiny	Duncan Hall Ross Hefford Sheila Farley	To receive an update.
8 th February 2017	Residential Caravan Site Licensing	Update	Sheila Farley	To receive an update.
8 th February 2017	Long Term Empty Homes Strategy	Policy Development	Sheila Farley	To have input into the draft strategy before it is presented to Cabinet for

				consideration.
8 th February 2017	Waste and Recycling Update	Update	Barry Brandford	Update. Last update received in August 2016.
15 th March 2017	Annual Feedback Reports from Outside Bodies	Monitoring		Annual Feedback from Councillors Appointed to any Scrutiny Outside Bodies by the Environment and Community Panel (if any)
26 th April 2017	Norfolk Museums Service – Annual Update	Update/ Monitoring	Robin Hanley – Norfolk Museums	Report to note.
26 th April 2017	Air Quality Annual Update	Monitoring	Dave Robson	For noting purposes.