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, 5th September, 2017 at 6.00 pm in the Education Room - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillors C Sampson (Chairman), Miss L Bambridge, A Bubb, J Collop (substitute for M Wilkinson, Mrs S Collop, Mrs S Fraser, G Hipperson, J Moriarty, T Smith, Mrs J Westrop and D Whitby

Portfolio Holders

Councillor I Devereux - Portfolio Holder for Environment Councillor B Long - Leader of the Council Councillor Mrs E Nockolds – Portfolio Holder for Culture, Heritage and Health

Officers:

Becky Box – Policy, Performance and Personnel Manager Sarah Dennis – Partnership and Funding Officer Lorraine Gore – Executive Director Ray Harding – Chief Executive Dave Robson – Environmental Health Manager Robert Street – Group Accountant

By Invitation:

Jo Maule – Community Action Norfolk (CAN) Michael Deakin - Shelter

EC28: APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Mrs Wilkinson.

EC29: MINUTES

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

EC30: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC31: URGENT BUSINESS

There was none.

EC32: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

There was none.

EC33: CHAIRMAN'S CORRESPONDENCE

There was none.

EC34: **ADVICE SERVICES**

The Executive Director introduced Jo Maule from Community Action Norfolk and Michael Deakin from Shelter who had been invited to the meeting to provide an update on the provision of Advice Services.

A copy of their presentations are attached.

The Chairman thanked Jo Maule and Michael Deakin for attending the meeting and invited questions and comments from the Panel, as summarised below.

In response to a question from Councillor Moriarty, it was explained that Shelter could provide assistance on preparing budgets by going through customer's bank statements. If gambling was a problem this would be identified and if the person had a serious issue they would be referred on for the help they needed.

Councillor Moriarty referred to the referral routes into CAN and the small amount of referrals from WNDIS and KLARS. It was explained that this could be because issues could be resolved by the organisations own advice provision, or the service user could have gone direct to the Citizens Advice Bureau. Jo Maule confirmed that WNDIS and KLARS were part of the advice hub so were aware of the services which could be provided through CAN and Shelter.

Councillor John Collop felt that some people could leave it too late before asking for help and could be taken advantage of. He asked what assistance could be provided to people who did not understand basic financing. Michael Deakin explained that budgeting advice was offered and could be provided when circumstances changed to try and prevent them getting into difficulties. Shelter could also ask for creditors to freeze credit accounts whilst they planned finances.

The Panel was informed that there was an Advice Hub Partnership and regular forum meetings were held so that organisations could be kept up to date with upcoming issues and risks.

Councillor Mrs Westrop referred to the services available in Downham Market and explained that most residents tended to access services through the Library. She asked if the library could be considered as a referral route through to CAN. Michael Deakin explained that options,

such as offering training on the use of the online advice network and referrals portal could be offered. It was confirmed that work had been carried out in Downham Market as part of the outreach work.

RESOLVED: (i) The update was noted.

(ii) That a further update be received in thirteen months.

EC35: SURFACE WATER MANAGEMENT

The Environmental Health Manager presented his report which outlined the roles and responsibilities relating to surface water flooding. He provided information on the Flood and Water Management Act 2010. He provided details on the roles and responsibilities of Norfolk County Council, Environment Agency, Anglian Water, Internal Drainage Boards and the Borough Council, as detailed in the report.

The Chairman thanked the Environmental Health Manager for the report and invited questions and comments from the Panel, as summarised below.

Councillor Hipperson raised concern regarding responsibility for small scale development which would include the filling in of dykes and use of pipes which were insufficient for the drainage required and could result in localised flooding. The Environmental Health Manager explained that Planning Officers would be required to ask the relevant Internal Drainage Board or Norfolk County Council for advice and could place conditions on Planning Permissions as required. He explained that it was important for the Planning Committee to ensure that proper advice had been received to prevent development going forward without adequate provision. He suggested that if the Panel would like more information on the process they could invite representatives from Planning or Norfolk County Council to a future meeting as required.

Councillor Bubb raised issues regarding an area of localised flooding in his Ward. The Environmental Health Manager advised that Councillor Bubb take photos of the problem area and send them to Norfolk County Council. He could also ask the Parish Council to make representations or contact his Norfolk County Councillor.

RESOLVED: The update was noted.

EC36: WEST NORFOLK STRATEGY GROUP UPDATE

The Policy, Performance and Personnel Manager provided the Panel with a presentation on the West Norfolk Strategy Group, as attached. She explained that the West Norfolk Partnership had been operating, albeit in different formats, since 2001. The overall understanding of the Partnership was the same since it was formed and the aim was to join up the public sector partners to look at joined up working and projects.

The Panel was provided with detail of the operation of the West Norfolk Partnership, projects which had been carried out and future plans.

The Chairman thanked the Policy, Performance and Personnel Manager for her presentation and invited questions and comments from the Panel, as summarised below.

In response to a question it was confirmed that a postcard had been produced which would include details of all the partners involved in the Partnership and details on working in West Norfolk, including the website address for the jobs site. Work on refreshing the website would be carried out in the future.

The Vice Chairman, Councillor Bambridge asked for detail on the cost of the Partnership to the Borough Council. The Policy, Performance and Personnel Manager explained that the Borough Council supported the Partnership through organisation and administration of meetings. Projects would be supported through joint partners or grant funding if possible.

The Panel was informed of potential funding streams which could become available in the future and the Policy, Performance and Personnel Manager explained that the team kept a watching brief on potential funding streams.

In response to a question from Councillor Mrs Westrop regarding the Mental Health work stream and potential activities, the Policy Performance and Personnel Manager explained that this project was in its early stages and things like broad brush activities to raise awareness and specific ideas would be looked at.

The Chief Executive commented that in addition to the formal side, working together to support each other was a strength in West Norfolk and spin off benefits were achieved, for example the Borough Council's handypersons service provided relief cover to the handyperson at the Queen Elizabeth Hospital. Meetings were also a good opportunity to talk through issues and future plans.

Councillor Bubb commented that there were not any 'welcome to West Norfolk' signs around the Borough and it was explained that this was something that the Branding Group could look at.

RESOLVED: The update was noted.

EC37: LOCAL LOTTERY PROPOSALS

The Executive Director presented the Cabinet report which detailed the proposals for introducing a Local Authority Lottery. The Panel were invited to make any appropriate recommendations to Cabinet, who

would be considering the report at their meeting on 6th September 2017.

The Executive Director provided information on the company that could provide the Local Lottery model and other Local Authorities who had introduced a Lottery. Those present were reminded that a review of financial assistance grants had been carried out and budgets had had to be reduced, the Local Lottery was an idea to supplement this and provide a route for organisations to raise funds. The report set out the model which could be used and the Panel was informed that it would take at least sixteen weeks to get the necessary licences in place. It was therefore proposed to launch the Lottery in 2018.

The Executive Director informed the Panel that the report also set out how people could play the lottery and how the money was distributed. She also highlighted the Financial Implications as set out in the report.

The Chairman thanked the Executive Director for her report and invited questions and comments from the Panel, as summarised below.

Councillor Smith referred to recommendation four, which would require two named officers to hold Gambling Licences. He asked that if officers would prefer not to hold Licences could they be held by a different member of staff. The Executive Director confirmed that this would not be a problem.

In response to a further question from Councillor Smith, it was confirmed that the website design was a template and Members could look at examples from other Local Authorities if they wanted an idea on how the website would look. It would be made clear on the website the percentage of funds which would go to the good causes. The Executive Director explained that there was the opportunity for Lottery winners to donate their winnings back to the good causes.

Councillor Mrs Collop raised concern about the large management fee and that the top prize had never been won. She also commented that people should be able to purchase tickets on the day instead of sales being stopped the day before the draw. The Executive Director explained that people could buy tickets in 1, 3, 6 or 12 month blocks, however payments could be cancelled if required. She explained that the model available from Gatherwell set out the percentage fees, including the management fee. She explained that the Lottery provider would pay the money to the good causes on a monthly basis.

In response to a question from Councillor Bubb, it was explained that a client account would be operated so it would be protected if the company was to fail.

Councillor John Collop raised concern that people could get in debt through gambling, he also felt that the management fee was high. He felt that the set up costs and annual costs should come from the management fee instead of a separate fee payable by the Council. He also stated that because you would have to buy tickets in blocks you would have to remember to renew or cancel. He did not think that a Local Lottery was something that the Council should encourage.

Councillor Moriarty commented that the report stated that a tender exercise was unnecessary, but he felt that it was necessary and referred to the Borough Council's Contract Standing Orders and reference to secure competition of all contracts irrespective of source of funding. He also explained that the value of the contract was important and should consider the life expectancy of the contract, not just the initial start-up costs. He explained that the Contract Standing Orders also stated that all contracts over the value of £10,000 should be advertised on the Borough Council's website. Councillor Moriarty felt that all service providers should be invited to tender for the supply of the Local Lottery.

Councillor Moriarty also referred to the Procurement Policy on the gov.uk website and that the overriding requirement was based on value for money unless there was compelling evidence otherwise.

Councillor Moriarty raised concern regarding the set up costs, he explained that the Council had allocated £7,000 for set up costs, but he was aware that other Councils which had introduced a Local Lottery had allocated £10,000. He also commented that other service providers perhaps would hold the necessary licenses and compliance could be done through the service provider, which would be a cost saving to the Council.

The Vice Chairman, Councillor Bambridge commented that she was concerned that existing organisations would not be included in the good causes and asked what the limit was for unused funds to go into the financial assistance scheme.

The Leader of the Council, Councillor Long reminded those present of the financial situation that the Council faced and that it was a necessity to reduce some of the grants made to external organisations. The proposal for a Local Lottery would not replace the financial assistance scheme, but would offer the flexibility of choice of signing up to be one of the good causes to raise money. The scheme could be trialled and he felt that the costs involved in the set up were minor compared to the money paid out in grants and without the introduction of such a scheme no organisations would benefit from the potential to raise additional funds. The Leader also commented that the good causes on the website would promote the Lottery to their supporters. The supporters would be able to donate a percentage of their ticket sales to their chosen good cause and have the opportunity to win money themselves, which they could always donate back to the good causes.

Councillor Smith referred to the Equality Impact Assessment and he felt that lotteries targeted low income families. He also asked if

Churches could not be included in the list of good causes as they were often community assets.

The Leader of the Council reminded those present that members of the public, who wanted to donate money to charity, could do so off their own back, the lottery was just another way to raise funds for third party organisations.

The Portfolio Holder for Culture, Heritage and Health, Councillor Mrs Nockolds, commented that she sympathised with those who did not agree with gambling. She reminded those present that Members had not raised concern with the money awarded to the Council by the Heritage Lottery Fund, which was a fund of money from people playing the National Lottery and had assisted the Council with many projects such as the improvements at the Town Hall and Hunstanton Heritage Gardens.

The Leader of the Council reiterated that the Local Lottery was an enablement tool for organisations to help themselves by using a Lottery facility run by the Borough Council. All good causes would have to meet certain criteria before they would be accepted and the benefit of the good cause would need to be apparent in West Norfolk.

Councillor Mrs Westrop commented that it was a good opportunity for very small charities and organisations to benefit financially, but it was important to ensure that the Council had followed the correct procurement process for introducing a Local Lottery.

Members of the Panel had indicated that they would like to discuss the Exempt Supplementary Paper which had been circulated in advance of the meeting and provided due diligence and additional background information on the preferred supplier.

RESOLVED: 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 paragraph 3 of Part 1 of Scheduled 12A to the Act.

The Executive Director provided information to the Panel on the preferred supplier and the due diligence which had been carried out and Members of the Panel discussed the information provided.

RETURN TO OPEN SESSION

Councillor Moriarty proposed an amendment to the Cabinet recommendations. He proposed that recommendation one be amended as follows: "That Cabinet recommend to Council that a Local Lottery is established and operated by an External Lottery Manager following a tendering exercise". He also proposed that recommendations two to five be deleted. The proposed amendments

were seconded by Councillor Westrop and after being put to the vote the amendment was carried.

The recommendations, as amended, were then put to the vote and supported by the Panel.

RESOLVED: That the Environment and Development Panel make the following recommendations to Cabinet:

- 1. That Cabinet recommend to Council that a Local Lottery is established and operated by an External Lottery Manager, following a tendering exercise.
- 2. The criteria for selecting the good causes which can become part of the local lottery detailed in Appendix 2 be adopted.
- 3. The monitoring and review of applications from good causes to be delegated to the Portfolio Holder for Culture, Heritage and Health and the Executive Director Finance Services. In addition Norfolk Community Foundation to provide an independent due diligence review of these arrangements.
- 4. All monies raised through the local lottery which are not linked to a specific good cause will be distributed through the existing small grants financial assistance application process. Any uncommitted balance at the end of each financial year shall be donated to the Mayors Charity.

EC38: 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.

It was noted that an update on the Sustainability Transformation Plan had been scheduled to come to the Panel in May 2017, but had been postponed because of the Election purdah period. This would be rescheduled onto the Work Programme.

RESOLVED: The Panel's Work Programme was noted.

EC39: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on 10th October 2017 at 6.00pm in the Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 8.38 pm









Hub Update for BCKLWN Environment & Community Panel

Presented by Jo Maule, Locality Manager (West)











across Norfolk



























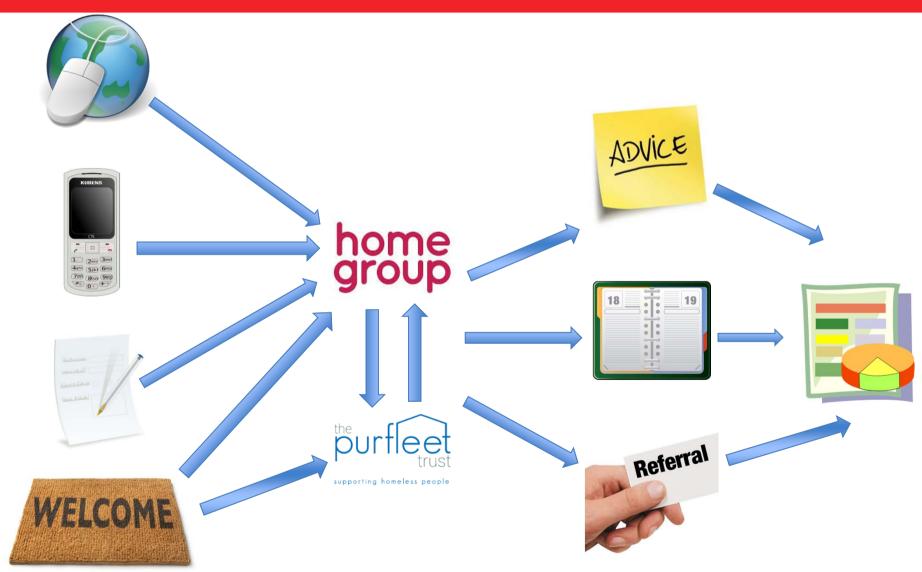






How we receive referrals

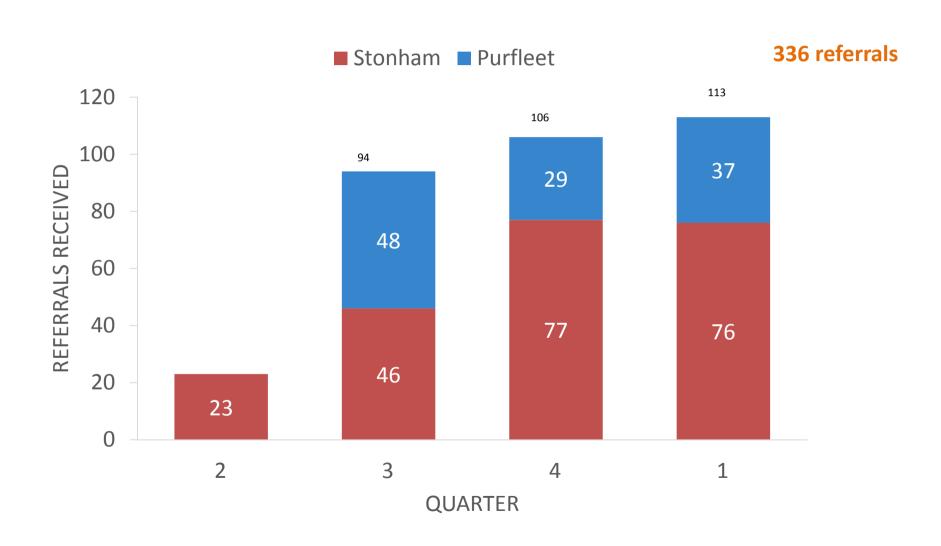




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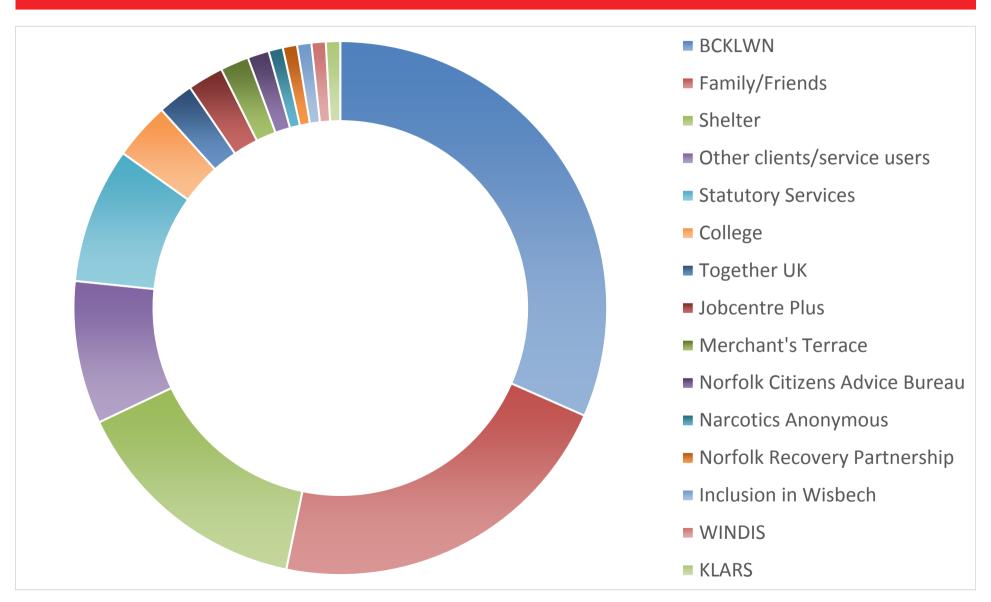
336 referrals received between 07/16 and 06/17...





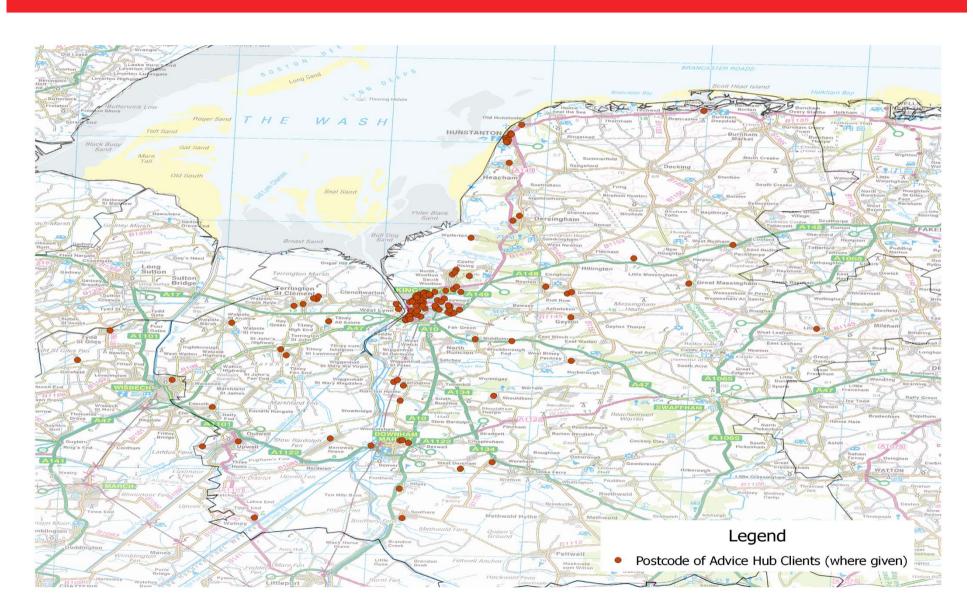
How clients hear about us...





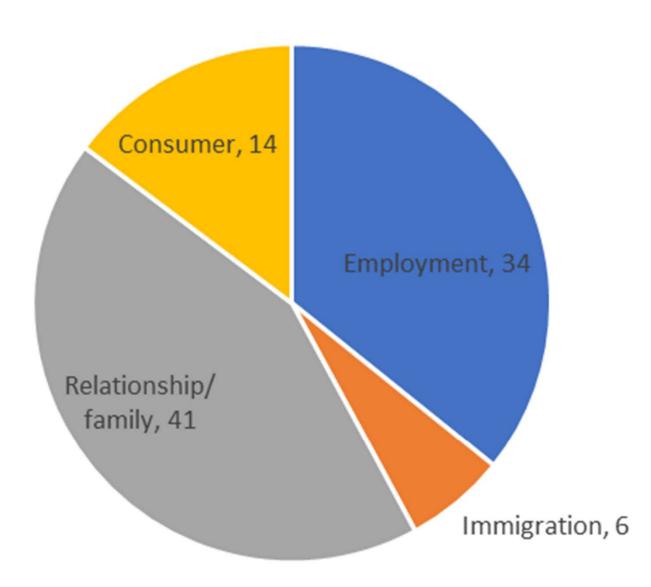
Clients are spread across West Norfolk ...





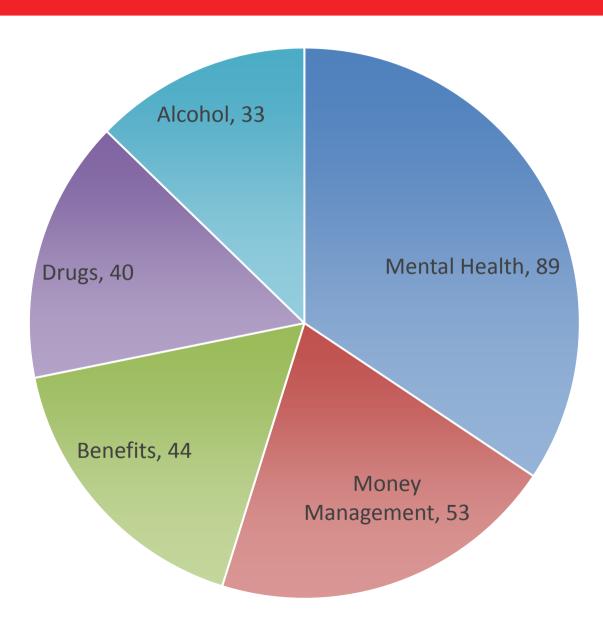
Housing Advice - key Issues our clients present with...





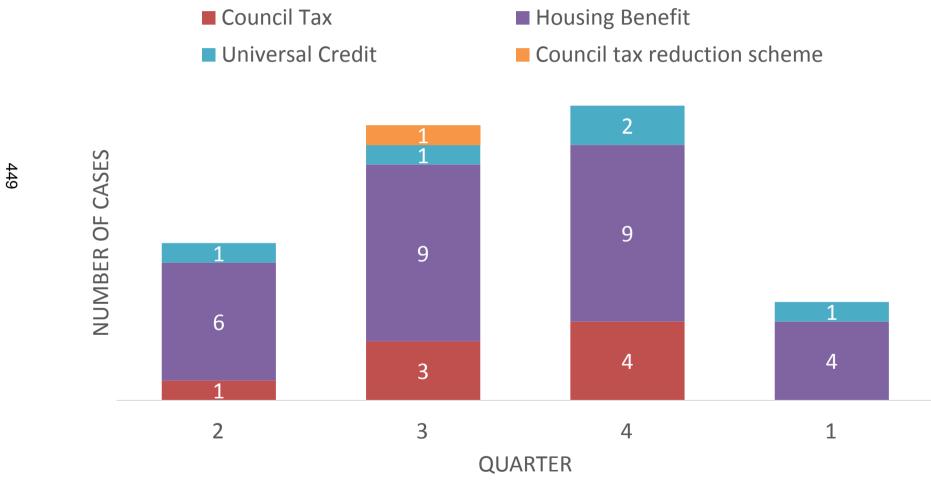
Housing Key Issues...





Revenue and Benefits...

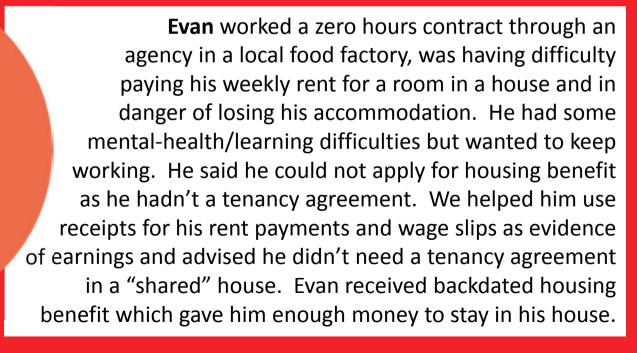




Case studies...

Amanda was in a bit of a state regarding overnight
Storage Heaters – she doesn't use them in winter and her
place is really cold. She worried they are really expensive,
old and inefficient. We referred her to a lady at Freebridge
whose job is Energy Efficiency to look at the heating and
her gas, electricity and water supply along with
windows/doors and insulation. She ensures properties are
efficient and tenants know how to use everything effectively.





Mike and Emma were renting a property, and didn't find out the owner had died until they requested to have some repairs done. Her son took over as landlord but was being very unhelpful so they withheld rent. We discovered the son had been managing his mother's bank account, but none of the family were actually legal owners. We referred to Shelter's legal team to support them in their rights as tenants and to environmental health around state of the property. Although the situation is ongoing, they feel our service helped them make sense of a lot of information that was difficult to process Environmental health are assessing the state of the property and will pursue this with the landlord.

Icons made by http://www.freepik.com

Until there's a home for everyone

Debt and Welfare Benefits service King's Lynn and West Norfolk.

Michael Deakin

Team Leader

e:Michael_Deakin@shelter.org.uk

t: 0844 515 1860

Shelter

Overview of Shelter's Service

- Locally tailored Welfare Benefits and Debt advice to residents of West Norfolk
- Nationally assured quality and expertise
- Adviser Alex Christian recently registering as a DRO intermediary in July 2017

Locally tailored advice

Direct Debt

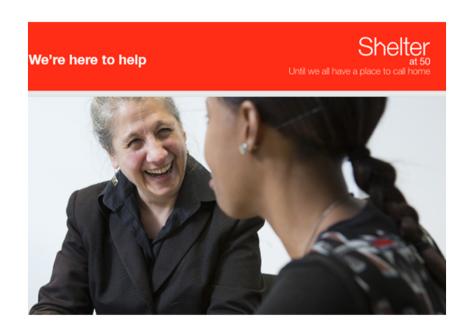
- Financial Statements
- Negotiating payment plans, dealing with debt collectors or bailiffs
- 1 to 1 budgeting skills sessions
- Advice on Bankruptcy, Debt Relief Orders, voluntary arrangements and administration orders

Maximising Income

- Universal Credit
- Overpayment, underpayment & sanctions
- Work Programme Expectations
- Discretional Housing Payments
- Income Maximisation
- Reviews, tribunals & appeals

How clients can access the service

- Face to Face
- Telephone
- Email
- Skype
- Online webchat



Shelters 'no wrong door' approach

- Cases referred 167
- Advice given 104
- Cases closed so far 27

Financial information

- 27 cases where debt was written off
- This amounts to £237,647
 - Averaging at £7427 per case

Where we have reduced monthly outgoings

- 7 cases in total
- Around £105 per month each

Additional benefits or income gained

- 10 cases
- Totalling c£58k
- Averaged at £5.8K each case

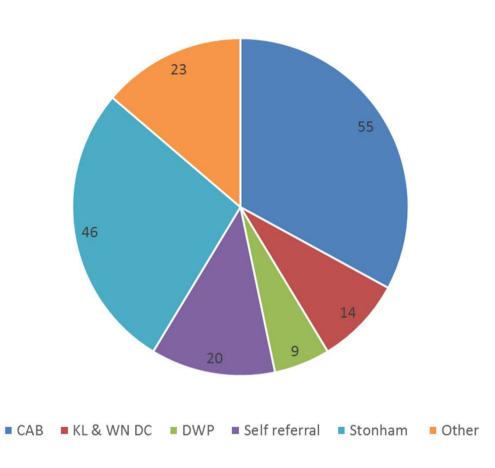
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Total financial gain of closed cases

£327.9K

Where the cases came from





What's coming up?

- 20 DROs totalling around £120K
- 2 Bankruptcy cases totalling £75K
- 4 Discretionary HB applications
- Outcome of 4 welfare benefit appeals
- 18 new appointments booked

Challenges

- No shows clients not turning up for appointments
- High levels of complicated multiple debt cases requiring intensive ongoing casework
- Expectation from service users that we offer non legal aid housing advice services

- Maintain client outcomes that improve the life of service users
- Increase volunteering levels to support service
- Look at ways to reduce missed appointments
- Focussed marketing to ensure appropriate take up & referrals

Case Study 1

Miss A contacted Shelter after the company who were looking after her debt management plan ceased to operate. Miss A had struggled for some time with serious ill health which included mental health issues.

Miss A originally incurred her debt due to working night shifts as a nursing officer, she found she had no time to shop and turned to catalogues to buy the things she needed. Miss A then suffered a stroke and was unable to continue working.

When Miss A contacted us she had debts just above £5,000. After going through her income and expenditure, it was clear that after deducting amounts for her reasonable living costs, she had very little surplus and it was apparent that her circumstances were unlikely to change for the better.

It was evident that Miss A might benefit from exploring a Debt Relief Order. She qualified with the criteria in that:-

- Her unsecured debts were less than £20,000.
- She lived in rented accommodation and did not have assets, excluding her household items and personal belongings, that were worth more than £1,000.
- Her surplus after taking into account her reasonable outgoings was less than £50 per month.

Case Study 2

- Mr P and wife moved to the King's Lynn area 6 months ago from Essex. Mr P was forced to give up work in 2015 due to ill health (back problems) and decided to move to King's Lynn to be closer to their Daughter. Client was refused PIP in June scoring only 6 points. The cost of the move and more than 2 years of unemployment have caused Mr P debts to spiral now owing circa £12k on credit cards and a bank loan.
- Client has now applied for a DRO to clear the £12k debts and an appeal (with supporting evidence) has been submitted for his negative PIP decision which is now at the tribunal stage.

Any questions?

Until there's a home for everyone

Thank you

Shelter Norwich Hub

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t: 0344 515 1860









West Norfolk Partnership - Strategy Group

Becky Box Policy, Performance & Personnel Manager

Background

 Purpose: To improve joined-up working across the public sector in West Norfolk

• Aims:

- To be well informed on and responsive to local need
- To set clear aims in order to tackle these
- To allocate resources to achieve aims
- To review impact of interventions

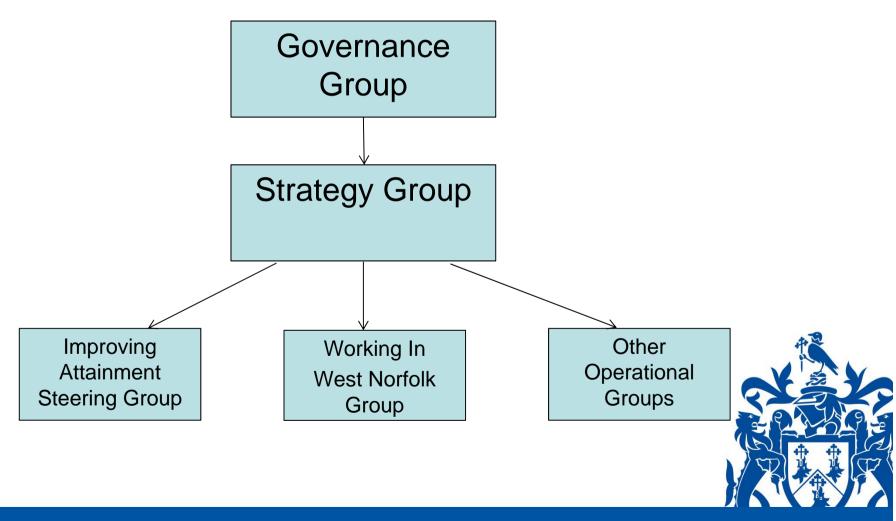
Position By Early 2016

- Regular meetings
- Well attended
- Loss of focus/purpose
- Two effective sub groups delivering projects
- No longer had own budget
- Strong desire to continue partnership working

2016 Review

- Consulted with key partners regarding their vision for the Partnership
- Reviewed and agreed terms of reference in consultation with key partners
- Held a development session to identify key priorities
- New arrangements from March 2017

Structure of WN Partnership



Governance Group

- Aims To provide governance and accountability to the work of the West Norfolk Partnership and ensure that the organisations know about the partnership's work
- Objectives To provide additional accountability by ensuring the core strategy group's work is embedded within partners' existing governance structures.
- Work Programme To take oversight of the work programme and monitoring programme performance and budgets.
- Operation Meets annually in March

Governance Group Membership

Governance Group:

- Borough Council Leader
- Queen Elizabeth Hospital Trust Chair
- West Norfolk and Wisbech Clinical Commissioning Group Chair
- College of West Anglia Chair
- Freebridge Community Housing Chair
- Norfolk County Council Committee Member
- Chair of Community Action Norfolk



Strategy Group

- Aims Set strategy in terms of outcomes and indicators. Contribute own budgets and resources to tackle these. Oversee the development and management of partnership working in West Norfolk.
- Objectives Acting as the management team for West Norfolk plc, maintaining a strategic overview of quality of life in West Norfolk and take a long-term view of future needs and development of West Norfolk.
- Operation Meet quarterly, chair elected annually, agree key priorities/work streams annually

Strategy Group Membership

Strategy Group:

- Borough Council Chief Executive
- QE Hospital Chief Executive
- West Norfolk and Wisbech Clinical Commissioning Group Chief Executive
- College of West Anglia Principal
- Norfolk Constabulary Chief Superintendent
- Freebridge Community Housing Chief Executive
- Community Action Norfolk Chief Executive
- Norfolk County Council Director for Health and Integration

Operational Groups

- Aims/Objectives Each Operational group will develop a work stream to respond to the specific brief set by the Core Strategy Group.
- Work Programme Each group develop projects/initiatives which support an agreed priority issue for West Norfolk where a combined and coordinated response from partners can deliver real change or benefits
- Operation Format and frequency of meetings dependent on the needs of the work stream/brief.

Operational Group Membership

Operational Groups:

- Members of the Core Strategy Group and/or nominated representatives from Core Strategy Group member organisations, as appropriate to the particular project/initiative being undertaken, plus
- Representatives from a range of local partners, as relevant to the subject

Support from Borough Council

The Borough Council's Policy team:

- convene meetings of, prepare agendas for and take notes at meetings
- support progress with agreed actions arising from meetings
- facilitate delivery of the partnership's work programme, eg.
 overseeing expenditure on agreed projects/initiatives
- act as a single point of contact regarding partnership-working in West Norfolk
- coordinate membership of and the first meeting of new operational groups

Current Priorities/Work Streams

4 current priority areas/work streams:

- Improving Attainment Steering Group
- Working In West Norfolk recruitment portal
- 'Brand West Norfolk' project
- Mental health work stream



Improving Attainment



riday the 10th June was the Queen's official 90th birthday. To celebrate, The Windmill At Terrington St John, one big table was set up in the

with long tables and the hall was decorated with children sang the National Anthem before bowing or bunting made by the children. At the start of hunch, curtseying to Princess Pursglove. the children sang the National Anthem. Following At Tilney St Lawrence, tables were set up on the field; this, the children enjoyed an afternoon of regal there was lots of different food to enjoy, including: activities, including a bouncy Windsor Castle!!

glorious. Food was provided by the School and they are already looking forward to celebrating Association for the whole community to enjoy. The the Queen's 100th Birthday.

Happy Birthday Ma'am children got into the spirit by painting their faces and wearing crowns. At the end of the afternoon, in honour of Her Majesty, the children sang the

 $\begin{array}{ll} \textbf{Primary Federation held street parties} - \textbf{to} & \textbf{playground for the children to eat at. The playground} \\ \end{array}$ was decorated with bunting and the children enjoyed At Walpole Highway, the dining room was set up playing with their friends. Following this, the

cucumber sandwiches and cupcakes topped with At the West Walton street party, the weather was royal icing. All of the children had a fantastic time



Improving Attainment



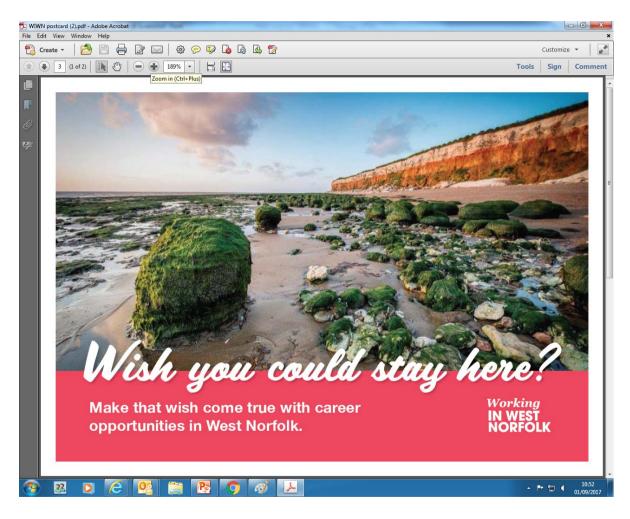


Working In West Norfolk





Working In West Norfolk





Questions?

