

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



Environment and Community Panel

Agenda

Tuesday, 5th September, 2017
at 6.00 pm

in the

**Education Room
Town Hall
Saturday Market Place
King's Lynn**



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

Thursday 23rd August 2017

Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 5th September, 2017 at 6.00 pm** in the **Education Room - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** 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 - 13)

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. Advice Services (45 minutes) (Verbal Report)

8. Local Lottery Proposals (30 minutes) (Pages 14 - 36)

9. Surface Water Management (20 minutes) (Pages 37 - 39)

10. West Norfolk Strategy Group Update (30 minutes) (Verbal Report)

11. Work Programme (Pages 40 - 42)

12. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on **10th October 2017** at **6.00pm** in the Town Hall, Saturday Market Place, King's Lynn.

To:

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

Portfolio Holders:

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

Officers

Chris Bamfield – Executive Director
Becky Box – Personnel Services Manager

Sarah Dennis – Partnership and Funding Officer
Lorraine Gore – Executive Director
Dave Robson – Environmental Health Manager
Robert Street – Group Accountant

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, 4th July, 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, Mrs S Collop, Mrs S Fraser, G Hipperson, T Parish
(substitute for J Moriarty), T Smith, Mrs J Westrop, D Whitby and
Mrs M Wilkinson

Portfolio Holders

Councillor I Devereux - Portfolio Holder for Environment
Councillor A Lawrence – Portfolio Holder for Community

Officers:

Sheila Farley – Housing Services Operations Manager
Richard Fisher – Arboricultural Officer
Duncan Hall – Housing Services Manager
Ray Harding – Chief Executive
Honor Howell – Assistant Director

EC16: **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Moriarty.

EC17: **MINUTES**

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

EC18: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC19: **URGENT BUSINESS**

There was none.

EC20: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Baron Chenery of Horsbrugh – EC23
Councillor Devereux – EC23

EC21: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC22: **REPORT OF THE INFORMAL WORKING GROUP - OPERATION OF THE WEST NORFOLK DISABILITY FORUM**

The Panel was reminded that in March 2017 the Environment and Community Panel had established an Informal Working Group to look at the future operation of the West Norfolk Disability Forum. Members of the Informal Working Group, Councillors Bubb, Fraser and Westrop, presented the report, which had been circulated with the agenda and set out the recommendations from the Informal Working Group.

Members were informed that attendance at meetings had been decreasing over the past few years and it was felt that this could be because there were many other routes for individuals and organisations to go through to raise issues or find out information. Members of the Working Group commented that they felt that their recommendations would result in an improvement to the service as individuals and organisations would have a direct contact route, through the proposed Disabilities Champion.

The Chairman thanked Members of Informal Working Group for their report and invited questions and comments from the Panel, as summarised below.

Councillor Mrs Collop asked if other Members of the West Norfolk Disability Forum had been involved in the work of the Informal Working Group. She was informed that, at this stage, the proposals were those of the Informal Working Group which was established by the Environment and Community Panel. The proposals would have to be considered by the Environment and Community Panel and any recommendations would then be presented to Cabinet. Members were reminded that any Member of the Council could attend any meeting under Standing Order 34.

The Vice Chairman, Councillor Bambridge commented that she was previously a Member of the West Norfolk Disability Forum and she supported the recommendations put forward by the Informal Working Group.

Councillor Smith made reference to the proposal for Cabinet to appoint a Disabilities and Equalities Champion. He was concerned with the title and suggested that consideration be given to ensuring that all relevant groups and vulnerable people were included in the role of the Champion.

Councillor Mrs Wilkinson commented that it was a shame that the West Norfolk Disability Forum no longer delivered its objectives. She asked if the Disability Champion role would be remunerated. The Chairman

felt that it would not be a paid position, but it would ultimately be up to Cabinet to decide. Councillor Bubb commented that he anticipated that the role would be a central point for individuals and organisations to contact if they had any issues or concerns. The Disabilities Champion could then monitor all ongoing issues and delegate them to the relevant officers for investigation. The report also proposed that the Champion provide an update to the Environment and Community Panel on an annual basis, however the Panel could decide on more frequent updates if they felt it appropriate.

Members were informed that the Champion's contact details would be made available to the public, so that if people did not have internet access they could contact the Champion over the phone, or a meeting could be arranged if required.

The Portfolio Holder for Community, Councillor Lawrence, commented that he supported the recommendations put forward by the Informal Working Group. He was a Member of the West Norfolk Disability Forum and agreed with the comments of the Informal Working Group in that the Forum was not productive in its current format. He explained that he would take forward any recommendations from the Environment and Community Panel to Cabinet as appropriate. He thanked the Informal Working Group and officers for the report.

Councillor Mrs Collop asked who would be the Disabilities Champion, and she was informed that it would be a decision for Cabinet, however Councillor Mrs Fraser did indicate that she would be interested in the position.

The Assistant Director explained that there could be the opportunity for the Disability Champion to become involved in other projects, such as Lily.

The Chairman explained that the recommendations put forward by the Environment and Community Panel would be submitted to Cabinet for consideration.

RESOLVED: The Environment and Community Panel make the following recommendations to Cabinet:

1. Disband the West Norfolk Disability Forum.
2. Cabinet to give consideration to appointing a Disabilities/Equalities Champion.
3. That the Environment and Community Panel be given the opportunity to look at the Borough Council's Equalities Policy which is due for review and give consideration to establishing an Informal Working Group to input into the review if necessary.
4. That the Environment and Community panel receive an update on the Equalities Policy on an annual basis.
5. That ways to promote Equality on the Corporate Agenda be investigated.

6. That a page be created on the website to promote the Equalities and Disabilities Champion. An e-form to be created so that members of the public could report issues direct to the Champion.
7. An e-learning package on disability awareness be made available to staff and Members.
8. The Disabilities Champion to hold open forums as required, which will be open to all.
9. The Disabilities Champion to report to the Environment and Community Panel on an annual basis.
10. That the Opportunity Awards and other events hosted by the Forum be incorporated into other events already organised by the Borough Council.

EC23: **INITIAL DRAFT TREE STRATEGY**

The Arboricultural Officer presented the Draft Tree Strategy, which had been circulated with the Agenda in advance of the meeting. He explained that the Strategy covered the stock in the Borough's control.

The Chairman thanked the Arboricultural Officer for his report and invited questions and comments from the Panel, and Members of the Regeneration and Development Panel, who had been invited for this item of business, as summarised below.

The Vice Chairman, Councillor Bambridge, thanked the Arboricultural Officer for his report and commented that it was very easy to read and understand. She commented that it was important that work at the Walks was carried out in a phased way and disturbance to residents was minimised. She commented that Southgates Park was not specified in the Strategy and she felt that work was required in the area to make it more attractive, and that the addition of trees could help with air quality in the area. The Arboricultural Officer explained that a separate initiative for tree planting at Southgates had been suggested and was part of the wider tree planting scheme.

Councillor Smith referred to page 6 of the Strategy which showed the ages of trees in the Borough and asked why there were less semi-mature trees. It was explained that the majority of older trees were in parks and were planted in Victorian times and there could have been a lull in planting once the trees had matured

Councillor Parish felt that there was a lack of trees in rural West Norfolk and suggested that work be carried out to increase planting on verges and small parcels of land around the Borough, including play areas. He also commented that he would like to see changes to the Tree Preservation process to make it easier to place an order on a tree, as he felt that important trees were often removed before an order was put on them. Councillor Parish further asked how the Tree Strategy would

be incorporated into the planning. The Arboricultural Officer explained that the Tree Preservation Order process was outside of this strategy and the strategy dealt with the Borough Council's stock, however this was something that could be looked at in the future. The Panel was informed that the Council did have some parcels of land in the Borough and consideration would need to be given to if and what sort of planting was appropriate. It was explained that not many of the verges in the Borough were owned by the Borough Council.

Councillor Hipperson requested that information be made available to Parish Councils on suitable planting and what trees were appropriate in what areas. The Arboricultural Officer agreed to look at sending out information as appropriate.

Councillor Mrs Wilkinson referred to Centre Point at Fairstead and the trees that had been removed from the Car Park. She asked if these were to be replaced. The Arboricultural Officer explained that this was a hostile area for trees and there was not much room, however replacements could be looked at if appropriate.

Councillor Baron Chenery of Horsbrugh, who had been invited to the meeting as a Member of the Regeneration and Development Panel, addressed the Panel. He asked if anything could be done about the Horse Chestnut which was going brown and it was explained that this was because of leaf mite, which was brought into the Country about eight years ago from the Balkans. It was explained that native predators were now realising that the mites could be a source of food so the mite was being seen less and less.

Councillor Baron Chenery of Horsbrugh requested that consideration be given to the Mistletoe present in some trees and to ensure that this was not eradicated if trees needed to be felled.

Councillor Devereux addressed the Panel under Standing Order 34. He stated that he was pleased that a Strategy was being produced and asked how the Strategy would be incorporated into the Planning Process. The Arboricultural Officer explained that the Strategy would have to be adopted by the Council and could then be considered as part of the Planning process and provided to developers. The Chairman asked if the Strategy could tie in with CIL and Section 106's and the Arboricultural Officer agreed to investigate if this was possible. The Arboricultural Officer confirmed that he was consulted on Planning Applications.

Councillor Parish explained that some Parish Council's had appointed Tree Wardens and he requested the consideration be given to their role and relationship with the Borough Council.

The Arboricultural Officer explained that the next stage in the process would be to send the draft Strategy to Parish Councils and other

relevant groups for comments and feedback. A final version of the Strategy would then be presented to the Panel.

RESOLVED: (i) The Environment and Community Panel supported the Draft Tree Strategy.

(ii) The Environment and Community Panel consider the final version of the Strategy, once available.

EC24: **PRESENTATION ON THE HOUSING REGISTER AND HOW TO BID FOR PROPERTIES**

The Housing Services Operations Manager provided a presentation on the Housing Register and the process that customers went through to bid for a Property. A copy of the presentation is attached.

The Chairman thanked the Housing Services Operations Manager for her report and invited questions and comments from the Panel, as summarised below.

Councillor Smith asked if statistics were available on how long customers were on the register for under each band and if the form was in plain English. The Housing Services Operations Manager explained that a new system had recently been installed which made it easier to provide statistics reports and meaningful figures. She also explained that the form was simple to use and comments and feedback could be submitted and the form amended if required. She explained that the majority of customers completed the online form without any problems, but the form could be completed over the phone if required.

Councillor Mrs Collop referred to the requirement to provide five years' worth of Council Tax Bills and asked what customers could do if they did not have the information. The Housing Services Operations Manager explained that customers had to provide proof of where they had been living for the past five years and other sources of proof could be provided if available. The Assistant Director informed those present that replacement Council Tax bills dating back to 1993 could be provided by the Council if required. The Housing Services Operation Manager explained that customers had a personal responsibility to provide the information but assistance was available from the team.

The Vice Chairman, Councillor Bambridge explained that she received queries from constituents on how to bid for properties and the presentation had provided the necessary information that she could pass on as required. She asked how many people were in each Housing band and Councillor Lawrence, the Portfolio Holder for Community explained that this information was contained in his Cabinet Members report to Council on a regular basis.

Councillor Fraser asked how people were informed that inclusion on the register did not guarantee housing. She asked if this was made

clear on the form. The Housing Services Operations Manager explained that there was additional information on the website to explain this and customers were informed during telephone calls and other contact methods.

EC25: HOMELESSNESS REVIEW

The Housing Services Manager and Housing Services Operations Manager presented the Homelessness Review which had been circulated in advance of the meeting. The review showed a significant rise in homelessness acceptances and a rise in the number of people rough sleeping. The Report provided detail of issues dealt with and future challenges.

The Chairman thanked the Housing Services Manager and Housing Services Operations Manager for the report and invited questions and comments from the Panel, as summarised below.

In response to questions from Councillor Smith, it was explained that Universal Credit would have a big impact on the service and lessons were being learnt from areas where it had already been introduced. An action plan on how to deal with the roll out would be produced. It was explained that emergency direct access beds were available to people sleeping rough, and the number of beds available was increased during periods of cold weather. It was noted, however, that sometimes people who were sleeping rough did not want help or assistance and may refuse the offer of an emergency access bed.

Councillor Westrop asked what the criteria was to bring in a specialist outreach service as she felt that this was necessary in the Borough, especially if the amount of people sleeping rough continued to increase. The Housing Services Manager explained that the Council worked with partner organisations to assist rough sleepers and investigations were ongoing to see if an outreach service could be commissioned. The Housing Services Manager explained that the service would be subject to some drastic changes in the future including the introduction of Universal Credit, the Homelessness Reduction Act and this would require a fundamental review of the Homelessness Strategy within the next 12 months.

RESOLVED: (i) The Panel to be kept up to date on progress

EC26: 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.

Councillor Smith explained that the Principal of the College of West Anglia had offered to come along to a future meeting to answer questions about the Ofsted Report and this would be added to the Work Programme.

RESOLVED: The Panel's Work Programme was noted.

EC27: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on **Tuesday 5th September 2017 at 6.00pm in the Education Room, Town Hall, Saturday Market Place, King's Lynn.**

The meeting closed at 7.50 pm

REPORT TO CABINET

Open		Would any decisions proposed :		
Any especially affected Wards	Discretionary /	(a) Be entirely within cabinet's powers to decide NO (b) Need to be recommendations to Council YES (c) Be partly for recommendations to Council NO and partly within Cabinets powers –		
Lead Member: Cllr Elizabeth Nockolds E-mail: <i>cllr.Elizabeth.Nockolds@West-Norfolk.gov.uk</i>		Other Cabinet Members consulted: Cllr Brian Long		
		Other Members consulted:		
Lead Officer: Lorraine Gore E-mail: <i>Lorraine.Gore@West-Norfolk.gov.uk</i> Direct Dial: 01553 616432		Other Officers consulted: Management Team, Monitoring Officer		
Financial Implications YES	Policy/Personnel Implications YES	Statutory Implications YES	Equal Impact Assessment YES If YES: Pre-screening	Risk Management Implications YES

Date of meeting: 6 September 2017

LOCAL LOTTERY

Summary

A local authority lottery is a concept that has been introduced by a number of local authorities across the country with many more exploring the concept. At a time when there are increasing pressures on funding available to the voluntary and community sector they are being seen as a way of providing support to bring in additional funding.

The Gambling Act 2005 includes as a permitted category of a lottery, a 'local authority lottery'. Local authority lotteries are promoted by the local authority and must be licenced by the Gambling Commission. Authorities may use the net proceeds of such lotteries for any purpose for which they have power to incur expenditure.

The options for running a local authority lottery include running it in-house, or to partner with an External Lottery Manager (ELM). To run a lottery in-house would require staffing, including a lottery manager and the purchase and running of software systems. The costs of this have not been explored in detail by officers but other local authorities have found them to be significant. If the Council were to partner with an ELM, other than small initial start-up costs and the on-going gambling licence with The Gambling Commission and membership of The Lottery Council, the operation of the lottery would be fully funded through the ticket proceeds and would bring in the skills and expertise to run all elements of the lottery process.

Aylesbury Vale District Council was the first to launch an online local authority lottery in November 2015. This is run in partnership with Gatherwell Ltd, an External Lottery Manager (ELM). Since then 14 other Local Government

bodies have gone live, with 18 more planning to be live by Christmas 2017 and 30-40 more at the development stage.

Recommendations

1. That Cabinet recommend to Council that a local lottery is established and operated by an External Lottery Manager.
2. That the Council engage the services of Gatherwell Ltd to act as its External Lottery Manager.
3. That delegated authority be given to the Executive Director – Finance Services (S151 Officer) in consultation with the Monitoring Officer to sign the necessary agreements to enter into the local lottery with Gatherwell Ltd.
4. The two gambling licences required with the Gambling Commission to be held by the Executive Director – Finance Services (Section 151 Officer) and the Executive Director – Environment and Planning.
5. An initial budget of £7,000 is made available for the one off set up costs and marketing and launch of the local lottery to be funded as detailed in the report. The budget to be amended to meet the annual licence and membership costs of £1,000.
6. The criteria for selecting the good causes which can become part of the local lottery detailed at Appendix 2 be adopted.
7. 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.
8. 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 to be donated to the Mayors charity.

Reason for Decision

To establish a local authority lottery for the Borough Council of King's Lynn and West Norfolk.

1. Background

- 1.1 At a time when there are increasing pressures on funding available to the voluntary and community sector a local authority lottery has the potential to raise additional funds for the voluntary and community sector in the borough, at no ongoing costs to these groups and minimal expenditure to the council itself.
- 1.2 Whilst the council will take an active role in the initial launch and marketing of the local lottery, the eventual success of the lottery will be down to the promotion of the lottery by those good causes who themselves benefit from its wider take up.
- 1.3 Potential players of the local lottery on visiting the website can select a beneficiary from a list of good causes and charities. Alternatively they can join the lottery without specifying a particular good cause and with the money distributed by the council via its current grants small financial assistance application process.
- 1.4 Gatherwell Ltd are the market leader in the provision of external lottery manager services with 14 local authority lotteries utilising their websites currently, 18 planning to be live by Christmas 2017 and 30-40 at the development stage. Gatherwell also have a 'Your School Lottery' product with 350 schools involved.
- 1.5 If the Council decides to operate a local lottery with Gatherwell Ltd this would be on the basis of their existing product model, and not a bespoke product for BCKLWN.
- 1.6 The local lottery proposal was supported in principle by the Environment and Community Panel on 15 March 2017. Further details in response to questions raised at the Panel meeting are included at Appendix 1 and the presentation on how The Gatherwell lottery model operates is included at Appendix 3.
- 1.7 The date for the launch of the local lottery will be dependent on acquiring the gambling licence which on average takes 16 weeks from date of application.

2. How would the Local Lottery Operate

- 2.1 The Gatherwell platform operates in the following manner.
 - Tickets are purchased (on-line only) for £1 and each ticket has a 1 in 50 chance to win;
 - Tickets cannot be purchased for a single draw. Tickets are purchased for a minimum of a month at a time. Tickets can be purchased in 1, 3, 6 or 12 month blocks and are linked to one good cause.

- Prizes will follow the established model as per the table below

Number of matches	Prize	Matching patterns	Odds
6	£25,000	NNNNNN	1,000,000:1
5	£2,000	NNNNNn or nNNNNN	55,556:1
4	£250	NNNNnn or nnNNNN	5,556:1
3	£25	NNNnnn or nnnNNN	556:1
2	3 extra tickets	NNnnnn or nnnnNN	56:1

N is a match, n is not. So NNNNNN is 6 matches and nnnnnn is no matches

- Each ticket will consist of 6 numbers and each number will be between 0 and 9. There will be a draw every Saturday night when a 6 digit winning combination will be picked. Prizes will be given to players with tickets that match the first or last 2-6 numbers from the winning combination. Match all 6 and you win the JACKPOT!
- Draws are every Saturday with results posted live online and winners notified by email;
- Players sign up on-line and payment is via Direct Debit or payment card (credit or debit card). Some members of the Environment and Community Panel asked if sales of scratch cards through shops could be considered. This is not an option with the proposed lottery model.
- Players can purchase multiple tickets for multiple good causes.
- Winning players are notified via email and receive prize money directly into their nominated bank account or can donate their prize to a nominated good cause;
- Good causes are paid their income automatically to a nominated bank account on a monthly basis.

2.2 The £1 ticket price is then distributed as follows :

- 60% to good causes
- Of which 50% will go to specific nominated good causes (on identifying them when buying the tickets) and 10% will be distributed by the council through the existing small financial assistance process.
- 20% to prize fund
- 17% to External lottery Management company for running the back office and payment aspects of the lottery
- 3% to VAT

- 2.3 Once Good causes have been approved and registered by the Council (subject to the criteria detailed at Appendix 2) and included on the site it will be in their interests to promote it, thereby forming a virtuous circle. Anecdotal evidence suggests that it is not seen as direct competition to charities own fund raising activities, but rather as another and very welcome funding stream.
- 2.4 The External Lottery Management company would host and maintain the website, and complete the administrative tasks including the collection and distribution of monies (subject to council authorisation) to prize winners and good causes.
- 2.5 There is a one off initial cost of £3,000 to configure the website and an annual renewal of licenses with The Gambling Commission and membership of The Lottery Council of £1,000. The operation of a lottery in partnership with the ELM will require limited involvement from the council; two officers will be required to hold the necessary gambling licenses and the weekly administration is less than fifteen minutes per week spent authorising payments and reviewing good causes applications.
- 2.6 A tender process for the Lottery will not be required. Legal advice states that as it is an award for a public service concession, under current Concessions Contracts Regulations 2016, specifically under Regulation 10(13), lottery services are expressly excluded from being governed by the procurement rules.

3. Policy Implications

- 3.1 The operation of a local lottery scheme provides an opportunity to generate additional income for local good causes at a time when the Council has had to review the budget it can make available to fund financial assistance.

4. Financial Implications

- 4.1 There is a one off initial set up cost of £3,000 to configure the website which will need to be funded from within the overall Council budget. The budgetary control report to the end of July 2017 indicates that these costs can be met.
- 4.2 It is proposed to provide an initial budget of £4,000 for the marketing and launch of the local lottery. The current small grants financial assistance budget includes £4,000 per annum which is allocated to fund a particular theme each year. This budget has not been committed in 2017/2018 and it is proposed to use this budget to launch and market the BCKLWN local lottery.

- 4.3 There are annual costs of £1,000 for the licences and membership. The budget will need to be amended to meet these costs.
- 4.4 The potential income from the lottery is difficult to quantify at this time. The Aylesbury Vale lottery has been operating since November 2015 and is selling around 2,500 tickets and generates annual income for good causes of about £70,000. Mendip District Council launched their lottery in March 2017 and they sell around 500 tickets with estimated income of £16,000 being raised for good causes.
- 4.5 The income raised for good causes will be redistributed in full. 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 to be donated to the Mayors charity via grant applications. The council is not seeking to recover the cost of the gambling licences and membership from this income.

5. Staffing Implications

- 5.1 Two officers within the authority must hold gambling licenses.
- 5.3 There will need to be an initial staffing input from the Communications Team for the marketing and launch of the BCKLWN local lottery.
- 5.2 Administration of payments to winners and approval of good causes will be undertaken by existing staff in Financial Services.

6. Statutory Considerations

- 6.1 The Gambling Act 2005 includes as a permitted category of a lottery, a 'local authority lottery'. Local authority lotteries are promoted by the local authority and must be licenced by the Gambling Commission. Authorities may use the net proceeds of such lotteries for any purpose for which they have power to incur expenditure.
- 6.2 A tender process for the Lottery will not be required. Legal advice states that as it is an award for a public service concession, under current Concessions Contracts Regulations 2016, specifically under Regulation 10(13), lottery services are expressly excluded from being governed by the procurement rules.

7. Equality Impact Assessment (EIA)

7.1 Pre-screening equality impact assessment attached.

8. Risk Management

8.1 There is a reputation risk attached to the operating of a lottery, and the concern that it promotes gambling. An element of the membership fee to The Lottery Council is donated to GambleAware. Individuals taking part in the lottery have to be 16 or over and the ELM has processes in place to verify this. The local lottery page will include the following:

Always play responsibly, if you need to talk to someone about your gambling please contact www.gambleaware.co.uk

9. Background Papers

Further information on Gatherwell:

<http://www.gatherwell.co.uk/>

Further information on The Gambling Commission:

<http://www.gamblingcommission.gov.uk/home.aspx>

Further information on The Lotteries Council:

<https://www.lotteriescouncil.org.uk/>

Further information on Aylesbury Vale District Council Local Lottery:

<https://www.valelottery.co.uk/>

Pre-Screening Equality Impact Assessment

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



Name of policy/service/function	Local Lottery Scheme				
Is this a new or existing policy/ service/function?	New				
Brief summary/description of the main aims of the policy/service/function being screened. Please state if this policy/service rigidly constrained by statutory obligations	To set up and operate a local lottery scheme				
Question	Answer				
<p>1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic, for example, because they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>		Positive	Negative	Neutral	Unsure
	Age			/	
	Disability			/	
	Gender			/	
	Gender Re-assignment			/	
	Marriage/civil partnership			/	
	Pregnancy & maternity			/	
	Race			/	
	Religion or belief			/	
	Sexual orientation			/	
	Other (eg low income)			/	
Question	Answer	Comments			
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favoring a particular community or denying opportunities to another?	Yes / No	/.			
3. Could this policy/service be perceived as impacting on communities differently?	Yes / No	/			
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	Yes/ No				
<p>5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions? If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section</p>	Yes / No	Actions:			
		Actions agreed by EWG member:			
Assessment completed by: Name	Lorraine Gore				
Job title Executive Director Finance Services	Date 7 March 2017				

Environment and Community Panel questions

Methods of payment

- Users can purchase tickets with Credit and Debit cards as a one off purchase for 1 month, 3 months, 6 months or 12 months or as a recurring payment. Direct Debits are available for recurring payments.
- Evidence from existing local authority lotteries show that 90% of people subscribed on a recurring basis with high retention levels.

Gambling and Age concerns

- Credit cards can not be excluded as a means of payment – however Gatherwell figures indicate that this is the least popular method of payment, and a warning is given prior to taking the monies.
- The lottery is drawn on a Saturday evening but stops selling tickets at midnight on Friday.
- Players of the lottery have to declare their age as 16 or over. Back office and random checks are undertaken to verify the date of birth using either passport or driving license information.
- Internal data identified the players as being on average over 40, affluent and community minded indicating it was a planned purchase.
- Membership of the Lottery Council is a requirement of the Gambling Commission licence. The Lottery Council then make a donation to Gamble Aware (<https://about.gambleaware.org/>) who are an independent charity tasked to fund research, education and treatment services to help minimise gambling-related Harm in Great Britain.

Management of the Prize fund.

- All monies relating to the lottery are held by Gatherwell in a separate 'Client Deposit account' for each separate lottery, as this is a legal requirement of the Gambling commission.
- Gatherwell work very closely with the Gambling Commission and were audited by them in June 17, and subject to an annual independent technical security audit (May 2017) which is submitted to the Gambling Commission for review.
- Currently there have been no Jackpot payments across the councils involved.
- The Jackpot is covered by insurance and the other prizes would be honoured by Gatherwell until such time as the Fund is sufficiently large to pay out.

Winners and payment of winnings

- Winners are notified by e-mail and then reply to a link which offers them the chance to donate the winnings (10% of winners do this) or take the money, whereupon they have to provide bank details for a BACS transfers.
- Age verification checks are carried out by asking for either passports or driving license details.

Good Causes

- There is no limit to the number of good causes who can be on the site (one council has 161 registered good causes)

Gambling Commission

- The license application from the Gambling Commission takes up to 16 weeks to complete.
- The Gambling Commission regularly audit the ELM's

Other Councils

- There are currently 14 other councils live using the Gatherwell platform, a further 18 should be live by Christmas and between 30 and 40 more are in discussions.
- The committed councils have set up a quarterly forum (which Gatherwell attend) in order to focus on best practice and improving the user / good cause experience.

Other ELM's & Credit Scoring

- There are a number of other External Lottery Managers listed on the Lotteries Council website (www.lotteriescouncil.org).
- Gatherwell, who developed their model with Aylesbury Vale Council (who have been live since November 2015) are dominant in this sector. Their current credit rating based on last years accounts considers them to Low Risk.

Criteria for selecting good causes:

The criteria for selecting which good causes will be eligible, is proposed as

The organisation must:

- Provide community service within BCKLWN Council's geographic area, which are of benefit to BCKLWN residents.
- National charities must have a local presence and be able to demonstrate that the monies received will be distributed locally.
- Have a formal constitution or set of rules
- Have a bank account with at least two unrelated signatories
- Operate with no undue restrictions on accessing the services provided
- Actively market the lottery
- Provide the Council with such documentation as the Council needs

And be

- A constituted group with a volunteer management committee that meets on a regular basis (at least three times a year) ; or
- A registered charity; or
- A Community Interest Group

We will not accept organisations that:

- Promote a particular religious or political belief
- Aim to distribute a profit
- With no established management committee or board of trustees, unless a Community Interest Group

The Council will reserve the right to admit any organisation, or to end an organisations participation on whatever grounds it thinks fit.

Gatherwell presentation



Who we are and what we do

Who are we?

Gatherwell are an External Lottery Management Company licensed by the Gambling Commission to run lotteries on behalf of good causes across the UK.

Our mission

Founded by the 3 directors in 2013 with the mission of helping good causes by raising money within the community for the community.



Community based fundraising

Providing communities with the tools to raise funds to improve their community.



Every good cause matters

To care about participation at every level. To make sure every good cause gets the support it needs to build a successful campaign.



Maximise participation

Maximise participation by accessing all sectors of participants (prize motivated to altruistic).



Market leading campaign support

Provide local causes with enterprise level marketing support. Making it as easy as possible to build support.

Meet Our Team



Wayne Chow
Operations Director

Over 23 years Sales and Marketing leadership of blue chip brands within consumer products, magazine and online industries.



Ben Speare
Managing Director

With 20 years experience in blue chip organisations Ben is a seasoned commercial manager passionate about making a difference to good causes at a grass root level.



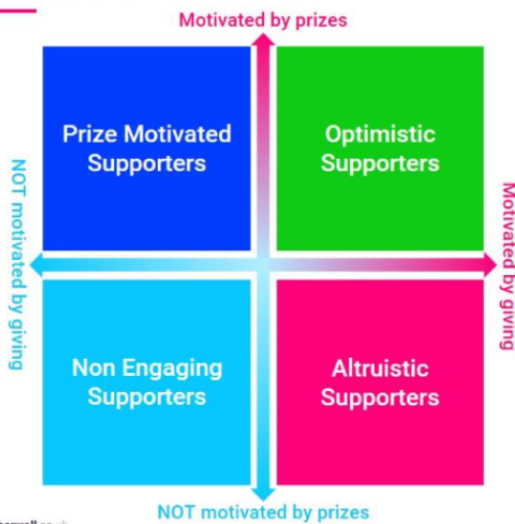
Martin Woodhead
Technical Director





With over 18 years IT experience, Martin has a background in designing and managing market leading gambling platforms.

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Why Lotteries



-  **Altruistic Supporters**
Will support because of the good cause alone.
-  **Prize Motivated Supporters**
Motivated by the odds and prize structure.
-  **Optimistic Supporters**
Needs the dual motivation of prizes and giving to become a supporter.
-  **Non Engaging Supporters**
This group will never be a supporter as they are not motivated by prizes or giving.

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Vale Lottery

Launched in November 2015. The Vale Lottery is the first online Local Authority Lottery in the UK

Created directly in response to the pressure on the community funds budgets and to help the Voluntary and Community Sector (VCS) gain access to new funding streams.



Track record

Incredible start – Over 40 causes signed up for the first draw. Coverage on BBC TV, radio and press.



Growing

Over 100 good causes now signed up for their own page, with money raised already going to support their work. Ticket sales still rising daily.



Satisfied customers

Overwhelming customer satisfaction feedback from good causes and supporters.

www.gatherwell.co.uk

Vale Lottery In Numbers



A growing network of Local Authority Lotteries



How it works

How The Lottery Works



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Splitting The Pound



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Prizes!

Odds of winning a prize are **1 in 50**

Number of matches	Matching patterns	Odds	Prize
6	NNNNNN	1,000,000:1	£25,000
5	NNNNn or nNNNN	55,556:1	£2,000
4	NNNnn or nnNNN	5,556:1	£250
3	NNnnn or nnnNN	556:1	£25
2	NNnnn or nnnnN	56:1	3 free tickets

i N is a match, n is not. So NNNNNN is 6 matches and nnnnnn is no matches

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Bolt-on Prizes

- In addition to the core lottery proposition it is possible to run additional 'bolt-on' prize draws.
 - These can be used at any time to encourage participation (particularly useful at launch, e.g "sign up before the first draw and you will be entered into a separate prize draw to win an Ipad!")



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How The Lottery Works



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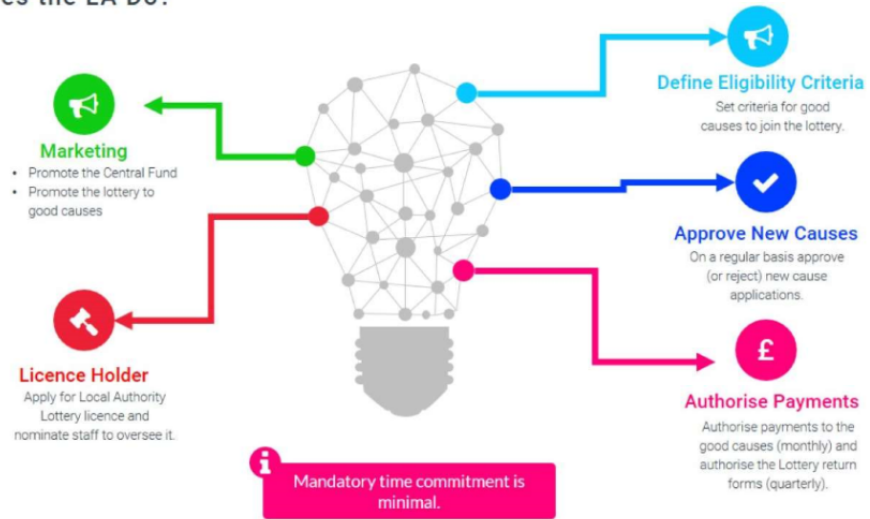
Bespoke Marketing Materials



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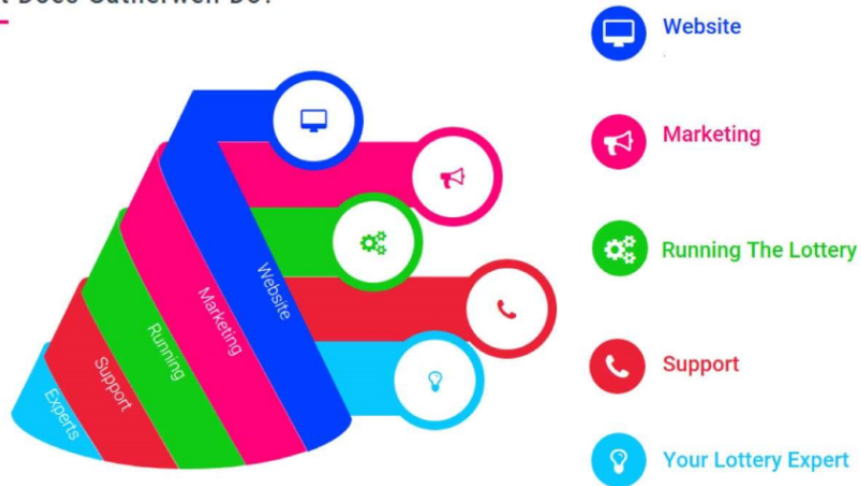
What Does the LA Do?



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What Does Gatherwell Do?



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What Does Gatherwell Do?



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Website

- Bespoke website designed in partnership with you
- Powered by the Gatherwell LAP engine
Regularly updated with new features to keep up with the latest technology and improve player acquisition and retention
- Hosted on your own domain
- Fully secure, PCI compliant site
- 99% uptime SLA, monitored 24/7
- Responsive website
Viewable on all devices (mobile, tablet and desktop)

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What Does Gatherwell Do?



Marketing

- Professional high resolution marketing materials
- Updated regularly (currently once a month):
 - Maximises participation
 - Motivational and keeps campaigns fresh
 - New materials are great for encouraging causes to do extra marketing and always result in increased ticket sales
- Bespoke good cause marketing materials:
 - Printable and Digital leaflets
 - Image files for use on social media
 - Branded for each good cause with their own logo, name and other details
 - Unique links and QR codes which point to the cause's page
- Marketing assistance for all other campaigns:
 - Social media campaign management
 - Artwork provisioning for promotional banners, car livery, magazine articles etc

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What Does Gatherwell Do?



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Running The Lottery

- Payments
 - Payment methods to suits all preferences (Direct Debit 57%, Debit & Credit Cards 43%)
 - Branded banking statement identity
 - Winner & cause payment administration
- Player Engagement
 - Fully flexible number selection (42% of players choose their cherished numbers - these players buy more tickets and stay for longer)
 - Winner Communications & reminders
 - Full 'bolt-on' prize capabilities (e.g. win a car/iPad/theatre tickets)
 - Donate back to good cause option for winners
- Player Retention
 - Ticket expiry chasing
 - Card expiry & payment failure chasing
- Lottery Management
 - Daily performance reporting
 - Lottery return completion
 - Campaign Manager Portal for every good cause

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What Does Gatherwell Do?

Support

- Dedicated Telephone number for your supporters and good causes - answered as your brand
- Dedicated email address with the same domain name as the website
- Dedicated social media accounts managed by Gatherwell (Facebook and Twitter) for posting results and increasingly direct communication with customers



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What Does Gatherwell Do?



Your Lottery Expert

- We are on hand to help you with everything and anything related to the lottery
 - In the initial phases of the lottery this includes help and support gaining the required Gambling Commission licence.
 - We provide personalised training to the management licence holders.
 - As your lottery partner, we'll be working with you to drive ticket growth and also be on hand for advice and support on anything related to the lottery.
 - As our network of LA's grows there will be opportunity for LA's to share best practice and advice through user forums as well as creating development ideas for the platform.

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Timeline to a launch



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Cost of a launch



- Gatherwell Setup Fee - **£3,000 + VAT**
 - Website design, hosting, maintenance and development.
 - Payment gateway investments (dedicated Direct Debit and payment card accounts)
 - Dedicated support telephone number, email & social media accounts
 - Marketing strategy support and generic design creation
 - Gambling License application support
 - Training for licence holders
- Gambling Commission Licence – **£692 /year + (application fee £244) ***
- Lotteries Council Membership – **£350 /year + (application fee £25)**
- Launch marketing investment – **est minimum £3000 /year** (as much or as little as you want!)
 - Bolt on launch prizes
 - Good Cause launch event
 - PR & press events
 - Focused above the line marketing e.g press, radio, refuse vehicle branding, etc.
 - Social media campaigns

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* Band B Licence Revenue between £100k and £500k, (Band A Licence up to £100k = £348 /year + (application fee £163)) 23



We're excited to help your local
good causes flourish

Questions?



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POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment & Community Panel Report		
DATE:	5 th September 2017		
TITLE:	Surface Water Management		
TYPE OF REPORT:	Update		
PORTFOLIO(S):	Environment		
REPORT AUTHOR:	D Robson		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	NO

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
Members have asked for a brief update regarding the roles and responsibilities relating to surface water flooding
RECOMMENDATIONS:
Members are asked to note roles and responsibilities

REPORT DETAIL**1. Introduction**

Members have asked for an update regarding the roles and responsibilities relating to surface water flooding.

2. Surface Water Management

There are three common sources of surface water flooding:

- Runoff of rainwater from impermeable surfaces such as roads, roofs and patios
- Groundwater flooding from prolonged and heavy rainfall raising ground water table
- Flooding from small streams, drainage ditches, or surcharging drains or sewers following heavy and prolonged rainfall (but excludes main rivers that are managed by the Environment Agency)

<https://www.norfolk.gov.uk/rubbish-recycling-and-planning/flood-and-water-management/types-of-flooding>

3. Roles and Responsibilities

Norfolk County Council as Lead Local Flood Authority(LLFA) is responsible for:

- Developing, maintaining, applying and monitoring of a strategy for local flood risk management <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/flood-and-water-management-policies/local-flood-risk-management-strategy>
- Looking at the causes of surface water flooding and its consequences, in order to learn lessons and help predict potential future flooding and minimise

its effects by developing a Surface Water Management Plan which utilise historical flood records and detailed models of potential future floods
<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/flood-and-water-management-policies/surface-water-management-plans/kings-lynn-and-west-norfolk-settlements-swmp>

- Joint working and co-ordination of all relevant organisations through the “Norfolk Water Management Partnership”
- Investigating flooding incidents and publishing the results, especially about which authorities have relevant flood risk management responsibilities and what they have done or intend to do <https://www.norfolk.gov.uk/rubbish-recycling-and-planning/flood-and-water-management/flood-investigations>
- Maintaining a register of structures or features which have a significant effect on flood risk in our area
- Designating specific features as flood risk management assets, which give a degree of protection from damage or removal. The power to undertake works to manage flood risk from surface runoff and groundwater
- The power to undertake works to manage flood risk from surface runoff, ordinary watercourses and groundwater
- acting as a statutory consultee on planning applications for major developments with surface water drainage
<https://www.norfolk.gov.uk/rubbish-recycling-and-planning/flood-and-water-management/information-for-developers>

Environment Agency

The Environment Agency is responsible for coastal management in Norfolk, managing the risk of flooding from main rivers and regulating reservoirs. The Agency has a duty to contribute to sustainable development when delivering its statutory functions.

Anglian Water

Water and Sewerage Companies manage the supply and quality of drinking water, as well as the disposal and treatment of sewage and, in urban areas, the disposal of surface water runoff from properties.

New roles and responsibilities under recent legislation include

- acting consistently with the national strategy and having regard to local strategies when carrying out flood risk management functions
- complying with Lead Local Flood Authorities’ requests and recommendations in respect of their flood risk management functions
- adopting of private sewers

Internal Drainage Boards

Internal drainage boards are responsible for ordinary watercourses within their boundaries. They manage an extensive network of drainage channels, pumps and sluices which combine to maintain low-lying, high-quality agricultural land, as well as managing water levels across large areas of the district.

New roles and responsibilities include:

- Designating structures and features that affect flooding or coastal erosion

- Working consistently with local and national flood risk management strategies
- Complying with the Lead Local Flood Authority's requests and recommendations in respect of their flood risk management functions
- Establishing consortia with other IDBs
- Acting as a secondary consultee on planning applications for major developments with surface water drainage

BCKLWN

- Considers surface water flooding as part of the planning application process
- Permissive power to designate structures and features that affect flooding or coastal erosion
- Assist the LLFA in flood investigations
- As land owner the BCKLWN has riparian owner responsibilities to maintain ditches, dykes and culverts. This role is split between Property Services and Public Open Space
- The Community Safety and Neighbourhood Nuisance Team deal with public health drainage service requests which can sometimes include an element of surface water flooding or vice versa. If there is a public health issue, the CSNNT have powers deal with the issue, however if the matter is surface water flooding related, the matter is past to LLFA
- Permissive powers for drainage of small areas

4. Corporate Priorities

None

5. Financial Implications

None identified

6. Any other Implications/Risks

None identified

7. Equal Opportunity Considerations

None identified

8. Consultation

Peter Jermamy – Water Management Officer

Mark Whitmore – Community Safety & Neighbourhood Nuisance Team

9. Conclusion

Members note the content of the above report

10. Background Papers

Surface Water Management File

King's Lynn & West Norfolk Settlements Surface Water Management Plan

ENVIRONMENT AND COMMUNITY PANEL WORK PROGRAMME 2017/2018

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER	OBJECTIVES AND DESIRED OUTCOMES
24th May 2017, 4.00pm - Tour of the Crematorium prior to the Environment and Community Panel Meeting				
24 th May 2017	Sustainability Transformation Plan – AGENDA ITEM WITHDRAWN BECAUSE OF THE PURDAH	Update	Chris Humphris and Dr Mack from the CCG	To be engaged in the STP consultation process.
24 th May 2017	Alive Leisure Update	Update	Alive Leisure	
24 th May 2017	Lily	Update	John Greenhalgh, Emma Boore, Karen Robson	
24 th May 2017	Food Waste Bin Liners	Consultation	Barry Brandford	
24 th May 2017	Appointments to Outside Bodies	Consultation	Rebecca Parker	To nominate representatives to serve on Scrutiny Outside Bodies for 2017/2018.
4 th July 2017	Homelessness Review	Review	Sheila Farley	
4 th July 2017	Demonstration on the Housing Register and how to bid for properties.	Information	Sheila Farley	As requested by a Member of the Panel.
4 th July 2017	Report from the Informal Working Group – West Norfolk Disability Forum	Policy	Informal Working Group	Report from the Informal Working Group on the future operation of the West Norfolk Disability Forum.
4 th July 2017	Tree Strategy	Policy	Chris	

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Agenda Item 11

		Development	Bamfield	
5 th September 2017	West Norfolk Strategy Group	Information	Becky Box	Information on the West Norfolk Strategy Group as requested by the Panel
5 th September 2017	Non Drainage Board Drainage Works	Initial Discussion	Requested by Councillor Hipperson	
5 th September 2017	Advice Services	Update	Lorraine Gore and Sarah Dennis	Last update received in January 2017 and the Panel agreed to receive six monthly updates.
5 th September 2017	Local Lottery Proposals	Cabinet Report	Lorraine Gore	Update from the report previously received by the Panel.
10 th October 2017	Update on Public Toilets	Update	John Hussey and Nathan Johnson	Update following the work of the Informal Working Group
10 th October 2017	Prevent	Information	John Greenhalgh	As requested at the Panel meeting in March
10 th October 2017	West Norfolk Community Transport		Chris Bamfield	
6 th December 2017	Alive Leisure Update	Update	Alive Leisure	
6 th December 2017	Community Car Scheme		John Greenhalgh	
6 th December 2017	Budget		Lorraine Gore	
4 th January 2018				
13 th February				

2018				
27 th March 2018				