

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



Environment and Community Panel

Agenda

Tuesday, 27th March, 2018
at 6.00 pm

in the

**Council Chamber
Town Hall
Saturday Market Place
King's Lynn**



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
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Friday 16th March 2018

Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 27th March, 2018 at 6.00 pm** in the **Council Chamber, 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. Sustainability Transformation Plan (60 minutes) (Verbal Report)

Representatives from the CCG will be presenting the update

8. Corporate Performance Monitoring Report - Quarter 3 2017/2018 (20 minutes) (Pages 14 - 20)

9. Updates from representatives on Outside Bodies (30 minutes)

- a) **College Council Liaison Board - Councillor Smith** (Page 21)
- b) **Area Museums Committee - Councillors Smith and Bubb** (Pages 22 - 23)
- c) **King's Lynn Football Club - Councillor Westrop** (Page 24)
- d) **Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel - Councillor Westrop** (Page 25)
- e) **Norfolk Health Overview Scrutiny Committee - Councillor Fraser** (Pages 26 - 29)
- f) **West Norfolk Community Transport Project - Councillor Fraser** (Pages 30 - 31)

10. Work Programme (Pages 32 - 36)

11. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on Tuesday 1st May 2018 at 6.00pm in the Council Chamber, 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, M Taylor, C Sampson (Chairman), T Smith, Mrs J Westrop, D Whitby and Mrs M Wilkinson

Portfolio Holders:

Councillor Mrs Elizabeth Nockolds, Portfolio Holder for Culture, Heritage and Health
– Agenda Item 7.

Councillor Hodson, Portfolio Holder for Performance – Agenda Item 8

Officers

Ged Greaves, Senior Policy and Performance Officer

Honor Howell, Assistant Director

By Invitation

John Webster - CCG

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, 13th February, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

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

Portfolio Holders:

Councillor I Devereux, Portfolio Holder for Environment
Councillor A Lawrence, Portfolio Holder for Housing and Community
Councillor Mrs E Nockolds, Portfolio Holder for Culture, Heritage and Health

Officers:

Sarah Dennis, Partnerships and Funding Officer
Honor Howell, Assistant Director
Lyn Ibbitson, Senior Housing Standards Officer
Mark Whitmore, Principal Environmental Health Officer

EC74: **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hipperson, Taylor, Mrs Wilkinson and Richard Fisher, Arboricultural Officer.

EC75: **MINUTES**

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

EC76: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC77: **URGENT BUSINESS**

There was none.

EC78: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Parish – Items EC81 and EC82.

EC79: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC80: **FINANCIAL ASSISTANCE SCHEME - THEMED REVENUE FUND (20 MINS)**

The Partnership and Funding Officer presented the report and explained that the Council operated a Financial Assistance Scheme to support local community groups. Local community groups must apply for funds and demonstrate that they met pre-set criteria. The theme of the annual £4,000 fund was decided on an annual basis and the report requested that members consider the use of the themed fund for 2018/2019.

The recommendation was that the themed fund be used towards the commemoration of the end of World War 1.

The Chairman thanked the Partnership and Funding Officer for her report and invited questions and comments from the Panel, as summarised below.

Councillor Smith asked if this would be a good opportunity to compose a list of all War Memorials in the Borough. Councillor Crofts commented that the Royal British Legion may already have a list and the Partnership and Funding Officer agreed to look into what records were already kept.

In response to a question from Councillor J Collop it was explained that certain criteria had to be met to access the fund and in the past it had been used for events, memorials and it brought communities and local groups together. He also asked what would happen if the fund was oversubscribed.

The Portfolio Holder for Culture, Heritage and Health, Councillor Nockolds explained that she would meet with the Partnership and Funding Officer and the Executive Director to look at the applications for funding against the criteria. Usually small amounts of up to £250 were awarded. The Panel was informed that a delegated decision would be published with the outcome of the applications, which all Councillors would be able to view and it would be subject to the usual call in process.

RESOLVED: The Panel recommended that the themed fund for 2018/2019 be used towards the commemoration of the end of World War 1 as detailed in the report.

EC81: **LITTERING AND DOG FOULING (30 MINS)**

The Principal Environmental Health Officer presented the report which provided an overview of the legislation relating to dog fouling and littering, an update on how the team managed complaints and presented options for future work in these areas.

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

The Vice Chairman, Councillor Bambridge explained that she had worked with a Primary School on a PUP (Pick up Please) campaign and had carried out letter box drops and put up posters. Councillor Bambridge referred to other Local Authorities that had introduced Public Space Protection Orders (PSPO's) so that if dog owners did not carry a bag with them they could receive a fine. She asked if this was something that could be considered in the Borough. The Principal Environmental Health Officer explained that there was a PSPO in place in relation to dog fouling and restrictions on where dogs could go, for instance play areas and certain beaches. The Principal Environmental Health Officer explained that the current PSPO was up for renewal at the end of the year and lots of options could be considered during its review.

In response to a question from Councillor Bubb it was explained that the majority of dog bins were in Parishes and the Clean Up team would be able to provide figures on how many bins were in the Borough. Councillor Bubb explained that in Dersingham some of the dog bins were sponsored which helped to cover the cost and he suggested that this could be introduced in other areas. The Principal Environmental Health Officer informed the Panel that dog waste could go in any bin. Dog bins were more prominent in rural areas and popular dog walking areas.

Councillor Whitby highlighted problems within his Ward and explained that the Parish Council had been looking at options to try and reduce the amount of dog fouling. The Principal Environmental Health Officer explained that Parish Councils were welcome to contact the team for advice and guidance. He explained that Parish Councils would also be consulted during the review of the PSPO.

The Panel discussed fly tipping and it was explained that signage was used, but sometimes was not enough of a deterrent. The Principal Environmental Health Officer explained that if people were caught fly tipping they would be prosecuted. He explained that the Council could carry out investigations on private land, but it would be the land owner's responsibility to clear the land.

Councillor Mrs Collop raised concern that sometimes people could accidentally drop litter without realising and provided an example of where someone had been fined for accidentally dropping a receipt from their wallet. The Principal Environmental Health Officer explained that

enforcement officers should use common sense in cases like this and give the person the opportunity to pick up the litter if it was a genuine accident.

The Portfolio Holder for Environment, Councillor Devereux explained that the Borough Council had options when it came to problems with littering and dog fouling. They could educate, publicise and then take enforcement action where necessary. He explained that enforcement and prosecution was usually only an option when there was evidence to support it. He encouraged Members to support option two as set out in the report which was to bring back a report to the Panel outlining the scale of the problem of littering and dog fouling across the Borough and the resources required to deliver an enforcement strategy to address the problem effectively.

Councillor Mrs Westrop explained that she supported option two as she felt that dog fouling was a big problem. She explained that there was a lack of knowledge and personal responsibility and by taking forward option two, the scale of the problem would be identified. She also commented that the cost of licensing dog waste bins was sometimes an issue for Parish Councils.

In response to a question from Councillor Mrs Fraser, it was confirmed that any proposals for a new post would cover the whole Borough, not just King's Lynn. Councillor Mrs Fraser commented that a campaign had taken place in Grimston, where dog fouling had been sprayed with yellow paint, however this was a short term solution.

In response to Councillor J Collop, the Principal Environmental Health Officer explained that in the team there was three full time and three part time Community Safety and Neighbourhood Nuisance Officers, one Antisocial Behaviour Officer, and one full time and two part time Neighbourhood Officers. He commented that the team was very busy. In response to a question from Councillor J Collop, the Principal Environmental Health Officer agreed to confirm if any of their functions were charged to King's Lynn Special Expenses.

Councillor J Collop acknowledged that litter and dog fouling was a very important issue, but he referred to the challenging budget and how the Council was required to make savings. He explained that any extra posts would need to be justified and balanced.

The Principal Environmental Health Officer clarified that the Street Scene Team were involved in street cleaning and went out early in the morning, especially at the weekends. He explained that the Community Safety and Neighbourhood Nuisance Team were an enforcement team.

Councillor J Collop thanked all of the officers which were involved in the clean-up of North Lynn and the alleyways and explained that it was an ongoing project with the community.

Councillor Crofts explained that he also had concerns about the additional budget which would be required. He commented that he would like to see more dog fouling prosecutions. The Principal Environmental Health Officer agreed that it would be good to see more prosecutions come forward, but it was difficult to deal with as it had to be witnessed and there had to be sufficient evidence, which meant that officers would have to spend time in certain locations.

Councillor Smith commented that he received calls from residents to report problems, including hanging dog waste bags on branches. He explained that often bins got full, so bags would be just dropped next to the bin. He suggested that the Council investigate which bins were often very full and look at supplementing them.

In response to a further question from Councillor Smith, it was confirmed that if additional fines were issued it could contribute towards the cost of the new post.

Councillor Mrs Wright commented that she felt that the potential extra post was taking the focus in the wrong place. She referred to the success that the Portfolio Holder had had in increasing the rate of recycling through education and campaigning and she suggested a similar approach for littering and dog fouling.

The Portfolio Holder for Housing and Community, Councillor Lawrence explained that fast food wrappers on the highway, which had been thrown out of vehicles was also an issue. He suggested that car registration numbers could be put on the wrappers so that culprits could be identified. The Principal Environmental Health Officer explained that he would have a look at campaigns which had been run in other places to tackle fast food wrappers.

Councillor Parish, addressed the Panel under Standing Order 34 and commented that he was aware of previous legislation that meant that establishments were responsible for picking up litter within a radius of their premises. The Principal Environmental Health Officer explained that this was in effect previously but had been overridden by the potential for each area to bring into force a PSPO. The Council could introduce a PSPO for local businesses to clean up certain areas in their vicinity.

The Chairman, Councillor Sampson suggested that the use of volunteers could be investigated. He also made reference to nominating street residents to lead on issues in urban areas. The Chairman indicated that he supported option two.

The Vice Chairman explained that sometimes in areas where waste was collected in black bags, sometimes the bags would split or be ripped open and litter would be left on the street after the collection.

She also referred to the amount of litter in the Walks and how frequently it required clearing.

RESOLVED: That officers bring a fully costed report back to the Panel outlining:

1. The scale of the problem of littering and dog fouling across the borough.
2. The resources required to deliver a robust littering and dog fouling enforcement strategy to address the problem effectively.

EC82: **TREE STRATEGY (30 MINS)**

The Chairman reminded the Panel that they had previously considered the Draft Tree Strategy. The revised version was now presented to the Panel. The Chairman invited questions and comments from the Panel, as summarised below.

Councillor Bubb commented that the report made no mention of Mistletoe and he felt that in some cases it should be protected. The Portfolio Holder for Culture, Heritage and Health explained that the amount of Mistletoe in the Walks had increased and it could have a negative effect on the trees if there was too much. She explained that some may have to be cut down and it could be donated to charity so it could be sold. She explained that all trees in the Walks were checked annually.

The Portfolio Holder for Environment, Councillor Devereux commended the strategy and felt that it was useful to have a vision for the future and an implementation plan.

Councillor Parish addressed the Panel under Standing Order 34. He explained that he would like to see the Tree Preservation Order process made simpler and more detail on how developers and land owners could be encouraged to plant trees should be included. Councillor Parish commented that it would be good to have some sort of incentive for Parishes to plant trees, such as the ability to purchase discounted trees via the Borough Council.

Councillor Parish commented that there needed to be more stringent checks on planting schemes which were conditions of planning permissions to ensure that the correct planting had been carried out.

Councillor Mrs Collop and J Collop explained that they had an issue in their Ward with some large trees which were too big and out of control. Councillor Mrs Collop commented that large roots could cause issues with pushing up pavements.

Councillor Mrs Wright asked if community orchards were an option and it was explained that there were already several of these around the Borough.

RESOLVED: The Panel supported the draft Strategy.

EC83: **HOUSES IN MULTIPLE OCCUPATION AND HOUSING UPDATE (30 MINS)**

The Senior Housing Standards Officer presented the Panel with information on Houses in Multiple Occupation (HMO's) and future changes to legislation and requirements for HMO's.

The Chairman thanked the Senior Housing Standards Officer for her presentation and invited questions and comments from the Panel, as summarised below.

In response to a question from the Chairman, the Senior Housing Standards Officer explained that the problem in King's Lynn was not as bad as in some areas; however it was often difficult to get landlords to do the work to bring housing up to standard. She explained that an informal approach was tried first and the background to the case was investigated.

Councillor Smith thanked the Housing Standards team for their work as poor standards could be very dangerous. He asked if the Council could 'name and shame' bad landlords to warn the general public. The Senior Housing Standards Officer explained that Government would be creating a rogue landlord database which the Borough Council could add to and it would be publicly available.

Councillor Mrs Westrop welcomed the changes to requirements for HMO's including changing from a three storey house to a two storey. She explained that often there could be a lot of people living in a small house which were currently hidden under the radar. The Senior Housing Standards Officer explained that when the new conditions were introduced management regulations could be enforced even in a property that was unlicensed.

Councillor J Collop felt that sometimes fines were too minor punishment for landlords and in serious cases they should be prosecuted. He explained that the strongest punishment possible should be used for landlords who did not provide adequate living conditions. The Senior Housing Standards Officer explained that landlords had been successfully prosecuted in this area.

The Chairman encouraged the Panel to share information with officers if they were aware of a potential unlicensed HMO so that it could be investigated.

RESOLVED: (i) The Update was noted.
(ii) A further update be presented to the Panel twelve months after the introduction of the new requirements for HMO's.

EC84: **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 following items were suggested for consideration to be added to the Work Programme:

- Markets
- Annual Cheese Fare
- Update on the Docks
- Pontoons

RESOLVED: The Panel's Work Programme was noted.

EC85: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on Tuesday 27th March at 2018 at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 8.05 pm

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	27 March 2018		
TITLE:	Corporate Performance Monitoring Q3 2017-18		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Becky Box		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
<p>The corporate performance monitoring report is in place to monitor progress against agreed performance indicators for the year. The report contains information on the corporate performance monitoring undertaken during Q3 2017/18.</p>
KEY ISSUES:
<p>Performance indicators for 2017/18 have been agreed by Portfolio Holders and Executive Directors as the key performance measures for the year; they cover all Directorates. These indicators are reported quarterly to the Corporate Performance Panel.</p> <p>In 2017, the Scrutiny Structures Task Group recommended that Panels should consider their own indicators and this was approved by Cabinet on 9 January 2018.</p> <p>This monitoring report highlights specific performance issues; where indicators have not met agreed targets they are drawn out into an Action Report, which provides additional detail on what actions are being taken to correct performance that has a variance to target.</p> <p>The Q3 2017/18 monitoring report shows that 62% of targets have been met and performance has improved against target for 31% of the indicators.</p>
OPTIONS CONSIDERED:
Not applicable.
RECOMMENDATIONS:
<p>The Panel is asked to</p> <ol style="list-style-type: none"> i. Review the performance monitoring report ii. Agree the actions outlined in the Action Report.
REASONS FOR RECOMMENDATIONS:
<p>To demonstrate that the Council monitors and puts in place appropriate actions to correct performance that has a variance to the set target, to assist us in meeting our statutory duty to try and secure continuous improvement.</p>

1. Introduction





- 1.1 The Council's Performance Management Framework includes quarterly monitoring and reporting of performance. Each quarterly performance report is presented to the Corporate Performance Panel and made available to all Councillors and Portfolio Holders for information on the Council's intranet, Insite.
- 1.2 In 2017, the Scrutiny Structures Task Group recommended:
- That Panels should consider their own performance indicators and they be encouraged to monitor the progress in line with the corporate objectives through that route.*
- 1.3 The recommendation was supported by Corporate Performance Panel on 18 December 2017 and approved by Cabinet on 9 January 2018.
- 1.4 Corporately there are 43 performance indicators for 2017/18 and these have been agreed by Portfolio Holders and Executive Directors as the key performance measures for the year. Of this 43, 13 relate to the Environment and Community Panel's remit and these are reported in full on the performance monitoring report – Q3 2017/18. The report includes a summary of the performance levels and direction of travel. It is hoped this provides Members with a useful 'snapshot' at the start of the report.
- 1.5 Exception reporting is used whereby those indicators that have not met their target are drawn out into an Action Report. This report focuses attention on adverse performance. In addition to the notes shown on the full report, senior managers provide information on the actions being taken to bring performance in line or reasons why this cannot happen.
- 1.6 The future reporting timetable is listed below and this has been devised by working through the calendar of meetings, sifting deadlines and time required to obtain and validate the performance data and officer comments:

Reporting period	Q4 2017/18 (Jan-Mar)	Q1 2018/19 (Apr-June)	Q2 2018/19 (July-Sept)	Q3 2018/19 (Oct-Dec)
Panel meeting	24 July 2018	4 Sept 2018	4 Dec 2018	2 April 2019



- 1.7 Indicators and targets are agreed by Portfolio Holders and Executive Directors. As part of its work programme, the Panel may wish to consider the indicators within its remit and make recommendations regarding future performance measures and targets.

2. Monitoring Report - Key points from the Q3 2017/18 performance monitoring report

- 2.1 The following tables summarise the Council's current performance levels, comparing performance to the previous four quarters.
- 2.2 The percentage of indicators where performance has improved against the target has decreased by 15% during Q3, and the percentage of indicators that have not improved against target has increased by 7%.

		Q1 2017/18	Q2 2017/18	Q3 2017/18
Performance has improved against target		1 (8%)	6 (46%)	4 (31%)
Performance has not improved against target		3 (23%)	2 (16%)	3 (23%)
Performance has met and continues to meet target		3 (23%)	0 (0%)	1 (8%)
Performance remains unchanged and below target		0 (0%)	0 (0%)	0 (0%)
Other: <ul style="list-style-type: none"> • reported annually • new indicator • monitor only 		6 (46%)	5 (38%)	5 (38%)
Total number of indicators		13	13	13

- 2.3 There has been a slight decrease in the number of indicators that have met the target for Q3 2017/18. Actions are in place for the 3 indicators that have not met the quarterly target.

		Q1 2017/18	Q2 2017/18	Q3 2017/18
Performance target met		7 (54%)	9 (70%)	8 (62%)
Performance target not met		2 (15%)	2 (15%)	3 (23%)
Other: <ul style="list-style-type: none"> • reported annually • figure not available • monitor only (no target set) 		4 (31%)	2 (15%)	2 (15%)
Total number of indicators		13	13	13

3. Issues for the Panel to Consider

Members should review the attached analysis of achievement of the agreed performance indicators for the year. The Action Report should then be reviewed to ensure areas which have not been met target are appropriately addressed.

4. Corporate Priorities

Performance indicators are developed to monitor key activities many of which directly underpin the achievement of the Council's Corporate Business Plan.

5. Financial Implications

None

6. Any other Implications/Risks

None

7. Equal Opportunity Considerations

None

8. Consultation

Management Team, senior officers and Portfolio Holder

9. Conclusion

Management Team actively monitors this information on a regular basis and uses the information highlighted on the action report to gain an understanding of the reasons for the levels of performance that have been reported. Members should use the report to assess the actions outlined in the action report which the panel is asked to agree.


10. Background Papers

Corporate Business Plan 2015/16 – 2019/20
Scrutiny Structure Task Group report, 2017




Performance Monitoring Action Report Q3 2017-18










This report highlights indicators that have not met target for Q3 2017-18 and is a supporting document to the Performance Monitoring Q3 2017-18 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

Status		This indicator has not met the target.
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Performance Indicators Q3 2017-18







Ref	Name	Q3 2017/18 Target	Q3 2017/18 cumulative performance	Q3 2017/18 (Oct-Dec) performance	Status	Notes	Actions
CC6	% of Careline alarms installed within 10 days from date of enquiry	85.0%	82.1%	82.6%		A new installer has been appointed and is currently completing the induction training.	An assistive technology service is due to be launched at the hospital in March 2018 which should have a significant impact on performance levels.
CC7	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	35.0	37.0	37.6		Individual cases have been affected by various issues involving contractors, re-assessments, delayed start dates and landlord permission.	This indicator has been added to the Management Team monthly monitoring report.
CC8	Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000	20.0	24.0	21.7		Performance has improved in Q3 with the indicator exceeding the target for November and December.	Continue to resolve issues with delays.

Performance Monitoring Q3 2017-18







Status	 Indicator has not met the target	23%	 Indicator has met target	62%	 New 2017-18 indicator	31%
Trends	 The value of this indicator has improved	31%	 The value of this indicator has worsened	23%	  The value of this indicator has not changed	8%

Actions being taken on indicators that have not met target are outlined on the accompanying Action Report







Chief Executive Services

Ref	Link to Corporate Priority	Name	Good Performance	2016/17 full year perf.	Q3 2017/18 target	Q3 2017/18 cumulative performance	Q3 2017/18 status	Versus this time last year	Note
CE1	2	% of known licensable HMO's with a current licence	Aim to maximise	96.7%	100.0%	100.0%			
CE2	2	% of long term empty homes in the Borough as a percentage of overall dwellings	Aim to minimise	1.1%	1.1%	1.1%			
CE3	2	Unintentional priority homeless acceptances per 1,000 households	Aim to minimise	–	–	Q2 0.35	–		Data will be available one quarter in arrears.
CE4	2	Affordable housing units built as a % of the total number of new build dwellings completed in the Borough	Aim to maximise	6.1%	13.0%	–	–	–	Reported annually
CE5	2	No of households living in Temporary Accommodation	Aim to minimise	43	45	38			
CE7	2	% of allocated spend of Flexible Homeless Grant	Aim to maximise	–	75.0%	75.0%			New grant to replace the temporary accommodation subsidy



Central and Community Services

Ref	Link to Corporate Priority	Name	Good Performance	2016/17 full year perf.	Q3 2017/18 target	Q3 2017/18 cumulative performance	Q3 2017/18 status	Versus this time last year	Note
CC6	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	66.1%	85.0%	82.1%			A new installer has been appointed and is currently completing the induction training.
CC7	6	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	30.0	35.0	37.0			Individual cases have been affected by various issues involving contractors, re-assessments, delayed start dates and landlord permission.
CC8	6	Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000	Aim to minimise	22.0	20.0	24.0			Performance has improved in Q3 with the indicator exceeding the target for November and December.

Commercial Services

Ref	Link to Corporate Priority	Name	Good Performance	2016/17 full year perf.	Q3 2017/18 target	Q3 2017/18 cumulative performance	Q3 2017/18 status	Versus this time last year	Note
CO1	3	Average response time for removal of fly-tips (days)	Aim to minimise	0.9	1.0	0.6			
CO2	3	Total of waste recycled and composted (tonnage)	Aim to maximise	–	21,590	21,767			
CO7	3	No of brown bins in use for composting	Aim to maximise	–	26,000	26,645			

Environment and Planning

Ref	Link to Corporate Priority	Name	Good Performance	2016/17 full year perf.	Q3 2017/18 target	Q3 2017/18 cumulative performance	Q3 2017/18 status	Versus this time last year	Note
EP4	3	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	97.0%	95.0%	97.0%			

College Liaison Committee

The Committee has met both at the Borough offices and the College.

Notable efforts have been made to improve teaching following changes to requirements for pupils, with the college training its own staff to undertake teaching English and Maths (in which there is a national shortage of teachers) where their skills are appropriate to this.

The College is currently following area reviews not likely to be merged with any other institutions, at present its pupil numbers are down owing to demography, in a few years they will increase again as there is a “bulge” in the student numbers working their way through the system, the college is endeavouring to keep skills and resources to be ready when they arrive, but in the short term further reductions in numbers are expected. Apprenticeships remain a priority for the College, although with changes to their administration there is a national slowdown in apprenticeships.

Work has been underway on a bid for an institute of technology, focussed on advanced manufacturing and engineering, with other colleges in the LEP area collaborating. At the same time the Career College trust, an air & defence partnership has been extended, as the RAF is a major local employer, there is also work on reducing the dropout rate in the RAF by having learning and basic training combined for new recruits.

The College has been working post Ofsted to improve its position, including exploring pairing with an outstanding college to learn what they can from them; Grimsby was cited as an example of a similar demographic but with an outstanding rated college.

Updates are also given to the College of what the council is doing, I have presumed members are aware of the council’s work.

Councillor Thomas Smith

March 2018

Agenda Item 9b

King's Lynn and West Norfolk Area Museums Committee

The Committee has met several times, including at the Lynn Museum, where members were able to inspect exhibits including new acquisitions.

In terms of collections the museums service has made several acquisitions, chief amongst which is a painting by Baines of Lynn's Hardwick Cemetery when it had first opened, showing the now demolished chapels. This had to be purchased from the USA, which thanks to grants and the Friends of the Museum was managed. The new apprentice Sam was sent to collect it, owing to its age the painting had to be conserved before it could travel across the Atlantic. The apprentices have become a regular part of the museum's life, organising exhibits in particular in the changing display case in the entrance, and past apprentices have gone on to good careers in the sector.

Free opening at Lynn Museum, funded by the Borough, continues until the end of March. Members are strongly encouraged to visit and view the museum, the latest exhibition is on shoes which includes medieval shoes and detail on why people placed them in walls being built and go up to such items as platform shoes which have provoked a good number of reminiscences!

The Committee has been shown various aspects of the museum staff's work, perhaps the most enthusiastically received was "cake henge" which has been used to illustrate to younger visitors how henges were constructed, and as ever food-based learning proved rather popular with both young and old.

Friends of the museum have done well, and a group of willing volunteers continue to help with digitising the collection's drawings etc, undertaken at Aikman's yard. The members of the committee were given a tour of the storage facilities there, being able to inspect the various items stored, these include a considerable taxidermy and painting collection, farming tools, domestic equipment, parts from locally made bombs (non-dangerous) and historic weaponry. The main complaint was that we couldn't spend longer there. The use of digital technology is excellent at making these otherwise inaccessible exhibits visible to both local people whose taxes support them, and people worldwide.

Visitor numbers began to decline over the past year, rather than bemoan this the staff set about organising an ad campaign and promoting the museum, which has had success in improving visitor numbers and has shown a good attitude.

Stories of Lynn remains open and a joint ticket is available for it and Lynn Museum, which has proven popular. The newly refurbished museum has rather improved the presentation of the collections and visitor comments have been enthusiastic.

True's Yard has continued well, the museum's exhibitions have been excellent, and the silver jubilee appeal has been used both to help secure its' future and to ensure that the fishing smack Activity of 1904 is conserved.

Councillor Thomas Smith

March 2018

Report to the Environment and Community Panel

Members' Feedback from Outside Bodies/Partnerships 2017/2018

Name of Organisation/Outside Body	Area Museums committee
Name of appointed representative/s	Tony Bubb
Number of meetings held	3
Number of meetings attended	3
Brief summary of key decisions discussed	Museum office reports and upcoming events
Implications for the Borough Council (if any)	None
Any other information you would like to report	-

Report to the Environment and Community Panel

Members' Feedback from Outside Bodies/Partnerships 2017/2018

Name of Organisation/Outside Body	King's Lynn Football Club
Name of appointed representative/s	Cllr Jacqueline D Westrop
Number of meetings held	4 + e-mal correspondence with officers
Number of meetings attended	4
Brief summary of key decisions discussed	Issues included the disposal of grass waste, sale of the ground and asbestos in buildings, and exploring fund raising opportunities for team and volunteer development
Implications for the Borough Council (if any)	Ongoing – to date informal briefings have occurred about the future involvement of the Borough
Any other information you would like to report	Update at panel

Report to the Environment and Community Panel

Members' Feedback from Outside Bodies/Partnerships 2017/2018

Name of Organisation/Outside Body	Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel
Name of appointed representative/s	Cllr Jacqueline D Westrop
Number of meetings held	0
Number of meetings attended	0
Brief summary of key decisions discussed	Not applicable
Implications for the Borough Council (if any)	Not applicable
Any other information you would like to report	No

Report to the Environment and Community Panel

Members' Feedback from Outside Bodies/Partnerships 2017/2018

Name of Organisation/Outside Body	Norfolk Health Overview and Scrutiny Committee
Name of appointed representative/s	Cllr Sue Fraser
Number of meetings held	From April 2017 – March 2018 8 meetings
Number of meetings attended	Cllr Fraser was appointed in July 2017, since then 6 meetings have been held. Cllr Fraser attended 5
Brief summary of key decisions discussed	<p>20/7/17 - Waiting times for Children's Mental Health Services in Norfolk</p> <p>Agreed to write to:-</p> <ul style="list-style-type: none"> (a) The Secretary of State for Health expressing the opinion that:- <ul style="list-style-type: none"> i. uplift funding for Local Transformation Plans (LTP) for children's mental health services should be ring-fenced ii. the national target of at least 35% of children with diagnosable mental health conditions accessing local NHS-funded community services by 2020/21 sets the target too low. (b) The five CCGs in Norfolk seeking information on the amount of LTP uplift funding allocated to them for the current year and how this money is being spent. <p>Agreed that Children's Services Committee should take forward regular monitoring of the Local Transformation Plan for children's mental health services, in line with the recommendation of Children's Services Committee Task & Finish Group on Children's Emotional Wellbeing and Mental Health, which was previously endorsed by NHOSC on 6 April 2017:-</p> <p>'That the Local Transformation Plan be scrutinised on a regular basis by Children's Services Committee in order to ensure it is delivering for the children and young people of Norfolk'.</p>

26/10/17 – Norfolk and Waveney STP – progress update

Requested that Members of NHOSC and other county councillors be informed of the details of the engagement events being run with Healthwatch Norfolk towards the end of 2017, to encourage attendance.

26/10/17 – Ambulance response times & turnaround times in Norfolk

Asked EEAST to consider involving service users in a workshop currently being arranged on the conveyance of mental health patients to hospital & other facilities.

Asked NN CCG to ensure that the outstanding Fol requests from Cromer Town Council regarding fine monies relating to EEAST and Norfolk & Norwich Hospital under the former financial penalties regime receive a response.

7/12/17 – Norfolk and Suffolk NHS Foundation Trust – mental health services in Norfolk

Agreed the following comments and recommendations to NSFT and the CCGs:-

NSFT overall approach to improvement

Comments:-

- (a) NHOSC welcomes NSFT's approach to encouraging feedback from frontline staff.

Recommendations:-

1. NSFT should ensure that service user participation in NSFT's improvement is genuine co-production, with the broadest range of service users possible and should monitor whether the service user participation is representative of the service user population as a whole.
2. NSFT should give clear, easy to understand feedback to all service users about what service changes or developments have taken place as a result of their feedback, along with information on how to escalate concerns if the feedback is not acted on without reasonable explanation.

Availability of beds and out of trust / out of area placements

3. NSFT should give NHOSC a more detailed account to provide assurance of its oversight of the service received by patients in out-sourced beds.

4. The CCGs should provide funding to enable NSFT to open 15 adult acute beds at Yare Ward, Hellesdon Hospital.

Staffing

5. NSFT should consider use of retention bonuses rewarding length of service and special responsibility payments for hard to recruit areas.
6. NSFT should consider the business case for 'return to practice' incentives for:-
 - i) Those who are out of service that still have valid professional registration
 - ii) Those whose professional registration has lapsed
7. NSFT and the CCGs should liaise with all the Local Housing Authorities in Norfolk to identify housing opportunities available for incoming staff.

Future commissioning strategy and funding

8. The CCGs should develop a formula for funding that takes into account increases in referrals to secondary mental health care and demographic variation.

NHOSC Members invited to visit the mental health services to learn more about progress.

11/01/18 – Delayed discharges / transfers of care – the District Direct pilot

Commented:-

- on the evidence so far continuation of District Direct appeared to be desirable
- robust evaluation of the cost effectiveness of the pilot would be necessary to make the business case for it becoming a core service and extending to 7 day working with a focus on A&E as well as on hospital wards.
- the evaluation should include examples of effective practice in certain District Council areas, which others may wish to implement.

22/02/18 – Physical health checks for adults with learning disabilities

Recommended to the CCGs:-

- That the local target for percentage of patients on the GP Learning Disability register who receive a health check should

	<p>be 100% of those eligible.</p> <p>Agreed to:-</p> <ul style="list-style-type: none"> • Write to NHS England (with a copy to the Secretary of State for Health) to:- <ul style="list-style-type: none"> ○ seek an explanation of the rationale for setting the national target of patients on the GP Learning Disability register who receive a health check at just 50% ○ express the opinion that the national target should be 100%.
<p>Implications for the Borough Council (if any)</p>	<p>Influence on local health services</p>
<p>Any other information you would like to report</p>	

Report to the Environment and Community Panel

Members' Feedback from Outside Bodies/Partnerships 2017/2018

Name of Organisation/Outside Body	WEST NORFOLK COMMUNITY TRANSPORT
Name of appointed representative/s	CLLR MRS SUE FRASER
Number of meetings held	Six
Number of meetings attended	Five (one missed due to ill health)
Brief summary of key decisions discussed	<p>JULY 2017 Department for Transport decided without consultation to change the regulatory rules governing community transport and wrote to operators in July last year announcing the change and saying that we all had to change our operations to meet their new requirements. This was calculated to put up costs up by between 5% and 6%. There was an outcry, not only to the Department, but also via MPs to the Minister and Secretary of State, so much so that a planted question was put at PMQs in November, almost without precedent for the bus sector. The House of Commons Transport Committee held an urgent inquiry in November and reported in December using phrases such as “DfT using a sledgehammer to crack a nut” and “putting the community transport sector into paralysis”.</p> <p>Move to a new location, caused as much by these new regulations as anything else. The new regulations, in essence, mean that vehicles have to be maintained to the same systems and standards as large vehicles doing many thousand more miles a year. The H of C Transport Committee found no evidence of lower safety standards in community transport, and on 14th February in its reply, DfT</p>

	<p>agreed that there is no such evidence. So, why the heavier handed regulation, then? Nonetheless, it has meant that we have bought, are now having fitted out, and will move hopefully in April, to a new location.</p> <p>Stagecoach abandonment of the West Norfolk network, thought to be the largest ever in the UK since a free market was introduced in 1986. That is a measure of how serious it is, and it has led to DfT officials asking WNCT whether government policy had led to it. In some respects it has. WNCT were part way through transferring to a new licence and regulatory system required by the new regulations when this came along, and the regulator cannot and will not get its head around the fact that the Stagecoach work transfer has a definite time limit and the clock is well and truly ticking.</p>
<p>Implications for the Borough Council (if any)</p>	<p>BCKLWN has acknowledged that WNCT provides an important service they to many residents in the Borough. So therefore the budget remains the same for 2018/19 as it was last year, supporting the Shopmobility and Dial a Bus.</p>
<p>Any other information you would like to report</p>	

ENVIRONMENT AND COMMUNITY PANEL WORK PROGRAMME 2017/2018

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER/ ATTENDEE	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 Development	Chris Bamfield	
5 th September	West Norfolk Strategy Group	Information	Becky Box	Information on the West

2017				Norfolk Strategy Group as requested by the Panel
5 th September 2017	Surface Water Management	Information	Dave Robson	
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	Total Transport Scheme	Information	Norfolk County Council	To receive information on the scheme.
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	West Norfolk Community Transport		Ben Colson and Peter Brown from WNCT and Sarah Dennis	To receive information and update from West Norfolk Community Transport
6 th December 2017	Alive Leisure Consultation on Fees and Charges	Update	Alive Leisure	Scheduled twice yearly updates.
6 th December 2017	Budget		Lorraine Gore	To receive a presentation on the Budget and have the opportunity to make any comments before it is presented to Cabinet
6 th December 2017	Scrutiny Arrangements Review – Cabinet Report	Cabinet Report	Sam Winter	To consider the report and make any appropriate recommendations to Cabinet.

4 th January 2018	Discovery Centre Update	Update	Trustee – Graham Middleton	
4 th January 2018	Alive Leisure – Fees and Charges		Simon McKenna	Follow on from 6 th December
13 th February 2018	Houses in Multiple Occupation and Housing Update		Lyn Ibbitson	As requested at the Panel Meeting in October
13 th February 2018	Littering and Dog Fouling	Update and Information	Mark Whitmore	Update requested by Chairman and Vice Chairman
13 th February 2018	Financial Assistance Scheme – Themed Revenue Fund		Lorraine Gore/ Sarah Dennis	
13 th February 2018	Tree Strategy		Richard Fisher	Update from July 2017 meeting when draft strategy was considered.
27 th March 2018	Update from representatives on Outside Bodies	Annual Update		
27 th March 2018	Sustainability Transformation Plan		Representatives from the CCG	
27 th March 2018	Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	

ENVIRONMENT AND COMMUNITY PANEL WORK PROGRAMME 2018/2019

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER/ ATTENDEE	OBJECTIVES AND DESIRED OUTCOMES
1st May 2018	Appointments to Outside Bodies	Consultation		To nominate representatives to serve on Scrutiny Outside Bodies for 2018/2019.
	Creative Arts East	Information	Creative Arts East	To inform Members of the work being carried out by Creative Arts East.
	Community Car Scheme		Lorraine Gore	
12th June 2018				
24th July 2018				
	Q4 2017-2018 Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	
4th September 2018				
	Q1 2018-2018 Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	
16th October 2018	Advice Services Update	Update	Sarah Dennis and representatives from CAN and	The Panel last received an update on advice services in September 2017 and it

			Shelter	was agreed that a further update be provided in thirteen months.
4th December 2018	Budget		Lorraine Gore	To receive a presentation on the Budget and have the opportunity to make any comments before it is presented to Cabinet
	Q2 2018-2019 Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	
22nd January 2019				
5th March 2019				
2nd April 2019				
	Q3 2018-2019 Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	