

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



Environment and Community Panel

Agenda

Tuesday, 4th December, 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 23rd November

Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 4th December, 2018 at 6.00 pm** in the **Council Chamber, Town Hall, Saturday Market Place, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies for absence

To receive any apologies for absence.

2. Minutes (Pages 6 - 12)

To approve the minutes of the previous meeting.

3. Declarations of interest

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is discussed.

Those declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

4. Urgent Business

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

5. Members Present Pursuant to Standing Order 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. Chairman's Correspondence

If any.

7. WW1 Project (30 minutes)

Rachael Williams, Learning and Engagement Officer from Stories of Lynn will be giving a presentation on the above project.

8. Financial Assistance Scheme - Change of Criteria (15 minutes) (Pages 13 - 18)

9. Grounds Maintenance (45 minutes) (Pages 19 - 30)

10. Update from the Disability Champion (15 minutes) (Verbal Report)

To receive an update from Councillor Mrs Fraser.

11. Work Programme and Forward Decision List (Pages 31 - 38)

12. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on 22nd January 2019 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), Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, G Hipperson, M Hopkins, T Parish, C Sampson (Chairman), M Taylor, J Westrop and Mrs M Wilkinson

Portfolio Holders:

Councillor Mrs Nockolds – Portfolio Holder for Culture, Heritage and Health

Officers:

Sarah Dennis – Partnership and Funding Officer

Chris Durham – Operations Manager

Lorraine Gore – Deputy Chief Executive

Honor Howell – Assistant Director
Nathan Johnson – Public Open Space Manager
Claire Thompsett – Operations Manager

By Invitation:

Rachael Williams – Stories of Lynn

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, 16th October, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn

PRESENT: Councillors C Sampson (Chairman), Councillor L Bambridge, A Bubb, Mrs S Collop, Mrs S Fraser, Mrs V Spikings (substitute for Mrs C Bower), J Westrop and Mrs M Wilkinson.

Portfolio Holders:

Councillor I Devereux, Portfolio Holder for Environment

Councillor Mrs E Nockolds, Portfolio Holder for Culture, Heritage and Health

Officers:

Barry Brandford – Waste and Recycling Manager

Sarah Dennis – Partnership and Funding Officer

Lorraine Gore – Deputy Chief Executive

Ged Greaves – Senior Policy and Performance Officer

Vicki Hopps – Environmental Health Manager

Honor Howell – Assistant Director

By Invitation:

Michael Deakin – Shelter

Jon Clemo – Community Action Norfolk

EC54: APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Mrs Bower, Hipperson, Hopkins, Parish and Taylor.

EC55: MINUTES

RESOLVED: The Minutes from the previous meeting held on 4th September 2018 and the Special Meeting on 11th October 2018 were agreed as a correct record and signed by the Chairman.

EC56: DECLARATIONS OF INTEREST

There were no declarations of interest.

EC57: URGENT BUSINESS

There was none.

EC58: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

There was none.

EC59: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC60: **ADVICE SERVICES UPDATE**

The Panel received an update on Advice Services. Michael Deakin from Shelter gave a presentation (as attached) which provided an overview of the services provided and compared information and data from year one to year two.

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

Councillor Mrs Spikings commented that there was another side to this in that the businesses and landlords which had to hold debts could be affected. She explained that it was all too easy to borrow money and get in debt, but little consideration was given to the effect on landlords and businesses. Michael Deakin commented that the only way to tackle this was to change the banking system so that there were more checks in place and interest rates were capped. He explained that Shelter did help landlords where possible by advising them to take insurance against rent arrears so that they were protected.

Councillor Mrs Fraser commented that she appreciated the work carried out by Shelter and asked if it was instilled in the individual that they needed to take responsibility for their actions when Debt Relief Orders were put in place. Michael Deakin explained that Debt Relief Orders were on a twelve month moratorium so the individual could not borrow any more money during that period. The Debt Relief Order would also be put on their credit rating for six years.

In response to a question from Councillor Bubb it was explained that a Debt Relief Order froze the debt and after twelve months it could be written off. The debt would be passed onto the creditor. Councillor Mrs Fraser commented that this could have an impact on small companies, landlords, interest rates and also funds which were invested in other customer's savings and pensions.

Councillor Mrs Westrop asked if the introduction of Universal Credit would impact the use of the service. Michael Deakin explained that he did not have data for this area at the moment, but in other areas it had increased rent arrears and the use of food banks.

Members were informed that a briefing on Universal Credit would be provided to Members in advance of the Full Council meeting on 18th October 2018.

The Vice Chairman, Councillor Bambridge referred to people not showing up for appointments. Michael Deakin explained that initial advice was offered over the phone and individuals were encouraged to contact their creditors to say that they were in the process of getting debt advice and put their account on hold. Shelter would then provide assistance and an individual budgeting statement. Michael Deakin commented that text reminders were sent out the day before the appointment, but there were still some people that did not attend.

The Chairman invited Jon Clemo from Community Action Norfolk to update the Panel. A copy of his presentation is attached. Jon Clemo reminded the Panel that Community Action Norfolk held the Housing Advice Contract.

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

Councillor Mrs Westrop commented that the Police and Crime Commissioner was currently looking at support to women offenders leaving prison and Jon Clemo agreed to investigate.

RESOLVED: (i) The update reports were noted.
(ii) A further update be provided in twelve months' time.

EC61: **QUARTER 1 2018/2019 CORPORATE PERFORMANCE MONITORING REPORT**

The Senior Policy and Performance Officer presented the report which contained information on the corporate performance monitoring undertaken during quarter one 2018/2019. He explained that at the end of each year, indicators were reviewed and this had resulted in fourteen indicators falling under the remit of the Environment and Community Panel. The additional indicators which had been added related to the number of fly tipping incidents, changes to housing services and the private sector housing policy. Further information on the indicators was available in the report.

The Senior Policy and Performance Officer reminded the Panel that in the previous monitoring report considered by the Panel targets relating to Careline, disabled facility grants and adapt services were underperforming. These indicators were now on target.

The Chairman thanked the Senior Policy and Performance Officer for his report and invited questions and comments from the Panel, as summarised below.

Councillor Bubb referred to the fly-tipping indicator and asked if incidents recorded included private land. The Senior Policy and Performance Officer agreed to find out and report back to the Panel.

Councillor Mrs Westrop referred to the indicator relating to affordable housing completions. She felt that the target could be problematic and asked if this could be reported separately in more detail, possibly jointly with the Planning Committee. The Senior Policy and Performance Officer suggested that this was something that could be added to the Panel's Work Programme as a separate item.

The Portfolio Holder for Environment, Councillor Devereux referred to fly-tipping and explained that the Council did pick up from residential and private land in special circumstances.

In response to a question from Councillor Bubb, the Waste and Recycling Manager explained that fly-tipping weights were defined by descriptions, which were translated into weights and this was a national scheme. Tonnes collected by the Borough were calculated using this scheme.

The Panel discussed the misconception that you were charged for taking items to the waste and recycling centres. It was confirmed that you were only charged for DIY waste. The Waste and Recycling Manager explained that Norfolk County Council had tried to make this clear.

The Portfolio Holder for Environment, Councillor Devereux referred to his report which he would be presenting to Full Council on 18th October 2018 and a recent article in the Lynn News which provided detail on future work relating to fly-tipping. He explained that the Norfolk Waste Partnership was looking at an enforcement campaign which would involve a range of organisations such as the police, land owners and local authorities.

RESOLVED: The Panel reviewed the performance in the monitoring report and agreed the actions outlined in the Action Report.

EC62: **GAMBLING ACT - STATEMENT OF PRINCIPLES**

The Environmental Health Manager presented the report. She explained that the Gambling Act 2005 required all local authorities to agree a Statement of Principles which needed to be reviewed every three years. This report presented the latest review of the Statement of Principles. The main changes were highlighted in the report.

The Chairman thanked the Environmental Health Manager for her report.

RESOLVED: The Panel supported the recommendations to Cabinet as set out below:

That the Council be invited to adopt the Statement of Principles in accordance with the requirements of the Gambling Act 2005.

EC63: **JOINT HEALTH AND WELLBEING STRATEGY**

The Senior Policy and Performance Officer presented the report which explained that the Norfolk Health and Wellbeing Board had been developing a new four year Joint Health and Wellbeing Strategy to address a range of health and wellbeing issues across the County. The Senior Policy and Performance Officer drew attention to the four priorities in the strategy and explained that an implementation plan would be developed once the strategy had been agreed and the implementation plan would be presented to the Environment and Community Panel for consideration in the future.

The Chairman thanked the Senior Policy and Performance Officer for his report and invited questions and comments from the Panel, as summarised below.

Councillor Mrs Fraser referred to the Borough Health Profile, as set out in the report. She commented that it was worrying because the situation had been like this for a long time and complex issues needed to be addressed. Councillor Mrs Westrop agreed with the comments made by Councillor Mrs Fraser and suggested that a dual diagnosis service was required.

Councillor Mrs Wilkinson commented that changes to GP services had meant that at some surgeries it was difficult to speak to a GP as a new triage service was carried out by receptionists. She commented that this could have an impact on the amount of people going straight to A&E, and queried if they were adequately trained to conduct a triage. Councillor Mrs Wilkinson's comments were reiterated by some other Members of the Panel. Comments were also raised about confidentiality and Councillor Mrs Spikings commented that people did not always want to tell the receptionists their issues as they could be sensitive.

The Portfolio Holder for Culture, Heritage and Health explained that GP services did not come under this strategy, however, she advised anyone experiencing issues with the services provided by surgeries to contact their local patient users group, especially with serious issues relating to confidentiality.

The Portfolio Holder for Culture, Heritage and Health explained that it was important to endorse the strategy so that the Borough could work with Norfolk County Council. She explained that the Strategy had been put together as Norfolk County Council acknowledged that they needed to work with local councils in order to meet targets. She explained that this was the first time that a joint strategy had been put in place and it recognised the important work that the Borough did in relation to health and wellbeing. She stated that she was pleased that the Borough had been included in Norfolk County Council's plans and the joint working was welcomed.

RESOLVED: The Panel reviewed the draft Norfolk and Waveney Joint Health and Wellbeing Strategy 2018/2022 and endorsed the strategy.

EC64: **FUTURE WASTE LEGISLATIVE PROGRAMME UPDATE**

At the invitation of the Chairman the Portfolio Holder for Environment, Councillor Devereux provided the Panel with an update on emerging national policy direction relating to waste and recycling. He explained that his report would provide an indication of what was planned for the future, but could be subject to change. He explained that there may be the opportunity for the Panel to become involved in consultations as appropriate.

He explained that the autumn budget could have measures in it such as an incineration tax and taxes on raw materials. It was also explained that a National Resources and Waste Strategy was likely to be published after the budget and was expected to have extended producer responsibility as a key feature.

The Panel was informed that there would also be a range of consultations such as:

- Extended producer responsibility including looking at models for how funding would flow from producers to local authorities, new targets for recycling packaging and deposit return schemes.
- Consistency of collections, which could include consulting on separate food waste collections, specifications for a core of materials to collect and a minimum standard on collections, including frequency of residual. The key would be a focus on collection models that delivered quality.
- Single Use Plastics – linked to the EU Directive implementation.

The Portfolio Holder for Environment explained that consultations were likely to take place throughout 2019 with draft legislation being prepared towards the end of the year. Any legislation was likely to be introduced in 2023.

It was explained that the purpose of the update was to inform Members that over the next year there could possibly be some Government

consultations that the Panel could get involved in and the Portfolio Holder would keep the Panel updated as appropriate.

The Chairman thanked the Portfolio Holder for his update and invited questions and comments from the Panel, as summarised below.

Councillor Mrs Spikings explained that in Singapore they had banned chewing gum and had compostable plastic cups. The Waste and Recycling Manager explained that one of the consultations would be on producer responsibility and the Panel may want to consider issues which affect rural areas.

The Portfolio Holder for Environment provided examples of actions which had been carried out locally and he encouraged people to do what was best for the environment as Government Legislation would take time to come into force.

The Panel discussed single use plastics and was reminded that the Environment and Community Panel had set up an Informal Working Group to look at this and they would report back to the Panel at the appropriate time.

RESOLVED: The update was noted.

EC65: **WORK PROGRAMME AND FORWARD DECISION LIST**

The following items were identified for possible inclusion on the Work Programme:

- Provision of Sandbags.
- Invite representatives of the Business Improvement District to a future meeting regarding Markets.

RESOLVED: The Panel's Work Programme was noted.

EC66: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on Tuesday 4th December 2018 at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.47 pm

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	4 th December 2018		
TITLE:	Change to the Financial Assistance Scheme Terms and Conditions		
TYPE OF REPORT:	Update		
PORTFOLIO(S):	Culture, Heritage and Health		
REPORT AUTHOR:	Sarah Dennis		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes/No

REPORT SUMMARY/COVER PAGE**PURPOSE OF REPORT/SUMMARY:**

The Borough Council operates a Financial Assistance Scheme to support local community groups, split between Service Level Agreements and a Small Grants Scheme. The budget allocated for 2018/2019 for the Small Grants element is:

Capital projects £50,000
Revenue projects £14,200
Special 'themed' annual fund £4,000

As agreed at Environment and Community Panel meeting on 13th February 2018, the themed fund has been used to commemorate the end of the First World War.

The Financial Assistance Scheme is administered on the Council's behalf by the Norfolk Community Foundation with grant awards decided by the Portfolio Holder for Health, Culture and the Community, in consultation with the Executive Director – Finance. Local community groups must apply for funds and demonstrate that they meet pre-set criteria. (*See paper attached*). The grants allocated are published after each award process as a Member Delegated Decision.

Currently, those eligible to apply to the Small Grants Fund are:

- Charities
- Constituted voluntary and community groups

Other statutory organisations, for example schools, along with social enterprises, community interest companies and Town and Parish Councils are unable to apply to the Fund. Town and Parish Councils are excluded because they are able to raise funds through their local parish precept. Organisations in receipt of a Service Level Agreement (SLA) with the Council are also ineligible to apply to the Fund. Town and Parish Councils and those in receipt of an SLA were eligible to apply to the themed fund for the commemoration of the end of World War 1, however.

This report seeks Members approval to include community interest companies and social enterprises to those organisations eligible to apply to the Council's Scheme.

KEY ISSUES:

The Financial Assistance Scheme has not included Community Interest Companies (CIC's)

or Social Enterprises (SE's) as being eligible in the Scheme criteria in the past as they are very much run on a commercial basis and are run to generate surpluses. However, grant funding can often be critical to these groups when setting up. All CIC's and SE's must also make it very clear how they intend to benefit the community.

SE's and CIC's are both run for public good. Social Enterprises have a social or environmental purpose at the heart of the business and will reinvest profits into the enterprise. CIC's have a very particular legal structure and their community benefit is clearly defined. A CIC must be very clear in how they will benefit their community and use of any profits or surpluses.

Some other key features of SE's and CIC's are:

- CIC's have a board of directors rather than trustees
- They are more lightly regulated than charities but do not receive the same tax advantages
- CIC's can act in a more commercial manner in the course of their business
- CIC's are regulated by the CIC Regulations 2005 and must report annually to the Regulator as to how they will continue to deliver a benefit to the community

- SE's can reinvest profits and surpluses back into the business
- They are revenue generating businesses with their primary objectives being social benefit
- 31% of all SE's work in the top 20% of deprived communities in the UK (Source: www.socialenterprise.org.uk)
- An SE can be a charity, charitable company, limited by shares or guarantee.

An added protection for SE's and CIC's is that they must all have an 'asset lock' in place. This means that assets are to be used for the benefit of the community and if the enterprise is ever wound up, the assets must be transferred to another asset locked body.

If the Borough Council's Financial Assistance Scheme were to fund CIC's and SE's then Norfolk Community Foundation would check all applications not only in accordance with the Council's existing terms and conditions, but also against their guidance for CIC's and SE's (*see paper attached*).

Breckland District Council allows CIC's and SE's to apply for funding from their Grants Scheme, and use Norfolk Community Foundation's guidance when assessing applications. Other neighbouring authorities such as North Norfolk and Broadland also fund CIC's and SE's as part of their Grant Schemes.

OPTIONS CONSIDERED:

Members could keep the Financial Assistance Scheme as it stands with CIC's and SE's unable to apply for funding. The Scheme would continue to operate under the current basis. There are already a good number of applications for funding each year.

CIC's and SE's are very well placed to tackle issues directly affecting communities and have the added advantage of being able to act in a more commercial manner, thereby extending the ability to generate funds. We receive a good number of applications to the Financial Assistance Scheme annually and if the scheme is opened up to CIC's and SE's then this may increase numbers of applications. All applications are considered on their merits and this may mean the Scheme is oversubscribed in the future.

RECOMMENDATIONS:
It is recommended that Members agree to amend the Borough Council's Financial Assistance Scheme criteria to allow CIC's and SE's to apply for funds.
REASONS FOR RECOMMENDATIONS:
To extend the remit of the Financial Assistance Scheme.

Financial Assistance Scheme

A wide range of activities can be funded through revenue and capital grants, and need to meet at least one of the following outcomes:

- **Improved understanding of different people and cultures in our local community**
For example, reminiscence and oral history projects, local history exhibitions, parish surveys, projects to bring together different cultures or generations.
- **Increased involvement from people who face barriers to participation in community life**
For example, involving people in learning activities, integrated sports activities for disabled and non-disabled people, school holiday activities for families on low income, activities in rural areas where access to public transport is limited.
- **Greater use of community buildings or outdoor community spaces particularly in rural areas**
For example, refurbishing buildings to support new activities, equipment for village film clubs/ luncheon clubs/ drama clubs etc., children's play areas, multi-use games areas, wildlife/ community gardens, environmental improvements.
- **Healthier and safer lifestyles for the whole community**
For example, promoting healthier eating, running self help groups, sports projects, walking and cycling projects and well-being classes
- **Increased participation in arts and cultural activities which are accessible to the whole community**
For example, developing music skills, events that attract new audiences, taster sessions to introduce people to the arts, using new venues, community theatre or music productions.

Who can apply:

Funding is available to charities, and constituted voluntary and community groups.

Exclusions:

Other statutory organisations (e.g. schools), social enterprises and community interest companies, town and parish councils are not eligible for grants.

Organisations in receipt of a Service Level Agreement from the Borough Council are not eligible to apply for capital or revenue support from this Fund.

Borough Council of Kings Lynn & West Norfolk

Revenue grants:

Revenue grants are available up to a maximum of **£2,500**.

Revenue grants can cover running costs and activity/ operational costs.

Please note: Revenue grants are for one year only. Any one organisation applying for revenue funding will only receive funds for a maximum of 3 consecutive years for the same or similar activity. After this time no further award will be made for a period of 2 years, unless it is for a completely new and unrelated project.

Capital grants:

Capital grants can cover equipment, building, and refurbishment costs. Grants up to **1/3 of costs up to a maximum grant of £10,000** are available. Your application will need to show how the remainder of your costs will be raised. All capital projects need to adhere to the relevant Building Regulations and Planning Requirements.

Please note: Capital applications for £1,000 or less, may, at the discretion of the panel, be 100% funded without the need for matched funding from other organisations. However the panel would normally expect the applicant to make a contribution.

Grants will not cover VAT costs where organisations are registered to claim this expenditure back.

Grants will not be awarded retrospectively for expenditure already undertaken. Please ensure you apply to the appropriate deadline to ensure funds will be released before your project/ activity begins.

Revenue grants will normally be paid upfront in one instalment. Capital grants may be paid in instalments depending on the size of the grant – you will be advised of the timing of payments if your application is successful.

Please note: Applications are not expected to request funds for a mix of revenue and capital funds.

How to apply:

application form will be on line

When to apply:

Deadlines will be published when the Fund is open.

For Fund enquires please contact **Jenny Bevan**, Grants Officer by [email](#) or Tel **01603 623958**

Norfolk Community Foundation

Additional Guidance for Community Interest Companies and other Social Enterprises

General statement on eligibility

- Community Interest Companies (CICs) and other forms of social enterprises are often in a good position to tackle social issues by generating income as part of their normal operation. They are eligible to apply to most of our funds; however they may be given lower priority than volunteer run community groups and charities as they should not be dependent on grant funding.
- We recognise that CICs and social enterprises exist to produce social and environmental benefit as well as a financially sustainable operation, and these points should be demonstrated in your governing document and business plan respectively.
- There are some points in the development of a CIC/social enterprise where grant funding can be critical to its development, for example in the early stages of operating. Outside of such areas, these organisations are expected to be largely capable of generating income to sustain their core costs.
- It is important that CICs/social enterprises applying for our grants are able to demonstrate a sound business model. The Regulator of Community Interest Companies has noted that “a CIC’s added value is to deliver social impact and change whilst developing a commercially sustainable model... **It is vital that CICs have a strong business plan and available finance in place when setting up. If the CIC is heavily reliant on funding and grants to set up and sustain it, then it may be more likely to fail**” – (Source: *Regulator of Community Interest Companies, Annual Report 2016/17*).
www.gov.uk/government/collections/cic-regulator-annual-reports

Governance requirements

- We would normally expect your company to be Limited by Guarantee however other structures will be considered on merit (e.g. Limited by Shares)
- Your governing documents should clearly demonstrate that the organisation:
 - has a clear social/environmental purpose;
 - is non-profit distributing;
 - is **required** to have a minimum of three unrelated directors;
 - has an ‘asset lock’ or similar clause (if not a CIC) to ensure that on dissolution funds or assets can only be transferred to another asset locked body with objects aligned to those of the applicant.

Further NCF Expectations

- The annual accounts that you provide to us must be capable of:
 - showing where income comes from (grants, donations, traded income etc) so that we can see what proportion of your income is being generated from trading. If your accounts do not currently show this you will need to provide additional information;
 - are in a format capable of acknowledging any funding from NCF as a restricted grant (such acknowledgement is a condition of our funding);
- You must have at least three unrelated directors in post at the time of application and throughout the duration of any grant funded project.
- If in the event of dissolution there are any unspent grant monies these will be returned to NCF in line with the terms & conditions of grant.

Assessment of Applications from CICs or other Social Enterprises

During assessment we may ask you about the following:

- How many of the company’s directors are paid employees of the company;
- The salary levels of any paid directors;
- The percentage of the company’s income generated from trading as opposed to grants (if not clearly shown in your annual accounts or if you have yet to produce annual accounts).

We may also ask to see a copy of your company’s business plan, particularly if you are making your first application to Norfolk Community Foundation or are applying regularly to NCF funds.

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community		
DATE:	30/10/18		
TITLE:	Grass Cutting Review		
TYPE OF REPORT:	Post Implementation Review		
PORTFOLIO(S):	Culture, Heritage and Health		
REPORT AUTHOR:	Claire Thompsett		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
<p>Following the implementation of the new grass cutting regime in the cutting season of 2016, the report is an update on the 2018 cutting season.</p> <p>The report includes detail of the service requests that were received during the season along with comparisons with 2016 and 2017 and breakdown of their origin and reasons for the request(s) and presents options and recommendations for a review of staffing, machinery, etc.</p>
KEY ISSUES:
<ol style="list-style-type: none"> 1. Year on year comparisons of service requests including a breakdown of areas and origin of requests. 2. Investigation into staffing levels in particular the difficulty in recruiting seasonal staff. 3. How service delivery can be improved.
OPTIONS CONSIDERED:
<ol style="list-style-type: none"> 1. To keep the current grass cutting schedule
RECOMMENDATIONS:
<p>That the Panel identifies which options would continue to provide an adequate grass cutting service and which would help to reduce the level of customer dissatisfaction and complaints.</p>
REASONS FOR RECOMMENDATIONS:
<p>To respond to the high level of service request received over this season.</p>

Grass Cutting Update – 2018

Overall Summary

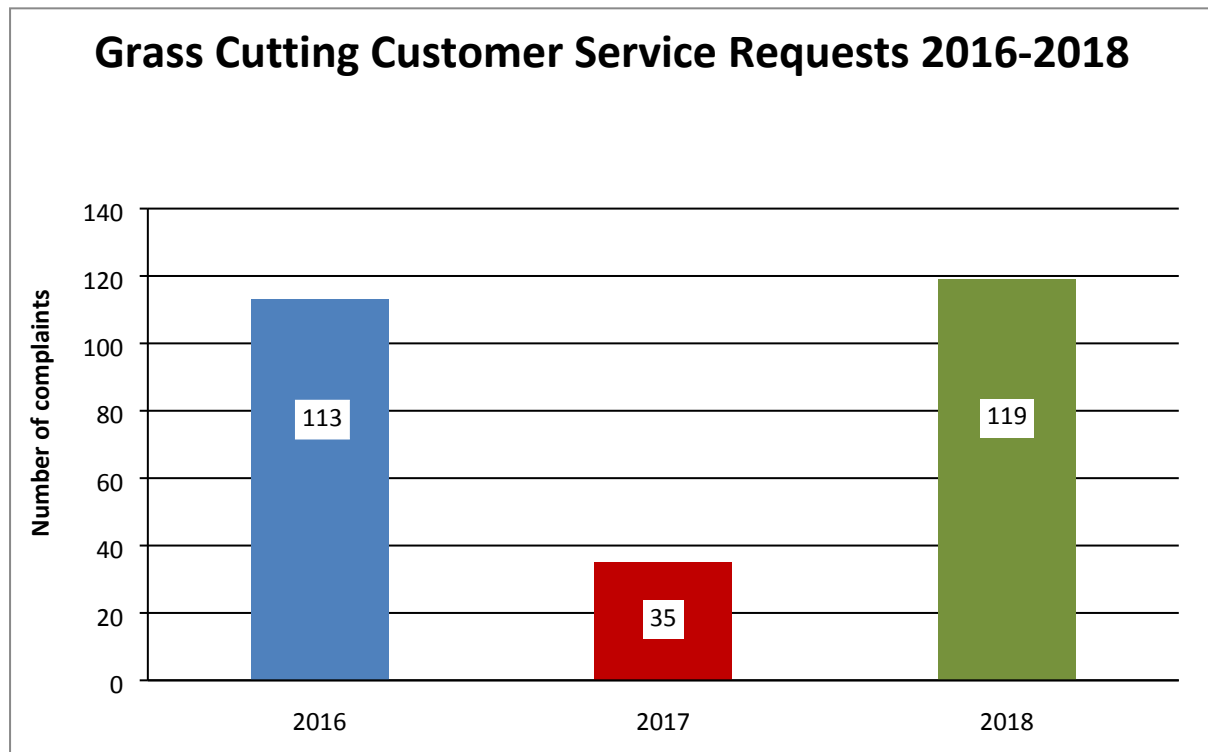


Figure 1.

Summary 2016

The majority of service requests received were questions about the new grass cutting regime along with the grass being left too long between cuts and mess left by the machines after the cuts.

Summary 2017

The 2017 season saw a dramatic drop in customer service requests compared with 2016, most service requests were linked to grass becoming too long between cuts.

When you compare 2017 to the previous season it is evident that the new grass cutting regime has been in the main accepted.

Summary 2018

This season has seen an increase in service requests but this is concentrated at the beginning of the season (first 6-8 weeks of grass cutting). This was due in the main part to the climatic conditions during this season along with some staffing issue (see main report).

Background Information

Types of Machinery

Ransome Meteor Flail Mower

Major changes and financial constraints in the local authority have driven us to find more productive and cost effective methods of maintaining grassed areas.

There are presently five Ransome Meteors in the fleet which were purchased when the revised grass cutting regime was put in place in 2016, as there was a need to invest in a new type of machine that had the versatility to cut in numerous conditions but also leave an acceptable finish.



Meteor Cutting Heads

Robust mini flail head that can take a knock and keep on cutting:

- Can cut through tough grass and debris without suffering major damage.
- Sealed bearings and replaceable blades makes maintenance straight forward.
- Blade options available to tailor the cut to your conditions.



[CLOSE](#)

The cutting heads float like a cylinder, following ground undulations, preventing scalping and turf damage. The flail heads follow ground contours more precisely, are more resistant to debris damage and leave an acceptable finish, especially in wet and heavy growth exceeding that of cylinder and rotary mowers.

There are three machines shared between all teams in King's Lynn and surrounding villages, with one machine dedicated to the Northern Area Team (Hunstanton and surrounding villages) and one machine dedicated to the Southern Area Team (Downham Market and surrounding villages).

These machines are in high demand at the beginning of the season because of the growth conditions.

Ransome Highway 213 Cylinder Mower

This season the replacement schedule has included five new Ransome Highway Cylinder Mowers. Each dedicated to a grounds / neighbourhood team (Central, Gaywood, North Lynn, South/West Lynn and Southern area).

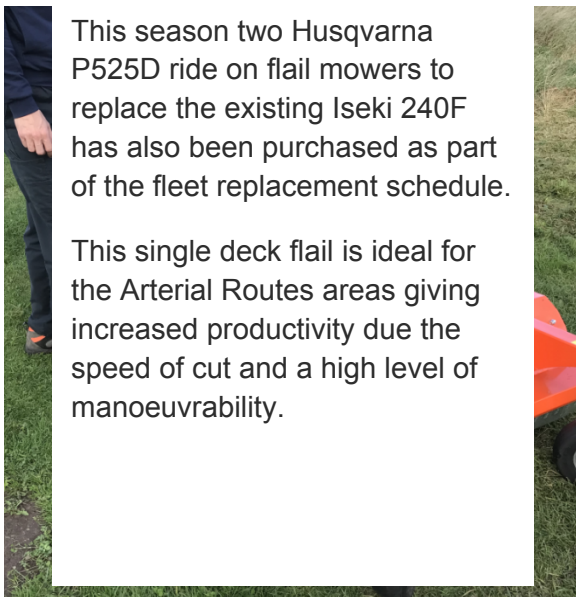


Before the change in the grass cutting regime these were main choice of machine due to the manoeuvrability, productivity and the finish of cut provided. This machine gives a closer cut and creates less arising's.

Husqvarna P525D Single Deck Flail Mower

This season two Husqvarna P525D ride on flail mowers to replace the existing Iseki 240F has also been purchased as part of the fleet replacement schedule.

This single deck flail is ideal for the Arterial Routes areas giving increased productivity due the speed of cut and a high level of manoeuvrability.



Toro Proline H800 Cut and Collect Mower



Also new this season is a replacement cut and collect Toro Proline H800 ride on machine replacing an ISEKI 240.

This machine is used mostly within the main parks to cut areas inaccessible by the tractor mowers. This is a multi-functional machine as it enables the collection of leaves during the autumn/winter months which is particularly useful in our parks and churchyards.

Grass Cutting Update - 2018

Who had submitted service requests?

Origin	No.
Public	94
Parish Council *	5
BC Cllrs	2
Not ours to maintain	18

*Parish Councils

- Heacham
- Walsoken
- Methwold
- Barton Bendish
- Tilney St Lawrence

What were the customer service requests relating to?

- Length of grass
- State of grass after cuts
- Grass arising's left on pathways

Overall No. of service requests received for 2018: 119 (18 of which are not ours to maintain)

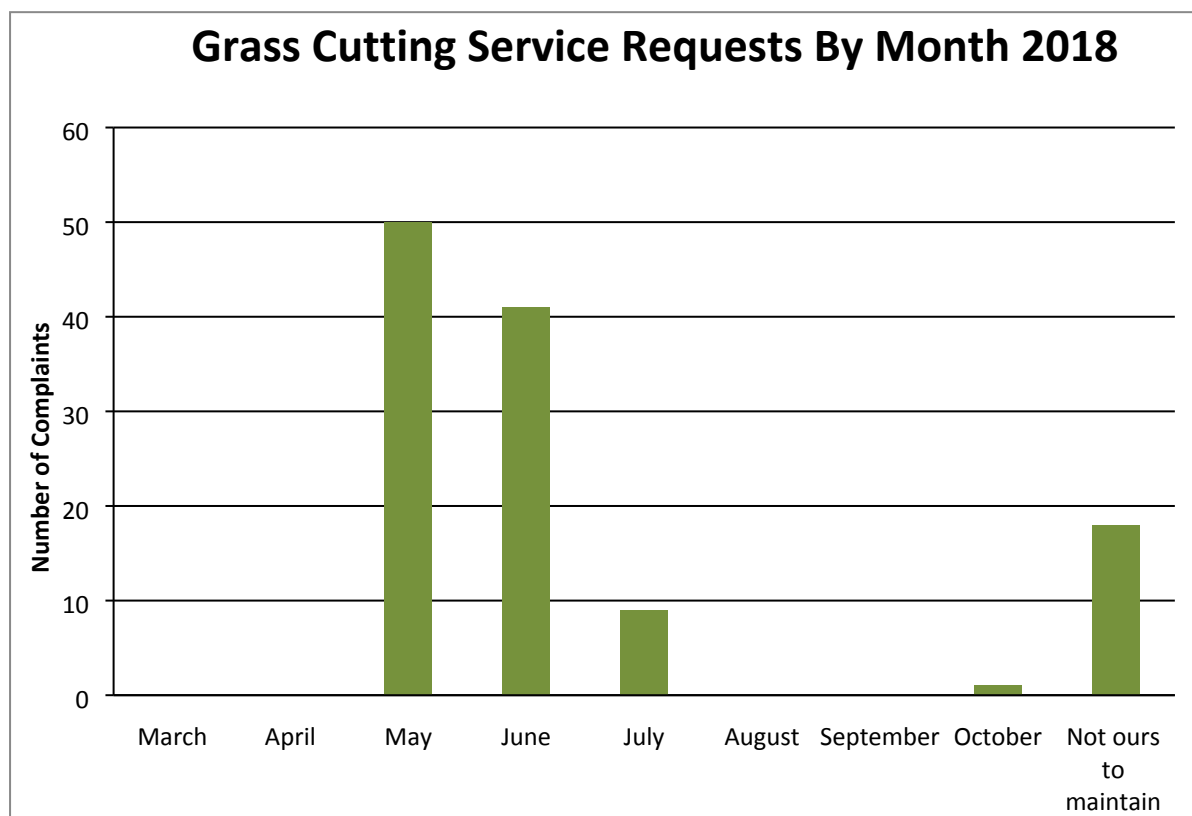


Figure 2.

Why did this occur?

- Due to the cold temperatures and high rainfall the cutting season started later than planned as the ground in many places was too wet for the ride-on mowers to access.



- The cutting season began in the last week of April and was combined with a period of warmer than average weather causing the grass to grow rapidly, which caused an increase of service requests (May / June).
- To add to this situation staffing levels were lower than required (see table below) as it is becoming increasingly difficult to recruit season staff. There were also some permanent members of staff (one team leader) on long term sick leave.
- This is the case across a number of service areas including Car Parks, Leisure and Resort Services and it is an issue that is being looked into.

Staffing

Team	Permanent Actual	Seasonal Actual	Permanent Required	Seasonal Required	Fully Staffed
Arterial Routes	2	0	2	0	✓
Northern Area	2	1	3	2	✗
Central	5	1	5	2	✗
Gaywood	3	0	3	0	✓
North Lynn	4	0	4	1	✗
South/West Lynn	2	0.5	3	1	✗
Fairstead	2	0	0.5	0	✗
Walks	2	4	2	4	✓
Southern Area	2	3	2	3	✓
Crem / Cem	3	1	3	1	✓
Total	27	10.5	29	14	

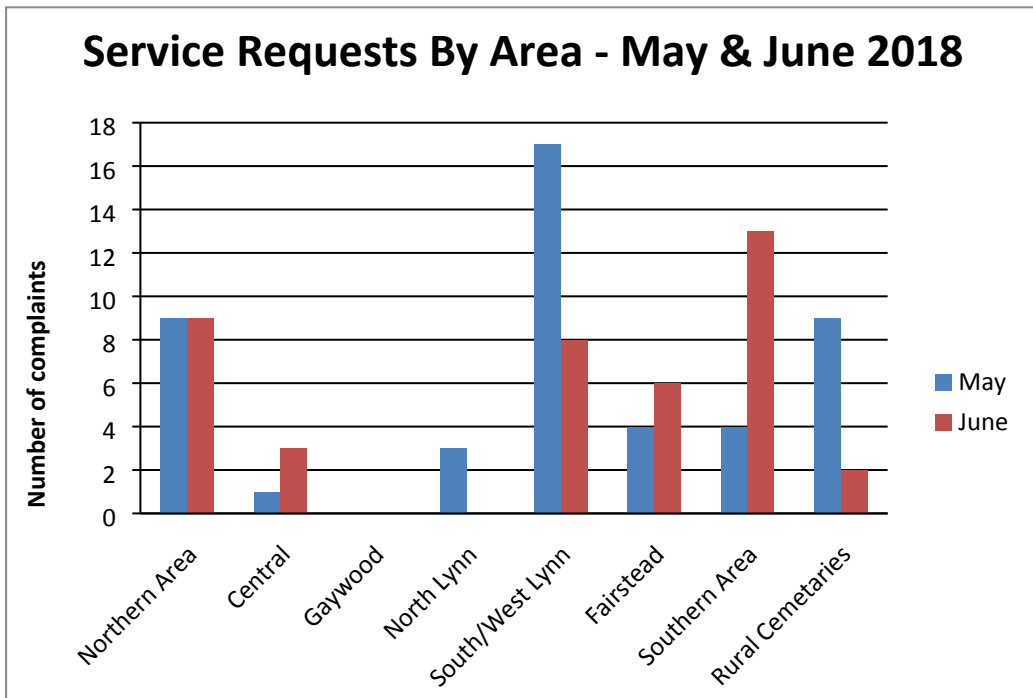


Figure 3.

- Looking at the number of service requests by area (Figure 3.) and the staffing levels per team it is possible to see that those teams that were short of staff saw an increase in service requests.
- By the end of June the teams had visited all areas and the second/third cuts produced a cleaner finish. This is evident by the reduction in service requests (see figure 4)
- From mid-July to the end of August saw a heat wave reducing the growth rate of the grass therefore reducing the amount of service requests. This period saw our teams having to concentrate on watering duties to keep all floral displays and new trees within the Borough blooming.
- September and October have seen a return to normal conditions with very few service requests.
- To date (12th November) we are still grass cutting as the autumn is un-seasonably warm.

Comparison of seasons since the introduction of the new grass cutting regime

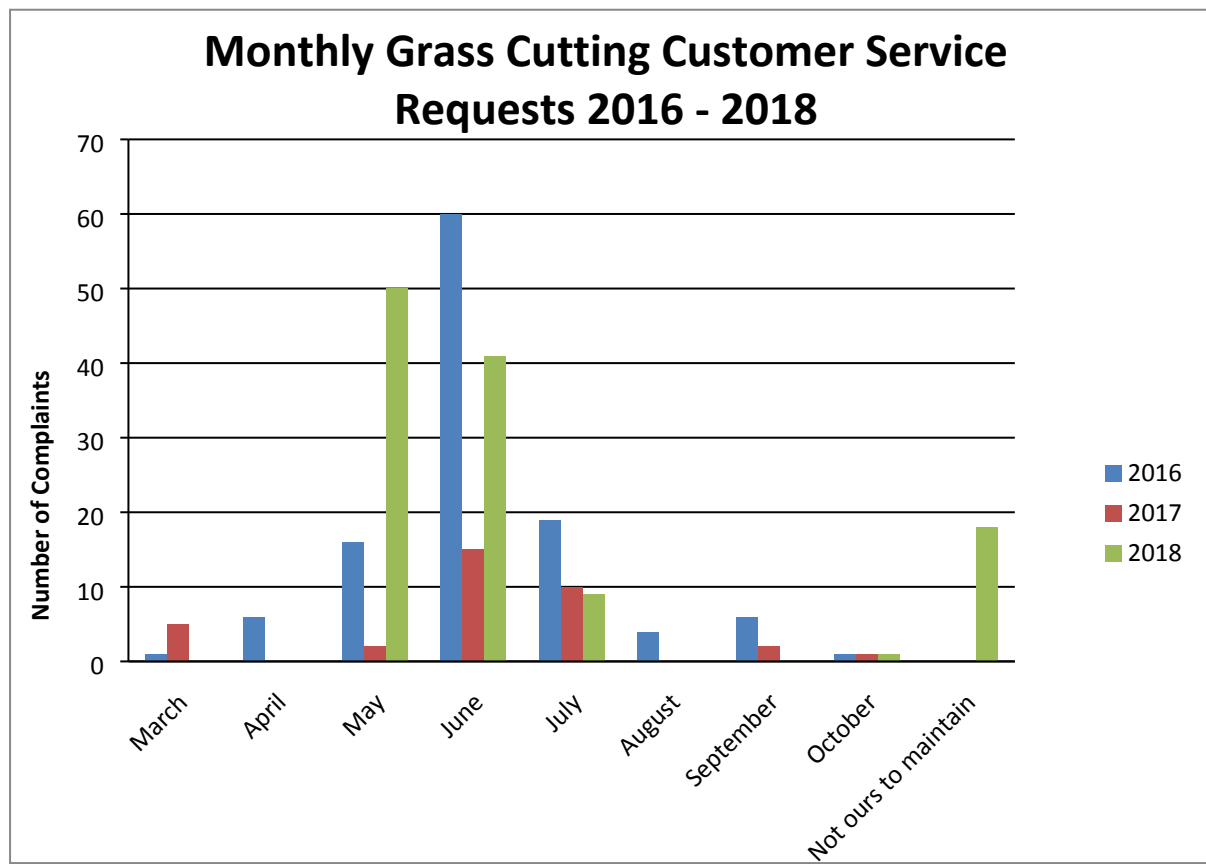


Figure 4.

- The 2016 season saw an increased level of service requests as this was the first year of the new regimes with less cuts so this was to be expected.
- The 2017 season saw a reduced number of service requests proving that the new regime has been accepted and in a “normal” growing season is successful.
- This season (2018) has seen a spike in service requests at the beginning of the season due to the wet spring and the immediate warm weather making it difficult with our staffing/machinery to complete the first cuts to everybody’s satisfaction. From July onwards we received little or no service requests for grass cutting issues.

Our Issues

- High level of calls to CIC at the beginning of the season
- Machinery too heavy on waterlogged land
- Exceptional grass length at the beginning of the season due to weather conditions
- Consistency of cut/ mess left behind during first cuts
- Team moral / Job Satisfaction
 - No benefit to work overtime as only single time offered.
- Long Term Sickness
- Difficulty recruiting staff

What can we not change?

- The climatic conditions that vary season on season.

How can we improve the service?

- Train street cleansing operatives (Rural fly-tipping) in grass cutting duties to help during the beginning of the season.
 - Gives us flexibility
 - Concerns about safety – less frequent usage of equipment
 - Acceptance that fly-tipping reaction time will be longer.
- Look at our recruitment process
 - Annualised hour's contracts
 - Remove the permanent seasonal advertisement from the BCKLWN website
 - It becomes ignored by possible applicants.
 - More flexible contracts – shorter or longer to accommodate different types of applicants (students etc.)
 - Request to recruit for seasonal staff earlier so we are interviewing in early January.
 - Second wave of recruitment if we don't fill the necessary positions over Easter period
 - Students June – September?
 - Application process is very strict for seasonal roles
 - A reduction in the requirement to make shortlisting and leave it to the operations managers to select for interview.
 - Shorten the recruitment process for returning seasonal staff.
- Offer some form of incentive for our permanent staff to work overtime
 - They currently receive single time pay for overtime

Our achievements

This season the POS department have been heavily involved in working towards the Green Flag, Anglia in Bloom and Britain in Bloom Campaigns

- **Green Flag Award Winners 2018/19**
 - The Walks
 - Tower Gardens
 - Boston Square
 - Esplanade Gardens
 - Mintlyn Crematorium

- **Britain In Bloom Award Winner 2018**

- Hunstanton – Costal Town - Gold Award

- **Anglia In Bloom Award Winners 2018**

- Hunstanton - Costal Town – Category winner and Gold Award
- Kings Lynn - Small City – Category winner and Gold Award
- The Walks – Best Public Open Space – Category winner and Gold Award
- Mintlyn Crematorium – Category Winner and Gold Award
- Hardwick Cemetery – Gold Award
- Downham Market – Silver Gilt Award
- South Wootton – Small Town - Gold Award
- Biodiversity Award – Wootton Park/ South Wootton – Gold Award
- Floral Display by an individual/community award – May Cottages Kings Lynn
- Garden for Special Needs – Bridge for Heroes Kings Lynn
- Grow your own award – South Wootton Infants School



Other Departmental Responsibilities

- All street cleansing duties across the Borough
- Creating and looking after the Boroughs Floral Displays



- The POS department are integral to the running of many events within the Borough from providing barriers, bins and post event clean up to running whole events.

Some of our events and events we support:

- Plant and Craft Fair
- Freedom Parade
- Peter Pan in the Walks
- Music in the Bandstand
- GEAR
- HANSA Festival
- Lantern Walk
- Celebrate Kings Lynn Family Fun Day
- EACH Bubble Rush
- Festival Too
- Pride in the Park
- Heritage Day
- Soap Box Derby
- Fawkes in the Walks
- Remembrance Day
- All Town Centre Events

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	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	
	Update on Outside Bodies: <ul style="list-style-type: none"> - King's Lynn Football Club - Norfolk Countywide Community Safety Partnership Scrutiny Sub Committee 	Information		To consider the Outside Bodies reports from Councillor Westrop which slipped from the previous meeting.
	Charging for Uncontested Parish Elections	Cabinet Report	Electoral Registration Manager	At Cabinet in April it was agreed that the item be deferred so that it could be considered at a Panel meeting and then brought back to Cabinet.
12th June 2018	Appointments to Outside Bodies	Consultation		To nominate representatives to serve on Scrutiny Outside Bodies for 2018/2019.
	Single Use Plastics	Policy Development	Barry Brandford and Sharon Clifton	Added to the Work Programme by Members of the Panel. To provide a steer on the Council's approach to Single Use Plastics.
	Appointment of Vice Chairman	Operational		To appoint a Vice Chairman for the municipal year 2018/2019.
	Food Hygiene Update	Update	Environmental Health Manager - Commercial	To receive an update from the Environmental Health Manager, as requested by the Panel.
24th July 2018	Youth Investment Fund	Information	Councillor Westrop and Youth Investment	Item suggested by Councillor Westrop and agreed by the Panel for consideration.

			Fund Representatives	
	Q4 2017-2018 Corporate Performance Monitoring Report	Monitoring	Ged Greaves	To monitor progress against agreed performance indicators for the year relevant to the Environment and Community Panel.
	Homelessness Reduction Act Update	Update	Duncan Hall and Ross Hefford	Update on new Legislation was requested by the Panel.
14th August 2018 SPECIAL MEETING	EXEMPT – Leisure Services Provision	Cabinet Report	Chris Bamfield	To consider the report before its presentation to Cabinet.
4th September 2018	Meeting to be preceded by a tour of Broad Street at 4pm			
	Task Group – Homelessness and Rough Sleeping Task Group	Operational	Duncan Hall	To receive the Terms of Reference and details of operation of the Task Group.
	EXEMPT – Update on Leisure Services Provision	Update	Chris Bamfield/ Honor Howell	To receive an update following consideration of the item at the special meeting on 14 th August 2018
11th October 2018 SPECIAL MEETING	EXEMPT – Leisure Services Provision	Cabinet Report	Chris Bamfield	To consider representations from Alive Leisure and make recommendations to Cabinet.
16th October 2018	Advice Services Update	Update	Sarah Dennis and representatives from CAN and Shelter	The Panel last received an update on advice services in September 2017 and it was agreed that a further update be provided in thirteen months.
	Gambling Act – Statement of Principles	Operational	Marie Malt	To consider the draft Statement of Principles before it is presented to Cabinet and Council.
	Q1 2018-2018 Corporate	Monitoring	Ged Greaves	To monitor progress against agreed

	Performance Monitoring Report			performance indicators for the year relevant to the Environment and Community Panel.
	Joint Health and Wellbeing Strategy 2018-2022		Ged Greaves	
4th December 2018	WW1 Project	Information	Rachael Williams – Norfolk County Council	To receive information on the recent project.
	Grounds Maintenance	Policy Development	Nathan Johnson and Claire Thompsett	Requested for addition by Members of the Panel.
	Disabilities Champion Update	Update	Councillor Mrs Fraser	To receive an update from the Disabilities Champion.
	Financial Assistance Scheme – Change of Criteria	Cabinet Report	Sarah Dennis/Lorraine Gore	To consider the report prior to its presentation to Cabinet and make any appropriate recommendations to Cabinet.
22nd January 2019	Review of the West Norfolk Wins Lottery	Monitoring	Lorraine Gore	To monitor the progress of the lottery six months after its launch
	Prevent Update	Update	John Greenhalgh	Annual update to the Panel.
	Early Help Hub	Verbal Update	John Greenhalgh and Ross Hefford	A brief update will be provided to the Panel as requested. More information will be available in Spring 2019.
	County Lines	Information	Representative from Norfolk Constabulary, John Greenhalgh and Ross Hefford	Information as requested by the Panel.
	Q2 2018-2019 Corporate Performance Monitoring Report	Monitoring	Ged Greaves	To monitor progress against agreed performance indicators for the year relevant to the Environment and Community Panel.

	Budget	Operational	Lorraine Gore	To receive a presentation on the Budget and have the opportunity to make any comments before it is presented to Cabinet
5th March 2019	Report from the Informal Working Group – Single Use Plastics	Policy Development		To receive the final report from the Informal Working Group – Single Use Plastics
2nd April 2019	Q3 2018-2019 Corporate Performance Monitoring Report	Monitoring	Becky Box/Ged Greaves	To monitor progress against agreed performance indicators for the year relevant to the Environment and Community Panel.

FORWARD DECISIONS LIST

Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
8 January 2019	Council Tax Support	Key	Cabinet	Leader Deputy Chief Executive		Public
	Strategic Property Acquisition	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
30	Financial Assistance Scheme – Changes to Criteria	Non	Cabinet	Culture, Heritage and Health Deputy Chief Executive		Public
	Management Re-Structure	Non	Cabinet	Leader Chief Executive		Private - Contains exempt Information under para 1 – information relating to the business affairs of any person (including the authority)
	Potential Property Development/Investment	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)

	West Norfolk Property Ltd – Business Plan	Non	Cabinet	Housing & Community Chief Executive		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Development Options - Hunstanton	Key	Council	Performance and Economic Development		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Hunstanton Coastal Management Plan	Key	Cabinet	Environment Exec Dir – G Hall		Open
36	Nelson Quay King's Lynn - Planning and Delivery	Key	Cabinet	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Custom & Self Build Policy	Non	Council	Development Exec Dir – G Hall		Public
	Norfolk Strategic Infrastructure Plan refreshed for 2018	Non	Cabinet	Development Exec Dir – G Hall		Public
	Polling District Review Schedule	Key	Council	Chief Executive Leader		Public

Date of	Report title	Key or	Decision Maker	Cabinet Member and Lead	List of	Public or Private
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meeting		Non Key Decision		Officer	Background Papers	Meeting
5 February 2019						
	Budget	Key	Council	Leader Deputy Chief Executive		Public
	Re-Fit Proposals	Key	Council	Leader Exec Dir – C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Lynnsport Community Facilities	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Public
37	Proposed Enforced Sales case & future procedures	Non	Cabinet	Development Exec Dir – G Hall		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Difficult to Deliver Site – Hunstanton – Housing With Care	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Local Plan Review	Key	Cabinet	Development Exec Dir – G Hall		Public

	Major Housing Phase 3 – Enabling Work for Lynnsport 1	Key	Council	Corporate Projects and Assets Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
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Date of meeting	Report title	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
26 March 2019						