

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



Environment and Community Panel

Agenda

Tuesday, 2nd April, 2019
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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Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 2nd April, 2019 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 5 - 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. Quarter 3 2018-2019 Corporate Performance Monitoring Report (10 minutes) (Pages 14 - 19)

8. Review of the West Norfolk Wins Lottery (45 minutes) (Verbal Report)

To receive a presentation from officers on the above.

9. Littering and Dog Fouling Review (45 minutes) (Pages 20 - 32)

10. Work Programme and Forward Decision List (Pages 33 - 41)

11. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on **4 June 2019** at 6.00pm in the **Council Chamber, Town Hall.**

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 P Hodson - Corporate Monitoring report
Councillor E Nockolds – Review of West Norfolk Wins
Councillor I Devereux – Littering and Dog Fouling Review

Officers

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**ENVIRONMENT AND COMMUNITY PANEL**

Minutes from the Meeting of the Environment and Community Panel held on Tuesday, 5th March, 2019 at 6.00 pm in the Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillors C Sampson (Chairman), Miss L Bambridge, Mrs C Bower, A Bubb, Mrs C Collop, Mrs S Fraser, M Hopkins, T Parish, 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:

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

BY INVITATION:

Tommy Goode – Director of Business Development, Alive Leisure
Peter Lemon – Chairman, Alive Leisure Trust
Nina McKenna – Director of Communications and Marketing, Alive Leisure
Simon McKenna – Chief Executive, Alive Leisure

EC90: APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Hipperson and Taylor.

EC91: MINUTES

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

EC92: DECLARATIONS OF INTEREST

Councillor Devereux declared and interest as the Council appointed representative on the Alive Leisure Trust.

EC93: URGENT BUSINESS

There was none.

EC94: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Mrs Squire – EC98: Report from the Single Use Plastics Informal Working Group.

EC95: **CHAIRMAN'S CORRESPONDENCE**

The Chairman explained that he had received correspondence from The Portfolio Holder for Environment, Councillor Devereux who was present at the meeting and explained the nature of the correspondence.

The Portfolio Holder reminded those present that at the last full Council meeting he had provided information on forthcoming DEFRA consultations relating to waste and recycling. He explained that there were four elements to the consultation, as set out below:

- Waste and recycling collection consistency.
- Deposit returns schemes.
- Extended producer packaging responsibility.
- General requirement for plastic packaging tax.

He explained that he would be discussing the way forward with officers and would inform the Chairman when it would be appropriate to provide an update to the Environment and Community Panel.

The Chairman thanked Councillor Devereux for the information.

EC96: **ALIVE LEISURE ANNUAL REPORT**

Representatives from Alive Leisure were present at the meeting and presented the 2017-2018 Alive Leisure Annual Report to the Panel. A copy of the presentation is attached which provided information on their performance and performance monitoring.

Simon McKenna also referred to the two proposals set out in the presentation. Alive Leisure requested that the Panel confirm acceptance of the proposed increase in fees and charges and if they wished to continue with subsidised summer holiday programmes.

Peter Lemon thanked the Panel for the opportunity to present their Annual Report. He also expressed his thanks to the Alive Leisure Senior Management Team for their hard work, and the hard work which was to come with the transition arrangements. He explained that the transition process was ongoing and there was a lot of work from both sides to be done. He referred to conflicting VAT advice received and he wished the Council the best for the future when they take back the running of the facilities.

The Chairman thanked the representatives from Alive Leisure for their presentation. He also thanked Alive Leisure for their hard work over the years. The Chairman advised the Panel that the proposals from Alive Leisure relating to the fees and charges and the summer holiday activities were not decisions that could be made by the Panel as it was not within their remit as a non-decision making body. He therefore suggested that the proposals be forwarded onto the relevant Portfolio Holder for consideration down the most appropriate route.

The Chairman invited questions and comments from the Panel, as summarised below.

In response to a question from Councillor Mrs Collop it was explained that any increases to fees and charges would take effect from 1st May 2019.

The Vice Chairman, Councillor Bambridge referred to Environment and Community Panel meeting which Alive Leisure attended last year to provide an update. She commented that she had asked for information about school and club swimming price increases, but she had not yet received the information. Tommy Goode informed the Panel that he would send the information through to the Democratic Services Officer by the end of the week so that it could be forwarded round to the Panel.

In response to a question from the Vice Chairman, Councillor Bambridge, it was confirmed that following the fitness review a Head of Wellness had been appointed who would work on the referrals scheme. Tommy Goode confirmed that, to date, seven health professionals were engaged and utilised the referrals scheme. He explained that work to track participation and progression was ongoing.

The Vice Chairman, Councillor Bambridge asked about the summer holiday programme and if statistics were available on the take up from deprived areas. Tommy Goode explained that over 4,500 children took advantage of the summer holiday programme, however data was unavailable on those that came from deprived areas. He explained that Alive Leisure had a subscription to a data hub which could analyse members, but this had not yet been progressed. The Vice Chairman referred to marketing of the summer holiday programme and that she was the Council appointed representative on Vancouver Sure Start, who had not received any information. Tommy Goode explained that information was provided to schools and the programme was advertised on social media and the website. He asked that if Members had any appropriate contacts that could be added to their contact list to forward their details.

The Chairman referred to the new management software, Legend, and he asked if there were any problems encountered with its introduction. Tommy Goode explained that there were some teething problems

relating to data migration and a few other issues, but he was generally happy with how the process went and customer satisfaction performance indicators reflected this. He explained that it was a risk to migrate to the new system, but the move was required and now customers were able to book online.

The Chairman referred to an incident he had been made aware of regarding evacuation procedures at Lynnsport. He explained that the disabled fitness suite was on the first floor and he queried if this would cause issues when the lift was out of use. Tommy Goode explained that the evacuation procedures in place did account for the facilities on the first floor. He explained that staff swept the whole building. Simon McKenna commented that Lynnsport was a massive building and the staff carried out at least two fire drills per year. He explained that they checked all areas and were timed, with the average evacuation taking in between three and four minutes, which included sweeping all rooms and toilets. He commented that very thorough processes were in place.

The Chairman reminded the Panel that the requests relating to fees and charges and the summer holiday programme would be passed on to the relevant Portfolio Holder. Members of the Panel indicated that they would not support an increase to the fees and charges.

RESOLVED: (i) The Panel noted the update.
(ii) The requests contained in the Alive Leisure Annual Report be passed onto the Portfolio Holder.

EC97: **GROUND'S MAINTENANCE UPDATE**

The Operations Manager reminded the Panel that in December 2018 they had received a review of service requests relating to Grounds Maintenance. The Panel had asked for further information on land types and ownerships. The Operations Manager now presented the Panel with information on how different types of land were dealt with and land ownership procedures. A copy of the presentation is attached.

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

Councillor Fraser commented that the information provided in the presentation would be useful for Parish Councils and the Public Open Space Manager agreed to send the information to Parish Councils.

In response to a question from Councillor Westrop it was explained that there was criteria in place for what areas would be adopted by the Borough Council. It also depended on the maintenance involved and if

water features or lakes were part of the area as the Council was unlikely to have the resource available to maintain these.

In response to a question from Councillor Parish it was confirmed that the Borough Council used Land Registry and their GIS system to confirm land ownership.

The Portfolio Holder for Environment, Councillor Devereux explained that maintenance of attenuation ponds and lakes had been mentioned at a recent conference he had attended. He explained that Water Resources East would be investigating areas with water and what happened to them after developer responsibility ended.

The Chairman asked the Panel to consider making a recommendation which could be passed onto the organisations involved in grounds maintenance in the Borough, to request that they initiate a discussion about pieces of land where complaints had been received and where ownership was unknown and how these could possibly be maintained. The Public Open Space Manager explained that he would pass on the Panel's request to the relevant Director so that it could be cascaded down as appropriate.

The Chairman asked if Parishes were aware that they had the option to take on their own grass cutting. The Public Open Space informed those present that Parishes were aware, and they could be reminded when the contents of the presentation was sent to them as requested earlier. He explained that one Parish had decided to carry out their own maintenance and some Parishes had investigated the possibility of doing it themselves, but had not taken this up.

RESOLVED: (i) The Panel endorsed the current procedures and processes carried out by the Grounds Maintenance Team.
(ii) The Panel request that discussions be held with the relevant organisation regarding pieces of land where land ownership was unknown and how these areas could be maintained going forward.
(iii) Information to be sent to Parish Councils and published in the Members Bulletin.
(iv) The Panel to be kept up to date on progress as required.

EC98: **REPORT FROM THE SINGLE USE PLASTICS INFORMAL WORKING GROUP**

The Chairman invited Councillor Parish, who had chaired the Single Use Plastics Informal Working Group to present the final report of the Informal Working Group. A copy of his presentation is attached.

The Chairman thanked Informal Working Group for their report, and the work they had carried out, and invited questions and comments from the Panel, as summarised below.

At the request of the Chairman, Councillor Mrs Squire addressed the Panel under Standing Order 34. She explained Norfolk County Council were also looking at Single Use Plastics and had drafted a comprehensive policy which would be passed through their decision making process shortly. She explained that at Norfolk County Council the use of single use plastics would be minimised where possible and this included the coffee shop and restaurant, which had already made changes by using cans and glass instead of plastic, which had the added benefit of giving a greater return on recycling. Single use coffee cups would also not be used at County Hall. Norfolk County Council would also be creating a Charter which organisations and District Councils could sign up to.

Councillor Hopkins referred to the detrimental effect that plastics could have on the environment and how he often saw lots of litter in verges and dykes. He stated that he supported the recommendations from the Informal Working Group and any other plans for reducing the amount of plastic waste.

In response to a question from the Vice Chairman, the Portfolio Holder for Environment, Councillor Devereux explained the Green Points Scheme had now ended. It had been a nationally funded three year scheme and had been centrally administered.

Councillor Mrs Westrop stated that there were some quick wins which could be achieved, such as changes to what was provided in vending machines in Council owned buildings. She also expressed concerns with problems with community food banks, which had helped reduced waste, but regulations and risks meant that they were difficult to run, even though they were popular. She hoped that the recommendation to appoint a Member Champion was taken forward so that they could look at issues such as community food banks.

Councillor Mrs Nockolds, the Portfolio Holder for Culture, Heritage and Health introduced an Ambassador for Keep Britain Tidy, who was present at the meeting and was involved in the Refill project and litter picking. She explained that she worked very hard and congratulated her on her success.

RESOLVED: The Panel supported the recommendations put forward by the Informal Working Group, as set out below:

1. An Officer Focus Group be established, as detailed in the report, to promote internal best practice, make improvements where necessary and to address the issues below. The group to provide updates to the Environment and Community Panel on an annual basis, or more frequently if required.

- a) How to limit the use of single use plastics in buildings under its control and encourage employees and Members to reduce the amount of single use plastics used on council premises.

b) In liaison with the Waste and Recycling Manager, Communications Manager and relevant Portfolio Holder, draft an internal code of good practice, which can be presented to a future meeting of the Environment and Community Panel for consideration.

c) Work with procurement to source products which come with less packaging and generate less waste where possible.

2. The relevant officers be instructed to produce guidance as appropriate on the following:

a) Guidance to Parish Councils on how they can reduce the use of single use plastics within their own areas and events associated with them to reduce single use plastic use across the Borough and to create a common strand of better waste collection at public events.

b) Information to be included in Tourist Information guides to include messages encouraging a reduction in the use of single use plastics and better recycling which will begin to address the increases in litter and waste collection during the tourist season.

c) Information to be provided to holiday lets to display information about reducing plastic use and how recycling is done in West Norfolk with the aim to reduce the amount of waste material generated in holiday lets. This will ensure that people from different parts of the country know how the recycling system works in West Norfolk.

d) A Code of Good Practice be provided, via the Planning Department, to builders and developers to encourage good practice at development sites so that potential litter, including plastic, is kept secure and recycled or safely disposed of with the aim of avoiding waste, particularly plastic wrapping and building materials, from blowing off site and entering the environment.

3. The Waste and Recycling Manager to review how waste generated at holiday parks is managed so that recycling is optimised.

4. The Council to support and promote:

a) The Refill initiative which allows people to refill water bottles at cafes and other appropriate outlets, as practiced in Hunstanton.

b) Good practice relating to reducing plastic waste which some small local business are adopting.

c) Appropriate initiatives and projects being undertaken by partners and other local relevant organisations.

5. That the Council give consideration to marketing campaigns, promoting the following:

a) The food waste service, and that residents can line their caddies with newspapers if they did not have any bags.

b) The 'Selling to us' page on the borough council's website be amended to encourage recycling and reduction of the amount of single use plastics.

c) Christmas Wrapping paper campaigns.

d) Support Norfolk Waste Partnership campaigns including OPRL promotion.

6. The Leader be invited to appoint a Member Champion for Single Use Plastics.

7. The Environment and Community Panel work with the Portfolio Holder for Environment to ensure that they consider and respond to any appropriate Government consultations with regards to Single Use Plastics.

8. The Waste and Recycling Manager and the relevant Portfolio Holder investigate ways to increase recycling levels in tourist areas, including trialling different types of recycling bins. Part of this investigation would be to determine why recycling bins were unsuccessful when trialled previously in this area.

9. The relevant Portfolio Holder, and Member Champion (if appropriate) keep a watching brief and work with, as appropriate, the Norfolk County Council Task Group looking at single use plastics, feeding back to the Environment and Community Panel as required.

10. The Borough Council to hold a design competition in schools regarding the importance of recycling and the use of single use plastics and the winning design could be wrapped onto the bin collection vehicles.

11. The Environment and Community Panel to schedule updates in its Work Programme on the work of the Norfolk Waste Partnership via the Waste and Recycling Manager and relevant Portfolio Holder.

EC99: **WORK PROGRAMME AND FORWARD DECISION LIST**

Members of the Panel were reminded that an eform was available on the Intranet which could be completed and submitted if Members had items which they would like to be considered for addition to the Work Programme.

Councillor Mrs Collop referred to Grounds Maintenance. She thought that an Informal Working Group was going to be set up to look at the amount of cuts in specific areas. She explained that the King's Lynn Consultative Committee had expressed interest in appointing a Member to the Informal Working Group.

The Assistant Director advised that this would be discussed that the next Sifting Meeting, to which Councillor Mrs Collop would be invited to attend to discuss the purpose of an Informal Working Group.

Councillor Mrs Collop also asked if it was possible for officers to send through their presentations as soon as possible so that they could be published to Members and read in advance of the meeting. Officers agreed to programme deadline dates into their schedules to encourage officers to provide presentations in advance.

RESOLVED: The Panel's Work Programme was noted.

EC100: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on Tuesday 2nd April 2019 at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.50 pm

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	2 April 2019		
TITLE:	Corporate Performance Monitoring Q3 2018-19		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Ged Greaves		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE





PURPOSE OF REPORT/SUMMARY:
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 2018-19.
KEY ISSUES:
<p>Performance indicators for 2018-19 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>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 2018-19 monitoring report shows that of the 14 indicators, 5 targets have been met and performance has improved against target for 6 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:
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.



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 Corporately there are 50 performance indicators for 2018-19 and these have been agreed by portfolio holders and executive directors as the key performance measures for the year. Of this 50, 14 relate to the Environment and Community Panel's remit and these are reported in full in the performance monitoring report – Q3 2018-19.
- 1.3 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.
- 1.4 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 2018-19 performance monitoring report

- 2.1 The following tables summarise the council's current performance levels, comparing performance to the previous quarters.

		Number of indicators				Indicator
		Full Year 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	
Performance has improved		5	6	6	6	CC 6,7,8a CO 1b,2,7
Performance has not improved		4	1	2	2	CO 1a, EP 4
Performance has met and continues to meet target		0	0	0	0	
Performance remains unchanged and below target		0	0	0	0	
Other: <ul style="list-style-type: none"> • reported annually • new indicator • monitor only 		4	7	6	6	CE1,2,3,4,5 CC 8b
Total number of indicators		13	14	14	14	

	Number of indicators				Indicator
	Full Year 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	
Performance target met 	7	6	7	5	CC 6,7,8a CO 1a, EP 4
Performance target not met 	5	0	0	1	CO 7
Other: <ul style="list-style-type: none"> • annual figure reported • no quarterly target • monitor only 	1	8	7	8	CE1,2,3,4,5 CC 8b CO 1b,2
Total number of indicators	13	14	14	14	

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 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


Performance Monitoring Action Report Q3 2018-19










This report highlights indicators that have not met target for Q3 2018-19 and is a supporting document to the Performance Monitoring Q3 2018-19 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 2018-19

Ref	Name	2018/19 Target	Q3 2018/19 cumulative performance	Q3 2018/19 (Oct-Dec) performance	Status	Notes	Actions
CO7	No of brown bins in use for composting	27,000	26,451	–		A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.	Work is ongoing to address the IT system issue.

Status	 Indicator has not met the target	 Indicator has met target	 New 2018-19 indicator
Trends	 The value of this indicator has improved	 The value of this indicator has worsened	  The value of this indicator has not changed

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	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CE1	2	No of suspected licensable HMOs that are inspected and/or licensed	Aim to maximise	-	100	51	-		2018/19 Q1 30 Q2 10 Q3 11
CE2	2	No of people presenting to Housing Options team for a service	Aim to minimise	-	-	1,171	-		Monitor only
CE3	2	No of unintentional priority homeless acceptances	Aim to minimise	64	-	-	-		The reporting for this indicator is on hold while software issues are resolved
CE4	2	No of new affordable housing completions	Aim to maximise	-	225	-	-		Reported annually
CE5	2	Spend on bed and breakfast accommodation	Aim to minimise	£16,641	-	£44,615	-		Q1 9 cases, total of 74 days Q2 22 cases, total of 242 days Q3 18 cases, total of 313 days Launch of new temporary accommodation at Broad Street will take place during Q4



Central and Community Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CC6	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	79.0%	85.0%	95.6%			
CC7	6	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	35.4	35.0	28.0			
CC8a	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	23.0	20.0	19.0			
CC8b	6	Time taken (in weeks) from first visit to completion of work on Adapt grant means-tested cases with a value under £6,000	Aim to minimise	-	35.0	-	-		The Housing Assistance Policy – Mandatory and Discretionary was approved by Cabinet in August. The monitoring of this indicator will commence once the data becomes available.

Commercial Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CO1a	3	Average response time for removal of fly-tips (days)	Aim to minimise	0.7	1.0	1.0			
CO1b	3	Number of flytipping incidents recorded	Aim to minimise	1,512	–	1,037	–		Monitor only 2017/18 Cumulative figures Q1 405 Q2 787 Q3 1,076 Q4 1,512
CO2	3	Total of waste recycled and composted (tonnage)	Aim to maximise	27,580	27,850	22,240	–		
CO7	3	No of brown bins in use for composting	Aim to maximise	26,648	27,000	26,451			A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.

Environment and Planning

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 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	96.5%	95.0%	96.2%			

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	<i>Environment and Community Panel</i>		
DATE:			
TITLE:	Littering and Dog Fouling		
TYPE OF REPORT:	<i>Update</i>		
PORTFOLIO(S):	Environment		
REPORT AUTHOR:	Mark Whitmore		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
To bring a detailed fully costed report to members outlining: <ul style="list-style-type: none"> • The scale of the problem of littering and dog fouling across the borough • The resources required to deliver a robust littering and dog fouling enforcement strategy that address the problem effectively.
KEY ISSUES:
Costs of delivery of a littering and dog fouling enforcement program
OPTIONS CONSIDERED:
Redraft job description for vacant Neighbourhood Officer post to create an enforcement focussed role.
RECOMMENDATIONS:
To redraft the job description for the vacant Neighbourhood Officer post to create enforcement focussed role.
REASONS FOR RECOMMENDATIONS:
The recommendation will enable an improved focus on enforcement of dog fouling and littering across the borough without the need for a growth bid and increase in establishment within the Community Safety and Neighbourhood Nuisance Team.
This approach will allow the effectiveness of the role to be determined and, if necessary, a growth bid for further posts could be submitted, which would be based on a clearer understanding of the requirements of the role.

REPORT DETAIL

1. Introduction

In February 2018 a report was presented to the panel outlining the law as it relates to dog fouling and littering and how the council managed this service. The report recommended that a detailed fully costed report be brought back to the panel. The report to outline; the scale of the problem of littering and dog fouling across the borough and the resources required to deliver a robust littering and dog fouling enforcement strategy that addresses the problem effectively. This report is the culmination of that work.

2. Public Perception of Dog Fouling and Littering

Over the last two weeks of June and all of July 2018 the council ran an online survey to determine the scale and type of problems residents, businesses and parish councils were facing in relation to dog fouling and littering. The consultation was publicised through a press release, links on the council's web pages and through social media.

Response rates to the consultation were initially high with over 200 responses in the first few weeks. The number of responses declined over the remaining weeks, however, the overall response rate was good and the council received 289 responses. Of these 270 were from members of the public, 13 from parish councils and 6 from businesses. Responses were received from 41 of 101 parish councils.

Statistical Confidence:

The survey was open to everyone within the borough and, as such, care needs to be taken when determining confidence levels, specifically because it is more likely that respondents have been affected by either littering or dog fouling and this has driven their desire to respond. To account for this where there is no response to a specific question it has been assumed that the respondent has not been affected or their response would not be supportive of change.

The sample size for members of the public (270 respondents) is large enough to give a confidence level of 95% with a confidence interval of +/- 6.

The level of confidence in parish council responses is much lower with a confidence level of 95% giving an interval of +/-25. On this basis the responses from the parishes cannot be considered statistically valid and should be treated with caution. The responses from parish councils have not been included in this report due to the poor level of confidence described.

There were not enough business responses to generate any confidence in the results and as such they have not been included in this report.

The responses to all questions have been tabulated and are included in the appendices of this report.

The Questions and Responses

As discussed, only the responses made by members of the public provided a sample size large enough to provide a degree of confidence on which any assumptions or recommendations could be made. These responses were collated in a spreadsheet and are presented in graphical form in the appendices to this report. In the analysis below percentages have been rounded to 1 decimal point.

All responses relate to replies by members of the public.

Q1 Response being made by?

To determine if a member of the public, parish council or business was responding. No analysis of this question is required.

Q2 Have you witnessed dog fouling, littering or both?

With hindsight this question required some additional clarification as to whether this means witnessing of an offence as it is occurring or not. It is likely that respondents will have interpreted this differently. As such where no response was made this has been taken to mean the respondent has not personally witnessed dog fouling or littering taking place or does not consider the issue to be sufficiently important, the results for members of the public are Table 1 below:

Have you witnessed dog fouling or littering?				
No	Yes			
	Dog Fouling	Littering	Both	No response
0	79	27	58	106
0.0%	29.3%	10.0%	21.5%	39.3%

Table1: Respondents witnessing dog fouling, littering or both (Sample size 270) (% rounded to nearest 10th)

Table 1 shows that 60.8% of respondents have witnessed dog fouling, littering or both in their area, it is therefore likely that 55% to 67% of residents have been affected by dog fouling or littering.

In order to try and better understand how recently offences had occurred the respondents were asked to categorise incidents into the last month, six months or twelve months. Table 2 shows the responses:

Dog Fouling			Littering			Both		
Within last month	Within last 6 months	Within last 12 months	Within last month	Within last 6 months	Within last 12 months	Within last month	Within last 6 months	Within last 12 months
64	1	14	19	1	7	43	5	10
81.0%	1.3%	17.7%	70.4%	3.7%	25.9%	74.1%	8.6%	17.2%

Table 2: Incidents of offences witnessed (Sample size 164) (% rounded to nearest 10th)

It can be seen that the majority of respondents in each section had witnessed an offence in the last month, suggesting that the problem is still relevant and not historic.

Q3 – Have you reported this and if yes who to?

Respondents were given a number of reporting options; parish council, borough council, county council, housing association, borough and other council and other agency. Table 3 provides these responses:

Reported?							
No	PC	Borough Council	County Council	Housing Association	BC & Other Council	Other Agency	No Response
179	19	31	2	2	11	3	23
66.3%	7.0%	11.5%	0.7%	0.7%	4.1%	1.1%	8.5%

Table 3: Cases reported to authority (% rounded to nearest 10th)

The data indicates that there is a significant under reporting of littering and dog fouling with 66% (2/3rds) of respondents not reporting at all. 15.5% of reports were made to the council.

It is not possible to determine from the data if the reports to other authorities were passed to the council for any action.

The council receives approximately 160 reports of dog fouling a year, from the survey responses it can be reasonably assumed that there are in the order of another 320 offences that are witnessed and not reported. In addition when the number of reports of both littering and dog fouling being witnessed is considered there are another 116 possible unreported offences.

In total this means that the number of dog fouling offences per year is likely to be in the region of 590. Some care needs to be taken in extrapolating these figures as it is not possible to determine if responses include duplication (the same offence being reported by more than one respondent). Nonetheless the responses received coupled with anecdotal and officer observations suggest that there is a significant under reporting of dog fouling and littering offences.

The survey did not ask how many incidents had been witnessed by the reporter so each report has assumed only one offence. In reality this number may be higher.

It has not been possible to determine the likely incidences of littering across the borough as these numbers are not recorded in the same way. However the number of occurrences of littering reported was lower. The regular street sweeping undertaken in high footfall areas such as the town centres is likely to have reduced these issues. However as described in the 2018 report littering, specifically of cigarette waste, does occur regularly and could be addressed with appropriate resources.

The consultation also sought views on the number, location and size of dog waste and litter bins and whether or not respondents were aware that bagged dog waste could be placed in a normal litter bin. The responses to these questions are shown in the appendices to this report.

3. Issues for the Panel to Consider

The survey provides a, statistically relevant, degree of certainty that both dog fouling and littering are a current and under-reported problem across the borough and that there is the potential for the council to do more to combat these offences.

The large number of responses received, when compared to other consultations, also suggests that this is an issue that the residents of the borough are affected by.

The panel may also be aware that the King's Lynn BID are in the process of recruiting Street Rangers. This has been discussed with the BID and there are opportunities for collaborative working on issues with the town centre. The recruitment of Street Rangers does not adversely affect the recommendation made in this report.

Resources Required

Amending vacant post to create an enforcement focussed post

The February 2018 report to this panel highlighted that the Community Safety and Neighbourhood Nuisance (CSNN) team did not have the resources to address this matter. However, following the retirement of a Neighbourhood Officer an opportunity to redraft the role to create an enforcement focussed post has arisen and been approved by Management Team. The job description for this post has yet to be formally graded by the Job Evaluation Panel, however it is expected to be in the range of PG10 to PG 11. The current post is for 3 days and it has been agreed at Management Team that this can be extended to 5 days with salary costs being met from savings elsewhere in the CSNN budget.

The role of the officer will be to undertake proactive patrols based on areas where reports of regular or persistent littering or fouling is taking place. The officer will assist local parish and town councils with initiatives to reduce environmental offences as necessary and in conjunction with the existing Neighbourhood Officers within the team run education campaigns across the borough. In addition they will be authorised to serve fixed penalty notices for offences of littering and dog fouling. This role will enable the CSNN team to offer a more proactive approach to dog fouling and littering across the borough.

4. Corporate Priorities

This report supports Priority 3 – Work with our communities to ensure they remain clean and safe.

Specifically ensuring streets and open spaces are clean and pro-actively addressing anti-social behaviour.

This corporate priority is currently on target.

5. Financial Implications

The increase from 3 days to 5 days will require the salary budget to be increased by approximately £14k pa. This is being met through savings elsewhere in the CSNN budget. Income from FPN's will be returned back into the CSNN team which will offset some of these savings.

However, it is important to note that Fixed Penalties will only be served where there is clear evidence of an offence and use of an FPN is in accordance with national and council guidance.

6. Any other Implications/Risks

There is a risk that the use of FPN's for low level offences could be seen as an income generation initiative by the public. To that end the use of fixed penalties will be clearly defined and the outcomes of interventions and initiatives that achieve reductions in fouling and littering without the use of FPN's will be recorded. Members are reminded that the funding of either post must not be linked to fpn receipts.

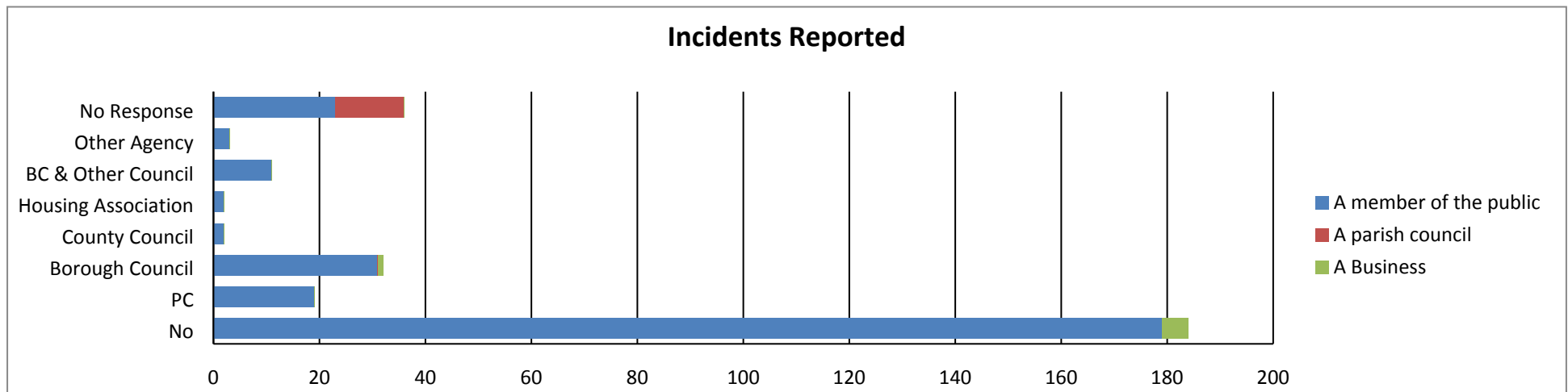
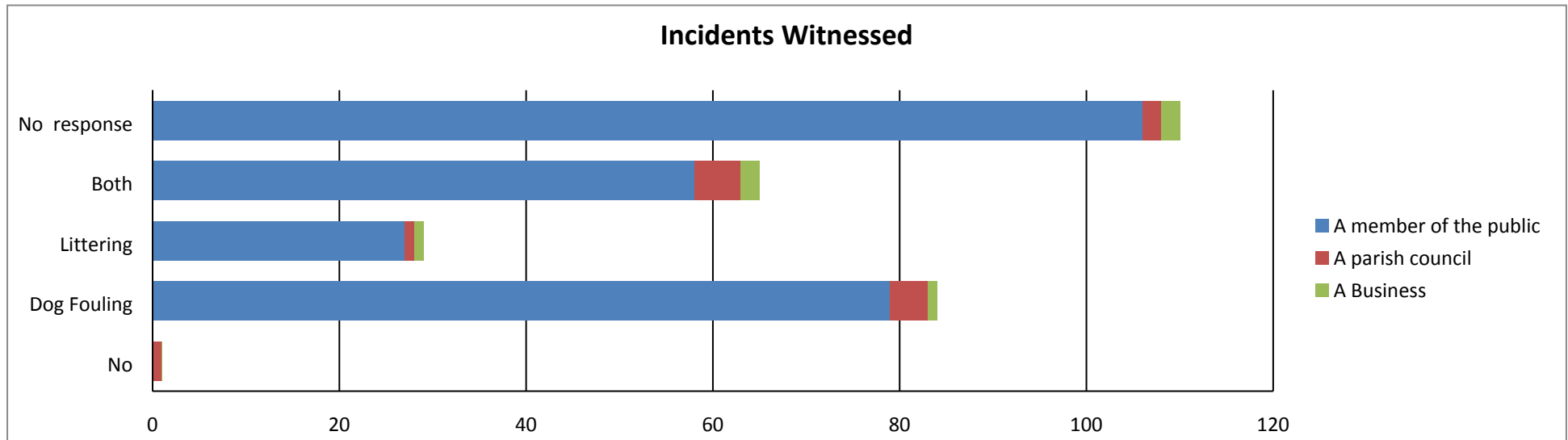
7. Equal Opportunity Considerations

None, any action taken will be in line with the Council's Corporate Enforcement Policy.

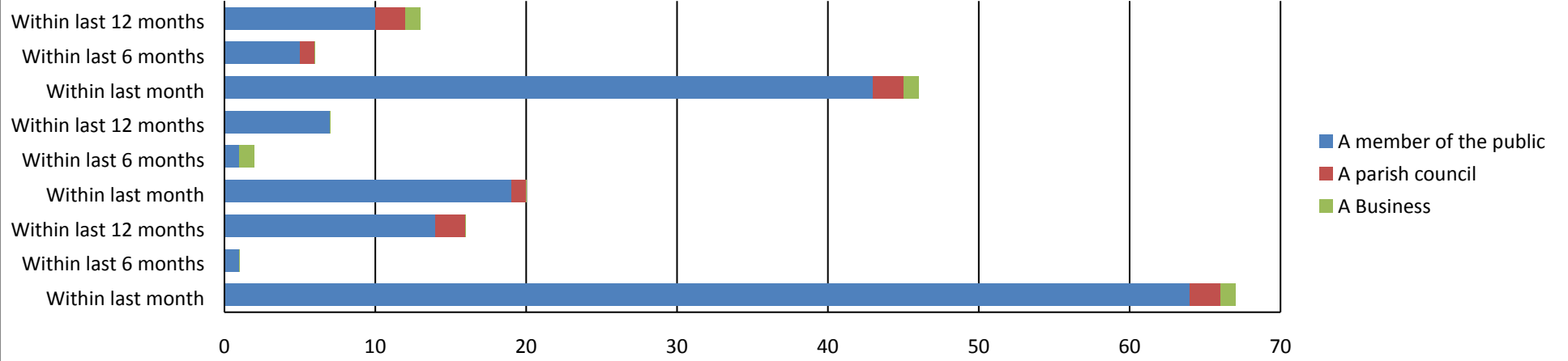
8. Consultation

Cllr. Devereux, Cabinet Member, Environment
D Gates, Executive Director
N Johnson, Public Open Space Manager

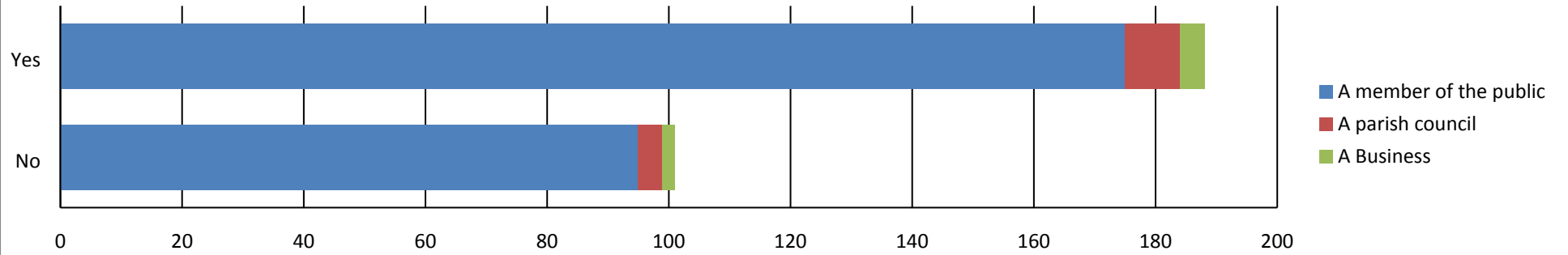
Appendix 1 – Graphical Summary of Responses Received

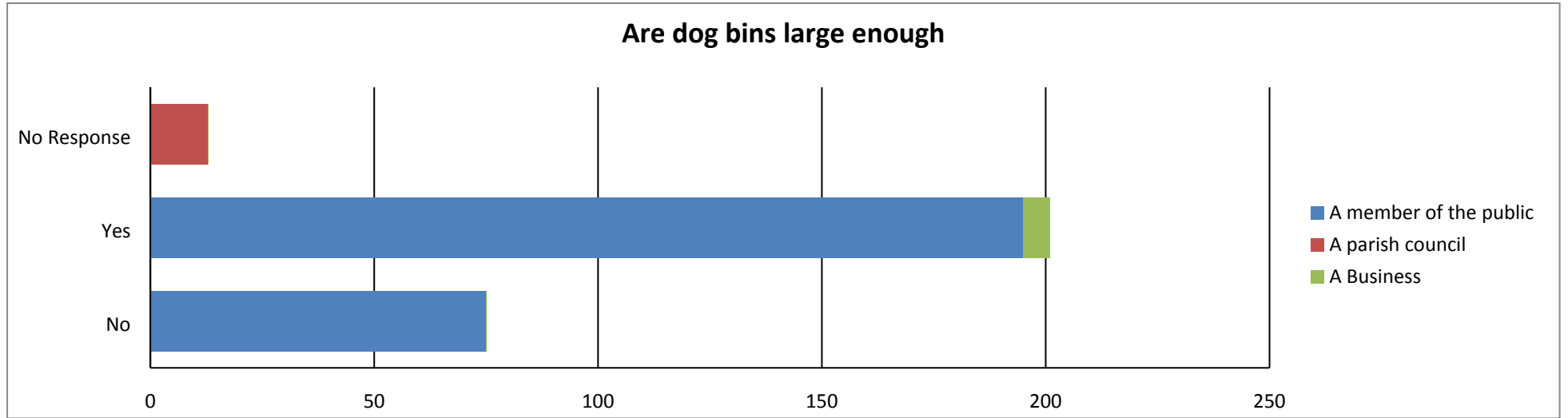
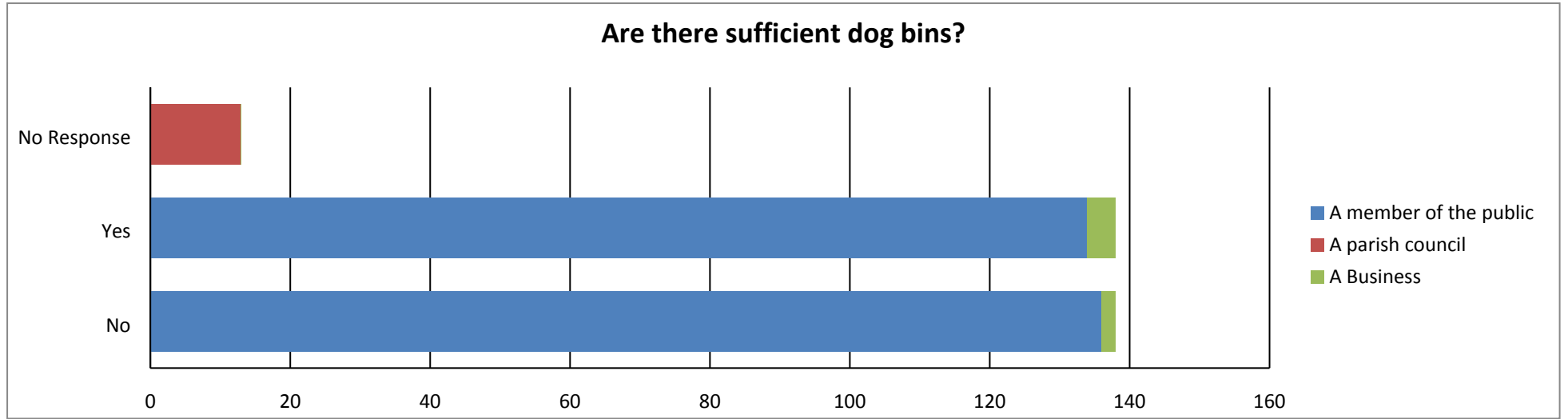


Number of incidents witnessed

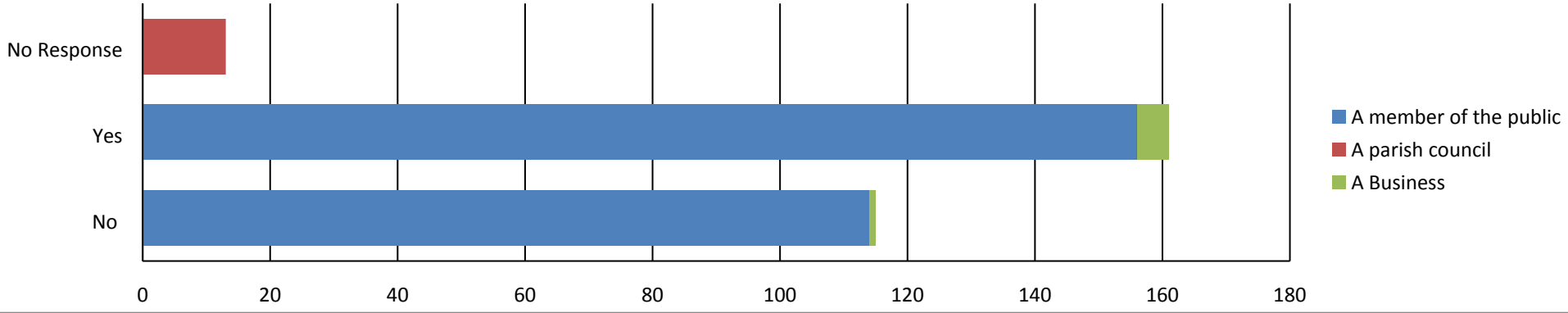


Aware dog waste can go in a litter bin

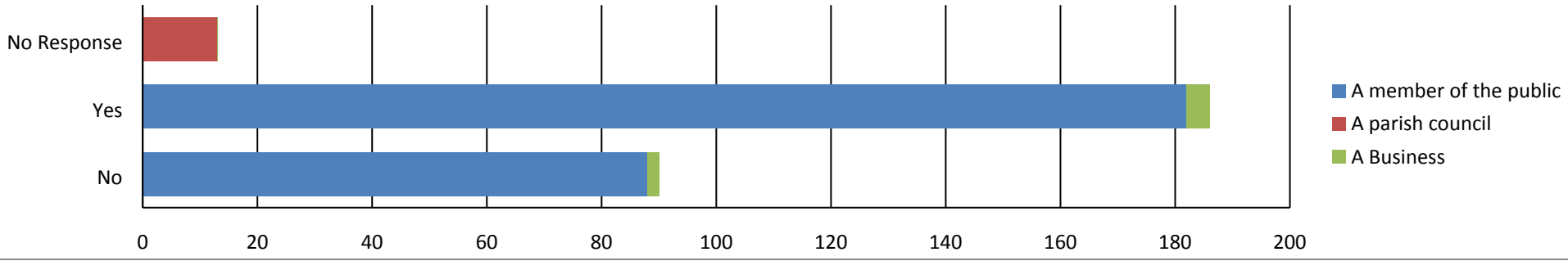




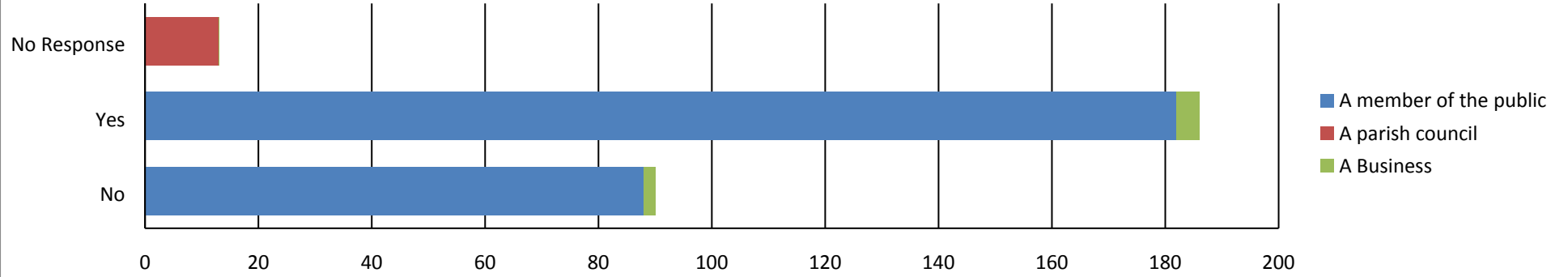
Are dog bins in the right locations



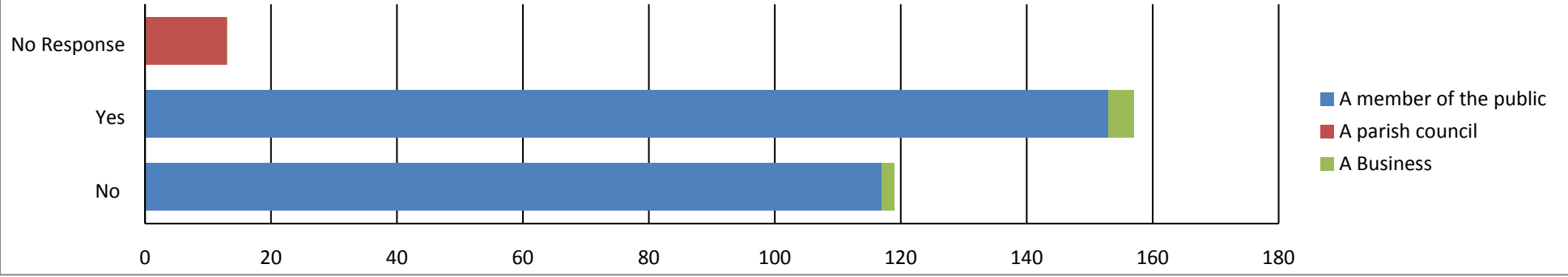
Are there sufficient litter bins?



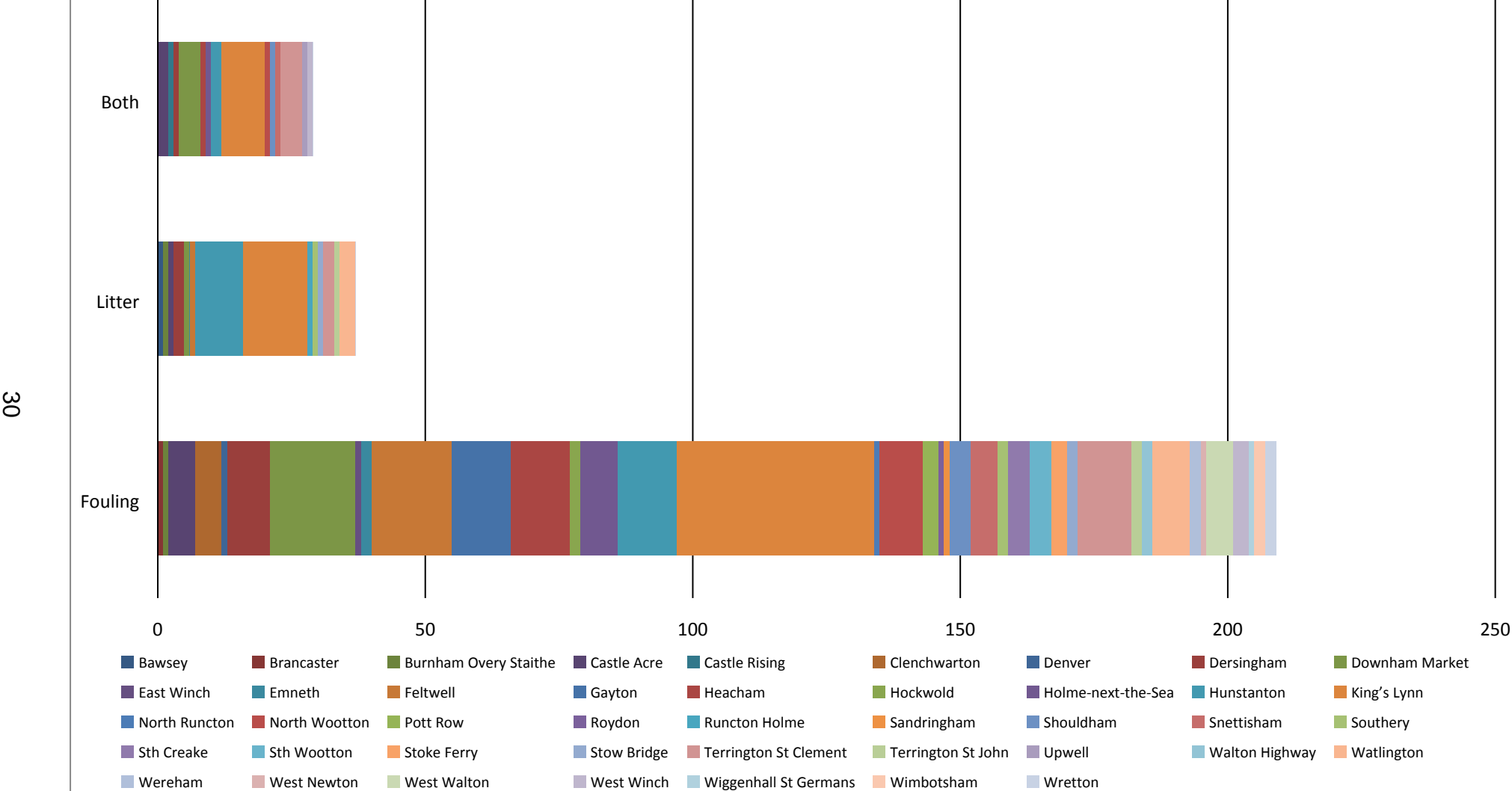
Are litter bins large enough



Are litter bins in the right locations



Incidents by Location



Appendix 2- Analysis of responses

Responses received from members of the public (sample size 270)

Question	Response	Number of Respondents	% of Respondents
Have you witnessed dog fouling or littering	No	0	0
	Dog Fouling	79	29.3
	Littering	27	10
	Both	58	21.5
	No response	106	39.3
Have you reported dog fouling or littering	No	179	66.3
	Parish Council (PC)	19	7
	Borough Council (BC)	31	11.5
	County Council (CC)	2	0.7
	Housing Association (HA)	2	0.7
	BC & other council	11	4.1
	Other agency	3	1.1
	No response	23	8.5
Are there sufficient dog fouling bins	No	136	50.4
	Yes	134	49.6
	No response	0	0
Are the dog bins large enough	No	75	27.8
	Yes	195	72.2
	No response	0	0
Are the dog bins in the right location	No	114	42.2
	Yes	156	57.8
	No response	0	0
Are there sufficient litter bins	No	157	58.1
	Yes	113	41.9
	No response	0	0
Are the bins large enough	No	88	32.6
	Yes	182	67.4
	No response	0	0
Are the bins in the right location	No	117	43.3
	Yes	153	56.7
	No response	0	0
Aware waste can go in a litter bin	No	95	35.2
	Yes	175	64.8

Responses received from parish councils (sample size 13)

Question	Response	Number of Respondents	% of Respondents
Have you witnessed dog fouling or littering	No	1	7.7
	Dog Fouling	4	30.8
	Littering	1	7.7
	Both	5	38.5
	No response	2	15.4
Have you reported dog fouling or littering	No	0	0
	Parish Council (PC)	0	0
	Borough Council (BC)	0	0
	County Council (CC)	0	0
	Housing Association (HA)	0	0
	BC & other council	0	0
	Other agency	0	0
	No response	13	100
Aware waste can go in a litter bin	No	4	30.8
	Yes	9	69.2
How are incidents dealt with	Dealt with by PC	0	0
	Passed to BC	1	7.7
	No Response	12	92.3

Responses received from businesses (sample size 6)

Question	Response	Number of Respondents
Have you witnessed dog fouling or littering	No	0
	Dog Fouling	1
	Littering	1
	Both	2
	No response	2
Have you reported dog fouling or littering	No	0
	Parish Council (PC)	0
	Borough Council (BC)	1
	County Council (CC)	0
	Housing Association (HA)	0
	BC & other council	0
	Other agency	0
	No response	0
Are there sufficient dog fouling bins	No	2
	Yes	4
	No response	0
Are the dog bins large enough	No	0
	Yes	6
	No response	0
Are the dog bins in the right location	No	1
	Yes	5
	No response	0
Are there sufficient litter bins	No	4
	Yes	2
	No response	0
Are the bins large enough	No	2
	Yes	4
	No response	0
Are the bins in the right location	No	2
	Yes	4
	No response	0
Aware waste can go in a litter bin	No	2
	Yes	4

Number of incidents of dog fouling, littering or both witnessed (all respondents)

Number of incidents of dog fouling, littering or both witnessed										
	Dog Fouling			Littering			Both			Totals
	Within last month	Within last 6 months	Within last 12 months	Within last month	Within last 6 months	Within last 12 months	Within last month	Within last 6 months	Within last 12 months	
A member of the public	64	1	14	19	1	7	43	5	10	164
	81.0%	1.3%	17.7%	70.4%	3.7%	25.9%	74.1%	8.6%	17.2%	
A parish council	2	0	2	1	0	0	2	1	2	10
A Business	1	0	0	0	1	0	1	0	1	4
Totals	67	1	16	20	2	7	46	6	13	178

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	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.
	EXEMPT Leisure Services Update		Chris Bamfield	
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
	Alive Leisure Annual Report	Information	Representatives from Alive Leisure	To receive the Annual Report.
	Grounds Maintenance Update	Policy Development	Claire Thompsett	To receive further information following the report presented to the Panel in December 2018.

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.
	Review of the West Norfolk Wins Lottery	Monitoring	Lorraine Gore	To monitor the progress of the lottery six months after its launch.
	Littering and Dog Fouling Review	Policy Development	Mark Whitmore	

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
26 March 2019	Review of operation of Planning Sifting Panel	Non	Cabinet	Development Exec Dir – G Hall		Public
	Risk Management Policy and Strategy Review	Non	Council	Leader Exec Dir – D Gates		Public
	Record Retention & Disposal Policy Review	Non	Council	Leader Exec Dir – D Gates		Public
37	Notice of Motion 1/19 from Councillor C Joyce	Non	Council	Leader Chief Executive		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	Pay Award 2019/20	Non	Cabinet	Leader Exec Dir - D Gates		Public
	Treasury Strategy 2019/2020	Yes	Council	Leader Deputy Chief Executive		Public

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
18 June 2019						
	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)
	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)
	Nar Ouse Enterprise Zone Implementation & Delivery	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)
38	Appointments to Outside Bodies	Non	Cabinet	Leader Chief Executive		Public
	Appointments to Joint Safety & Welfare Cttee, Joint Employee Committee and Task Groups	Non	Cabinet	Leader Chief Executive		Public
	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)
	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)
	Development Options - Hunstanton	Key	Council	Performance and Economic Development Exec Dir - C Bamfield		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
39	Cinema Development Tender arrangements	Key	Cabinet	Culture, Heritage & Health Exec Dir – C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	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)
	Major Housing Project 2	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)
	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)
	Capital Strategy	Key	Council	Leader Deputy Chief Executive		Public
	Major Projects Board Terms of Reference	Non	Cabinet	Leader Chief Executive		Public

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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
6 August 2019						
	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)

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
24 September 2019						
	Cinema Development Tender Results	Key	Cabinet	Culture, Heritage & Health Exec Dir – C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)