

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



COUNCIL MEETING

Agenda

Thursday, 28th November, 2019
at 6.30 pm

in the

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



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

Dear Councillor

You are hereby summoned to attend a meeting of the **Borough Council of King's Lynn and West Norfolk** which will commence at **6.30 pm** on **Thursday, 28th November, 2019** in **The Assembly Room, Town Hall, Saturday Market Place, King's Lynn** to transact the business shown below.

Yours sincerely

Lorraine Gore
Chief Executive

BUSINESS TO BE TRANSACTED

1. PRAYERS

2. APOLOGIES FOR ABSENCE

3. MINUTES

To confirm as a correct record the Minutes of the Meeting of the Council held on 17 October 2019 (previously circulated).

4. DECLARATION 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.

5. MAYOR'S COMMUNICATIONS AND ANNOUNCEMENTS

To receive Mayor's communications and announcements.

6. URGENT BUSINESS

To receive any items of business which in the opinion of the Mayor are urgent.

7. PETITIONS AND PUBLIC QUESTIONS

To receive petitions and public questions in accordance with Standing Order 9.

8. DETERMINATION OF COUNCIL TAX DISCOUNTS RELATING TO SECOND HOMES AND EMPTY DWELLINGS FOR 2020/2021 (Pages 9 - 12)

9. CABINET MEMBERS REPORTS

In accordance with Standing Order 11.1 to receive reports from Cabinet Members in the following order and under Standing Order 11.2 (a) Members of the Council may ask questions of the Cabinet Member on their reports and Portfolio areas:

(Councillors are reminded that this is a question and answer session not a debate.)

- 1) **Business Development - Councillor G Middleton** (Page 13)
- 2) **Commercial Services - Councillor P Kunes** (Pages 14 - 15)
- 3) **Development - Councillor R Blunt** (Pages 16 - 19)
- 4) **Environment - Councillor I Devereux** (Pages 20 - 21)
- 5) **Housing - Councillor A Lawrence** (Pages 22 - 23)
- 6) **Project Delivery - Councillor P Gidney** (Page 24)
- 7) **Deputy Leader and Culture, Heritage and Health - Councillor Mrs E Nockolds** (Pages 25 - 26)
- 8) **Leader and Resources - Councillor B Long** (Pages 27 - 28)

10. MEMBERS QUESTION TIME

In accordance with Standing Order 11.2 (b), Members of the Council may ask any questions of the Chairman of any Council Body (except the Cabinet).

11. RECOMMENDATIONS FROM COUNCIL BODIES

(Members are reminded this is a debate, not a question and answer session)

To consider the following recommendations to Council:

- 1) **Cabinet: 12 November 2019** (Pages 29 - 36)

CAB65: Corporate Complaints Policy

CAB66: Revised Unreasonable Complaints (revised policy attached)

12. APPOINTMENT OF REPRESENTATIVES TO INTERNAL DRAINAGE BOARDS (Page 37)

13. NOTICES OF MOTION

1) To consider the following Notice of Motion (7/19), submitted by Councillor J Rust

“Council are asked that the Borough Council of King's Lynn & West Norfolk

(i) recognises that councils can play a central role in creating sustainable communities, particularly through the provision of locally generated renewable electricity;

(ii) further recognises

- that very large financial setup and running costs involved in selling locally generated renewable electricity to local customers result in it being impossible for local renewable electricity generators to do so,
- that making these financial costs proportionate to the scale of a renewable electricity supplier's operation would create significant opportunities for councils to be providers of locally generated renewable electricity directly to local people, businesses and organisations, and
- that revenues received by councils that became local renewable electricity providers could be used to help fund local greenhouse gas emissions reduction measures and to help improve local services and facilities;

(iii) accordingly resolves to support the Local Electricity Bill, currently supported by a cross-party group of 115 MPs, and which, if made law, would make the setup and running costs of selling renewable electricity to local customers proportionate by establishing a Right to Local Supply; and

(iv) further resolves to

- inform the local media of this decision,
- write to local MPs, asking them to support the Bill, and
- write to the organisers of the campaign for the Bill, Power for People, (at 8 Delancey Passage, Camden, London NW1 7NN or info@powerforpeople.org.uk) expressing its support.”

2) To consider the following Notice of Motion (8/19), submitted by Councillor J Rust

“Our council resurrected the Freedom of the Borough award in 2003 after a long period of absence. The criteria for the nomination of the award only state that the nominee must have given outstanding service to the borough. The leader of the council has previously stated that “they” have set the bar high. Based on those who have been awarded the freedom compared to those who have been nominated and not granted it, that bar could be deemed to have been set at a measure invisible to most and arbitrary at best. This motion sets

to change that and instead, provide clearer guidelines on what could be considered to fulfil the criteria.

This council is asked to adopt the following criteria when awarding this honour.

The conferment of the Honorary Freedom of the Borough is a mark of distinction upon the person or persons whom the council wishes to honour. The freedom itself carries no privilege and is purely an honour, reflecting the eminence of the person on whom it is conferred or as recognition of significant and/or valuable services rendered to the borough by that person. It is normally an honour bestowed on those of note who have lived or worked in the borough and who are proud to be a part of the history of that borough through that freedom. It should not be awarded to serving councillors.

What criteria should be used to award this status?

The principle is that these awards should be made on merit, defined as:

- Achievement
- Exceptional Service

Awards should not be given merely for a job well done or because someone has reached a particular level. They should be awarded because an individual has gone over and above what is expected or what has previously been seen as the standard, being seen to have demonstrated "Service Above Self" and to stand above others in what has been achieved before.

To be considered for the award a nominee should meet at least two of the following criteria:

1. Delivered in a way that has brought distinction to borough life and enhanced the reputation of the borough in the area or activity concerned
2. Contributed in a way to improve the lives of those less able to help themselves
3. Demonstrated innovation and entrepreneurship which is delivering discernible benefits to the area or activity concerned.

For candidates to be considered they must be able to demonstrate a strong and continuing connection with, and commitment to, the borough or to have made a major contribution to national life and, in doing so, have enhanced the reputation of the borough.

People from all walks of life and all sections of society who have made a difference to the community and the borough are eligible to be nominated, provided that, at the time of nomination, they are living in the borough.

It could be include the following

- Artistic and cultural endeavours
- Business, economic growth and prosperity
- Charitable work

- Improvement to built and natural environment
- Religious and spiritual life
- Sports activities
- Civic service

Nominations for persons or organisations to be granted the Freedom of the Borough may be made by any resident of the borough who are on the electoral roll. Each nomination must be supported by at least 5 referees to testify to the nominee's worthiness, two of whom at least should be currently resident citizens of the Borough.

A form shall be drafted which enables the nominating person to set out clearly the necessary details for the award and should include the following

Nominees details – information about the person being nominated . Surname, forename, nickname, Title Address, Telephone Number, Email address

The recommendation – the details of how the nominee has made a significant contribution in their area of activity – giving as much detail as possible

What role they have excelled in?

How have they demonstrated service worthy of recognition?

How has the nominee contribution impacted on their particular field, locality, group or the community at large?

Over what time period did the nominee make their contribution or major commitment?

What makes this person stand out from others doing similar work?

Background Info

Full details of post(s) held by nominee, paid or voluntary, which support or are relevant to your nomination. Start and end dates, or if they're still involved.

Letters of support – one letter of support may be submitted. Confidentiality must be maintained and details of the nomination must not be discussed with any other persons or with the nominee.

Details of the person making the nomination

Surname

Forename

Address

Telephone Number

Email address

Relationship to nominee

Signature

Date

Confidentiality statement"

3) To consider the following Notice of Motion 9/19 – submitted by Councillor S Squires

“Council notes that the annual report on carbon emission from the Department for Business Energy & Industrial Strategy (BEIS) reports that the per capita impact for the King’s Lynn & West Norfolk area was 8 tonnes per capita, well above the Norfolk average of 5.7 tonnes and the UK average of 5.4 tonnes.

This council acknowledges that trees are a vital resource in helping to combat climate change and for carbon sequestration.

Therefore this council agrees to plant the equivalent of one tree for every Resident in the Borough, spread over a period of 4 years, creating community woodlands, which will not only reduce our carbon impact but will benefit wildlife and provide valuable green space to improve the lives of West Norfolk residents in years to come.”

4) To consider the following Notice of Motion 10/19 – submitted by Councillor T Parish

‘This Council requires all dialogue within Full Council and that of Panels, Committees, and Task Groups to be recorded digitally as soon as possible.

The digital recordings to be made available to all who would normally have access to written minutes. In addition, the minutes of Council and the other bodies must not be signed off until any queries have been addressed, with reference to the recording, should that prove necessary.

Digital recording should at least reduce and, hopefully, remove members’ concerns that some matters pertinent to themselves or to the party or group they belong to, are not lost within the difficult task of balancing the length of written minutes with the need to keep them succinct.’

Lorraine Gore
Chief Executive

BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

Council Meeting – 28 November 2019

DETERMINATION OF COUNCIL TAX DISCOUNTS RELATING TO SECOND HOMES AND EMPTY DWELLINGS FOR 2020/2021

1. Section 75 of the Local Government Act 2003 gives billing authorities the power to determine the discounts for second homes and long-term empty dwellings. Section 11 of the Local Government Finance Act 2012 gives billing authorities powers to determine discounts for further classes of empty dwellings. Section 12 of the Local Government Finance Act 2012 gives billing authorities powers to set a higher amount of council tax for long term empty dwellings. The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 allows billing authorities to further increase the amount of council tax for long term empty dwellings from 1 April 2019. The council has to approve its determination afresh for each class of dwelling for each financial year.
2. The Council Tax (Prescribed Classes of Dwellings) (England) Regulations 2003 and the Council Tax (Prescribed Classes of Dwellings) (England) (Amendment) Regulations 2012 prescribe the following classes of dwelling:
 - 2.1. **Class A** – a chargeable dwelling:
 - (a) which is not the sole or main residence of an individual;
 - (b) which is furnished; and
 - (c) the occupation of which is prohibited by law for a continuous period of at least 28 days in the relevant year.

Class A dwellings are commonly known as **Second Homes with an Occupancy Restriction**.

The reduction for Class A dwellings for 2019/2020 is 0% with an exemption for the period of the occupancy restriction.

- 2.2. **Class B** – a chargeable dwelling
 - (a) which is not the sole or main residence of an individual;
 - (b) which is furnished; and
 - (c) the occupation of which is not prohibited by law for a continuous period of at least 28 days in the relevant year.

Class B dwellings are commonly known as **Second Homes**.

The reduction for Class B dwellings for 2019/2020 is 0%.

- 2.3. **Class C** – a chargeable dwelling which is:
 - (a) which is unoccupied; and
 - (b) which is substantially unfurnished

Class C dwellings are commonly known as **Empty Dwellings**

The reduction for a Class C dwelling for 2019/2020 is 0%.

2.4. Class D – a chargeable dwelling

- (a) which has satisfied the requirements of (b) for less than 12 months
- (b) which is vacant; and
 - i. requires or is undergoing major repair work to render it habitable
 - ii. is undergoing structural alteration
 - iii. has undergone major repair work to render it habitable if less than six months have elapsed since the date on which the alteration was substantially completed and the dwelling has continuously remained vacant since that date
- (c) for the purpose of (b) 'major repair work' includes structural repair work
NB once the 12 month time limit has expired dwellings in Class D fall to be treated as dwellings in Class C

Class D dwellings are commonly known as **Uninhabitable Dwellings**.

The reduction for a Class D dwelling for 2019/2020 is 25% for the 12 month maximum period. Once the 12 months expire a reduction of 0% applies.

2.5. Class A and Class B dwellings do not include any dwelling which consists of a pitch occupied by a caravan or a mooring occupied by a boat. Neither do they include any dwelling where a qualifying person in relation to that dwelling is a qualifying person in relation to another dwelling which for him/her is job-related.

2.6. Long Term Empty Dwelling Levies

2.7. The Local Government Finance Act 2012 allows billing authorities to increase the amount of council tax payable in respect of a long term empty dwelling by a specified percentage of not more than 50% up to 31 March 2019.

2.8. The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 allows billing authorities to increase this to 100% from 1 April 2019 for properties empty for more than two years. The Act further allows billing authorities to increase the amount of council tax payable by 200% for properties empty for longer than five years from 1 April 2020, and by 300% for properties empty longer than 10 years from 1 April 2021.

2.9. The Act defines a Long Term Empty Dwelling as 'a dwelling that is unoccupied and substantially unfurnished for a continuous period of at least two years'. Any period of occupation of less than six weeks is discounted when establishing the continuous two year period.

2.10. The Act also allows Central Government to prescribe classes of dwelling exempt from the Long Term Empty Dwelling levy. The Council Tax (Prescribed Classes of Dwellings) (England) (Amendment) Regulations 2012 prescribe the following classes of dwelling to which the levy will not apply:

2.11. **Class E** – a chargeable dwelling which would be the sole or main residence of a person but is empty because that person is resident in Ministry of Defence accommodation by reason of their employment.

2.12. **Class F** – a chargeable dwelling which is an annexe of a main dwelling but is being used as a part of that dwelling.

2.13. The additional levy for long term empty dwellings for 2019/2020 is 100%. Dwellings falling into Class E and Class F are exempt from the Long Term Empty Dwelling Levy.

3. Proposals

3.1. The levels of discount for 2019/2020 are shown above. The Council agreed on 29 November 2018 that the increased long term empty levies as shown at paragraph 2.8 would be implemented for future years. The levy rates at paragraph 5 of the recommendations have been updated to reflect this.

3.2. In accordance with the statutory council tax reductions, any period of occupation of less than six weeks will be disregarded when calculating the maximum time a reduction can be awarded for, and when calculating the start date of any levy payment. The occupier will still be charged the occupied council tax rate for the time they live in the dwelling, but the clock will not be reset when they leave if they have been in occupation for less than six weeks.

3.3. A Discretionary Hardship fund of £10,000 has been provided for in the Financial Plan. The recommendation is that individual applications be determined by the Revenues and Benefits Manager in consultation with the Portfolio Holder for Resources and Performance and the relevant Ward Member.

3.4. The regulations stipulate these determinations must be published in at least one local newspaper within 21 days of Council agreement.

4. Policy Implications

4.1. The decision is a continuation of the council's policy on Council Tax discounts.

5. Financial Implications

5.1. Increasing the long term levy rates for 2020/2021 could result in an initial increase in the taxbase. However, as the changes are intended to bring long term empty properties back into use, if the policy is successful this will not be a permanent increase. For this reason the increases have not been included in the taxbase calculations.

6. Recommendations:

Under Section 11A of the Local Government Finance Act 1992, as enacted by Section 75 of the Local Government Act 2003, Section 11B of the Local Government Finance Act 1992, as enacted by Section 11 and Section 12 of the Local Government Finance Act 2012 and in accordance with the provisions of the Council Tax (Prescribed Classes of Dwellings) (England) Regulations 2003, the Council Tax (Prescribed Classes of Dwellings) (England) (Amendment) Regulations 2012 and the Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 the Council determines:

- 1. That the council tax discount for Second Homes defined as being within Class A of the Regulations is set at 0% for 2020/2021;**
- 2. That the council tax discount for Second Homes as defined by Class B of the Regulations is set at 0% for 2020/2021;**
- 3. That the council tax discount for Empty / Unfurnished dwellings defined as being within Class C of the Regulations is set at 0% for 2020/2021;**
- 4. That the council tax discount for Uninhabitable dwellings defined as being within Class D of the Regulations is set at the following for 2020/2021:**
 - a. 25% for 12 months starting on the day the dwelling becomes uninhabitable; then**
 - b. 0% once the 12 month period has expired;**
- 5. That the Levy rate for Long Term Empty Dwellings as defined in the Regulations is set as follows for 2020/2021:**
 - a. 100% for properties empty between two and five years, and**
 - b. 200% for properties empty longer than five years;**
- 6. That any period of occupation of less than six weeks shall be disregarded when calculating the maximum period of a reduction or the start date of the Levy;**
- 7. That delegated authority be given for individual applications under s13a Local Government Finance Act 1992 be determined by the Revenues and Benefits Manager in consultation with the Portfolio Holder for Resources and Performance and the relevant Ward Member/s.**
- 8. In accordance with Section 11A(6) of the Local Government Finance Act 1992, as enacted by Section 75 of the Local Government Act 2003 and the Local Government Finance Act 2012, these determinations shall be published in at least one newspaper circulating in West Norfolk before the end of the period of 21 days beginning with the date of the determinations.**

CABINET MEMBERS REPORT TO COUNCIL**28 November 2019****COUNCILLOR GRANHAM MIDDLETON - CABINET MEMBER FOR BUSINESS DEVELOPMENT**

For the period 18 October to 20 November 2019

1 Progress on Portfolio Matters.**Future High Streets Fund (FHSF) Consultative Board**

The first meeting of FHSF Consultative Board meet on the 4 November in the town hall. The Board's role is to represent the interests of a wide group of stakeholders and delivery partners to help shape and inform the FHSF Draft Business Draft Case which is due for submission on 15 January 2020.

Vision King's Lynn

The FHSF communication protocols and stakeholder engagement programme was agreed at the Board meeting. The engagement and consultation programme under the banner brand of Vision King's Lynn, is to ensure we gather information and feedback from a range of local community and business audiences on town centre use and needs that can feed into the business case. The three main ways data will and intelligence will be collected are via 1) Online survey, 2) In venue consultation and 3), Face to face consultation.

Project Shortlist

The FHSF projects on the current shortlist are being further developed by officers to establish their individual deliverability and a financial business cases. This work will result in identifying the amount overall FHSF investment and co-funding required.

Draft FHSF Business Case Submission

The draft business case will go to Regeneration and Development Panel on 17th December 2019 and Cabinet on the 7th January 2020 prior to submission to MHCLG.

2 Meetings Attended and Meetings Scheduled

Governance task group
Discover centre funds plan
Merxcim Visit
Cabinet
Officer meetings various
BID meeting
FHSF Board
Hunstanton Hemingway consultation event

CABINET MEMBERS REPORT TO COUNCIL

28th November 2019

COUNCILLOR – PAUL KUNES – CABINET MEMBER FOR COMMERCIAL SERVICES

For the period 17th October to 28th November 2019

1 Progress on Portfolio Matters.

I was honoured to accompany the Mayor at Mintlyn Crematorium on Wednesday 6 November in presenting a cheque for £8,000 to representatives of the QE Hospital for the Central Delivery Suite (CDS) Bereavement Fund. With this latest donation Mintlyn Crematorium will have contributed £90,123 to local charities.

The money has been raised through a charitable scheme, operated by the Institute of Cemetery and Crematorium Management (ICCM), of which Mintlyn is a member. Under the scheme, metal from medical implants is recycled after cremation, with the consent of the family of the deceased. Twice a year the institute asks its scheme members to nominate local charities, which help to support people to cope with the death of loved ones, to receive a donation.

St James Multi-storey pay on foot upgrade update

The first stage upgrade works to the barriers and pay on foot system at the multi-storey was completed towards the end of October, the main noticeable change in operations is the ability to make payment by credit/debit card at any of the four pay stations. We have been pleasantly surprised by the level of uptake which is currently running at 28% of all transactions.

The next stage of upgrade, which is planned to be complete by the end of November, will include the ability for users to “tap in” and “tap out” using their credit/debit card without the need to ever visit the pay station, in a similar way to the barriers on the London underground system where credit and debit cards are quickly replacing oyster payment cards.

Cemetery Update

Further to my comments last month, our investigations into ground water issues at the Gayton Road Cemetery continue, officers are currently engaged with the Environment Agency and specialist external contractors who having undertaken the necessary tiered assessments are now working to collect additional information which will enable a Ground Water Risk Assessment to be completed which will assist in formulating the immediate way forward. In parallel to these works, we are also considering the medium to long-term requirement for cemetery and burial space within the borough, especially King’s Lynn, and hope to report on that in due course.

2 Forthcoming Activities and Developments.

I anticipate further discussions with other organizations concerning water levels in cemeteries, as this problem begins to affect other non Council run Cemeteries.

3 Meetings Attended and Meetings Scheduled

Cabinet
Council IT team
Car parks
Crematorium and Cemeteries
Corporate Performance Panel
QE Trust Board of Governors
Conservancy Board.
IDB
ICT Development Group

CABINET MEMBERS REPORT TO COUNCIL

28 November 2019

COUNCILLOR RICHARD BLUNT - CABINET MEMBER FOR DEVELOPMENT

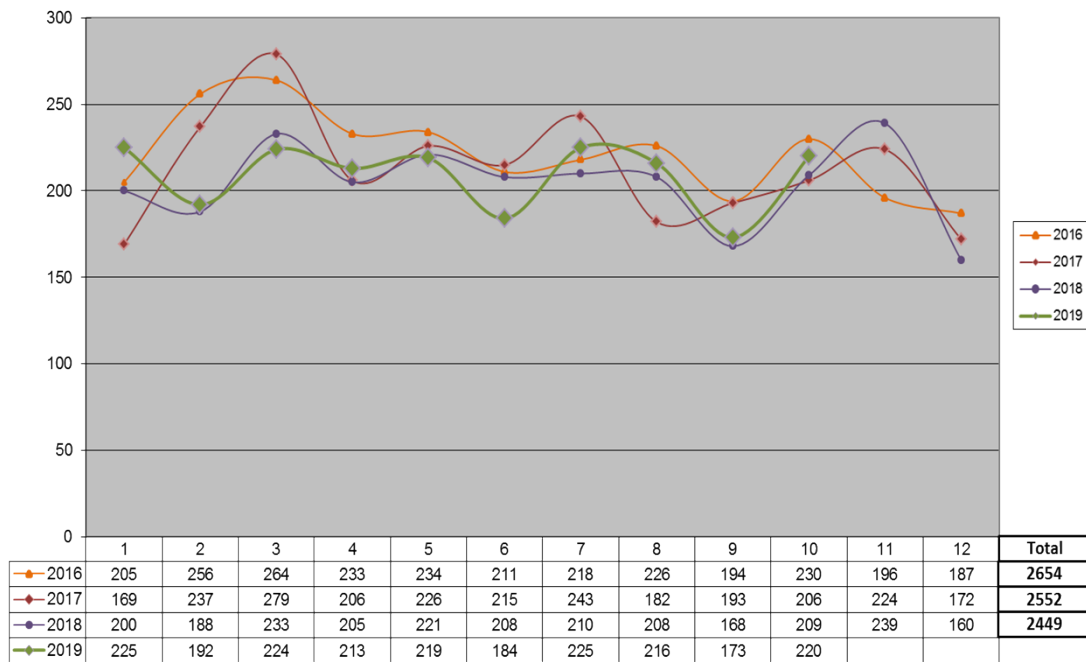
For the period 18 October to 15 November 2019

1 Progress on Portfolio Matters.

Planning Applications

Planning applications received between January and October is slightly higher than the same period last year, 2050 in 2018 and 2091 in 2019.

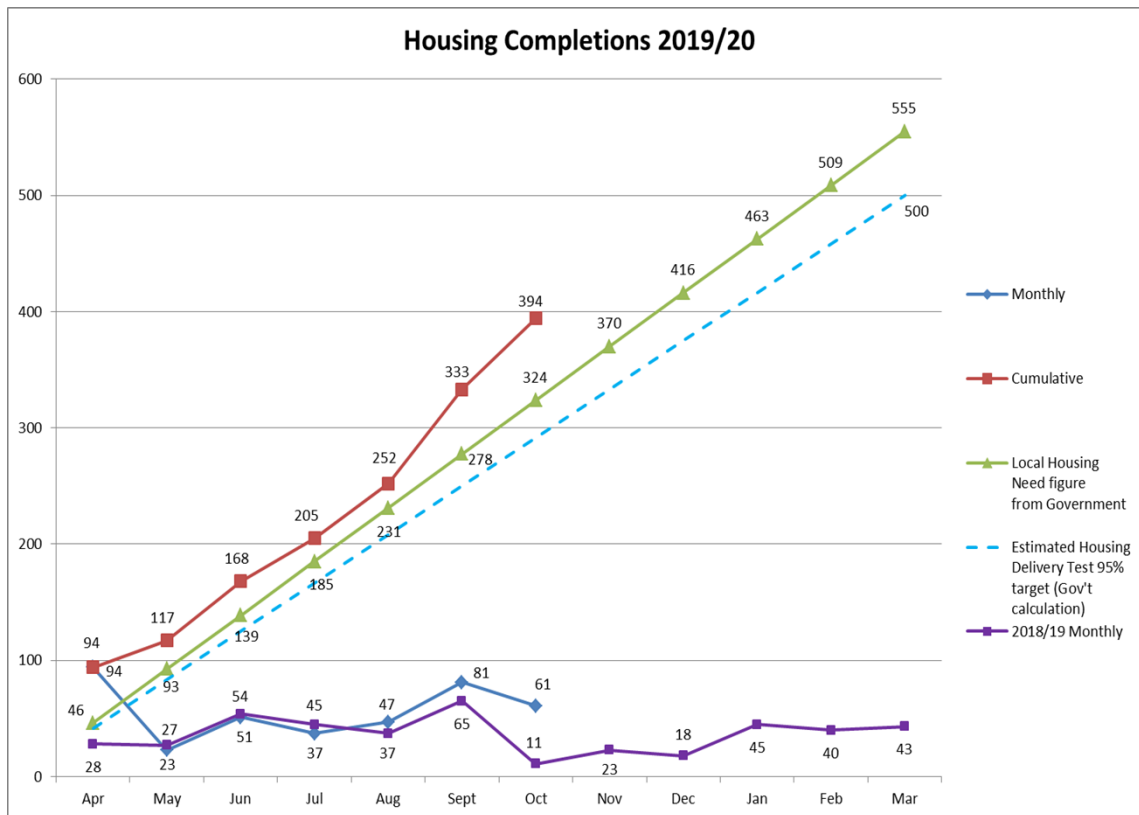
Planning and discharge of condition applications received



Income for the first six months of the financial year is lower than the same period last year, £733,572 in 2018 and £624,506 in 2019. Income is now £25,000 lower than projected for the year 2019/20.

Housing Completions

61 completions in October. 394 completions in the first seven months of 2019, April – October, compared to 267 in 2018, 70 above the projected Local Housing Need figure set by Government.



Appeal Performance 1/1/19 – 31/10/19

	Dismissed	Allowed
Planning appeals	43	8
	84%	16%
Enforcement appeals	8	2
	80%	20%

The national average figure for planning appeals allowed is around 34%.

Planning Appeals – Knights Hill

On 31 October notification was received confirming the Secretary of State will determine the appeal instead of the Inspector. This means that instead of writing a decision, the Inspector will prepare a report and recommendation, which will be forwarded to the Secretary of State who will make the final decision. The target date by when the Inspector's report will be submitted to the Secretary of State is 14 April 2020. Currently there is no indication when the Secretary of State will issue the decision.

The Inspector will open the Inquiry at 10.00am on Tuesday 14 January 2020 and it is scheduled to close on Friday 17 January. The first three days will be held at The Great Barn, Knights Hill Hotel and the final day will be held in the Assembly Room, Town Hall.

A further notification letter will be sent to everyone who made representations; this will confirm the venues and dates for the Inquiry.

Kings Lynn Transport Strategy

The strategy is a joint strategy to be agreed by KLWNBC and NCC, as a consequence the approval process needs to be completed by both the KLWNBC and NCC.

The timetable below shows how this will be achieved.

KLWNBC Regeneration and Development Committee on 28 January 2020

NCC Infrastructure and Development Select Committee on 29 January 2020

NCC Cabinet on 3 February 2020

KLWNBC Cabinet on 4 February 2020

Local Plan Task Group

The Task Group continues to assess the responses to the consultation, with very thorough discussions on potential policy changes. We have met more frequently than anticipated, and will also devote extra time in the new year. However there is an impact on the timetable as a result.

Neighbourhood Plans

There is a large degree of activity in this field across the Borough. Below is a list of Neighbourhood Plan progress to date. Currently approximately 1/3rd of the Borough is covered by a Made or emerging Neighbourhood Plan. This means that there could be different policy frameworks in place for each parish with a Made Neighbourhood Plan. Policies within such plans must be taken into account when determining planning permissions within such an area. There is also the possibility that existing Neighbourhood Plans could be reviewed, such as Brancaster which is one of the first in the country to undertake this.

Officers recently held a Custom & Self-Build seminar for Neighbourhood Plan groups this was well attended with approximately 10 groups represented.

Officers have also met with a number of community groups within the unparished area of King's Lynn who are interested in establishing a formal Neighbourhood Forum, as there is no Parish/Town Council in order to prepare a Neighbourhood Plan for their area. This is a slightly more complicated process, however a number of communities have been through this in country and produced plans.

Meetings Attended

Portfolio Meetings,
Planning Committee Training,
Local Plan Task Group,
Custom and Self Build Task Group
Cabinet
Custom and Self Build Task Group
Meeting with Leader
Cabinet Sifting
Council Governance Meeting

CABINET MEMBERS REPORT TO COUNCIL

28 November 2019

COUNCILLOR IAN DEVEREUX- CABINET MEMBER FOR ENVIRONMENT

For the period 18 October to 15 November 2019

1 Progress on Portfolio Matters.

I participated in the Joint Anglian Regional Flood and Coastal Committee workshop on Climate Change at Norfolk County Council which provided several useful briefings. These included an excellent presentation by the Science Director of the British Antarctic Survey on the science underpinning the expected sea-level rise in our region over the next 80-100 years together with an explanation of the uncertainties. Another presentation by UEA and University of Essex provided the latest thinking on the utility of proactive ecological stewardship to improve the resilience of areas subject to frequent flooding. This evidence will provide a common baseline for the RFCCs to plan their work for our Eastern Region.

Similar factors were further examined at the Norfolk Coastal Futures seminar the following day at Wells-next-the-Sea with the UEA and Environment Agency. Two presentations by local naturalists provided some historical insight to the perceived causes of silting up of the Wash and the Great Ouse estuary: a significant factor in our future coastal erosion and flood protection planning. The Environment Agency spoke well of the effectiveness of our commercially successful Snettisham shingle bank protection scheme.

The Environment Agency have now confirmed that their investigation into the 'cliffing' damage caused to the shingle bank at Heacham by the October 3rd series of tidal surges was insufficient to warrant engineering remediation. No action is needed until the planned beach recycling process early next year. An information leaflet has been distributed to those in the area who might have been concerned.

We expect to complete the Joint Waste Collection procurement over the next few weeks. This will enable our North Norfolk District Council partner to mobilise their team for the start of the next financial year. The contracts for Breckland DC and ourselves will commence a year later.

Our Waste Manager, Barry Brandford, participated in a Radio Norfolk phone-in programme on 5th November on all matters related to waste collection, re-use and recycling. He answered questions for 45 minutes from listeners all over the County, with several from our Borough, reinforcing our intent to inform and educate us all on how we can manage our waste better!

2 Forthcoming Activities and Developments.

In early December, Officers and I will participate in the Environment Agency Review of their "Shoreline Management Plan 4". This 10 year national programme sets the high level strategy for Coastal Erosion and Flooding Protection for the Wash coastline from Gibraltar Point to Old Hunstanton.

The Hunstanton Coastal Management Plan is expected to be published over the next couple of months.

Our Climate Change programme of work should also be published early 2020.

3 Meetings Attended and Meetings Scheduled

18/10 Joint Anglian (East & Great Ouse) Regional Flood & Coastal Committees Climate Change Workshop at NCC Offices

19/10 Norfolk Coastal Futures Seminar & Workshop, Wells-next-the-Sea

21/10 Portfolio Meeting, Natural England Coastal Path Briefing

22/10 Governance Task Group Meeting

23/10 Review of Statutory Response to NCC Silica Sand Search

28/10 Cabinet Sifting

5/11 HRA Monitoring Mitigation and Green Infrastructure Panel Agenda review meeting

5/11 Governance Task Group – Councillor Consultation Seminar

Scheduled Meetings

19/11 Governance Task Group Meeting

20/11 Norfolk Coast Partnership – Partnership Forum Meeting

21/11 Wash & North Norfolk Marine Partnership Board, Social Media Training.

26/11 Corporate Performance Panel

27/11 Portfolio Meeting, Planning Committee Training.

28/11 Single Use Plastics Informal Working Group, Council

CABINET MEMBERS REPORT TO COUNCIL

28 November 2019

COUNCILLOR ADRIAN LAWRENCE - CABINET MEMBER FOR HOUSING

For the period 18 October to 18 November 2019

Progress on Portfolio Matters.

Home Choice

Figures for October as follows

There were 1083 live applications

1 Emergency
146 High
315 Medium
621 Low

177 new applications/change of circumstances

43 lets

Rough Sleeping

The Winter Night Shelter opened its doors this month, and became almost full in a short period of time. The number of rough sleeper encampments around the town has reduced as people have taken themselves to the Night Shelter. In order to plan for the worst, we are working with housing partner Genesis to provide an additional 3-4 emergency bed spaces (in addition to the current 7) in expectation that there will be no capacity at the Night Shelter.

Just a reminder that if anyone has concerns about someone rough sleeping, or has found someone rough sleeping please report this via streetlink.org.uk - this is a national service - following a report the Council will receive a notification, arrangements will then be made for a visit where appropriate from the rough sleeper outreach team.

Homelessness Strategy Consultation

Following a presentation of the new draft Homelessness and Rough Sleeping Strategy to the Environment and Community Panel last month a consultation event with stakeholders is being planned for 11 December. It will be a

valuable opportunity to both share our future plans, as well as understanding what partner organisations are doing and how they can support us.

Meetings Attended

Cabinet
Meetings with officers
Parkway Site visit

CABINET MEMBERS REPORT TO COUNCIL

28 November 2019

COUNCILLOR PETER GIDNEY... CABINET MEMBER FOR ...PROJECT DELIVERY

For the period 18 October to 20 November

1 Progress on Portfolio Matters.

A brief report this month

- 1) Hunstanton, Proposed developments at Library Site and Southgate Street Public Consultation for the housing schemes in Hunstanton was displayed at the Town Hall on the 7th November 10-00 to 19.00 and now continues on line. Local assessments were positive and constructive.
- 2) There are bids for various projects at the moment, there are some funding opportunities where the details of the award have not yet been announced, which are causing some issues when trying to ascertain the areas of development/ regeneration which the funding will benefit and what the match funding criteria are if any.
- 3) We are looking into the possibility of having a section on the Borough Councils web site covering new projects in order to keep Members and the community informed of progress. In addition the structure for delivery is being examined to keep management at all levels efficient.

I hope to have more details at the next Full Council

2 Forthcoming Activities and Developments.

18 Oct Portfolio Meeting with Leader
28 Oct Cabinet Sifting
29 Oct Regeneration and Development Walking Tour
8 Nov 14.30 Admin meeting
11 Nov Portfolio Meeting
12 Nov Cabinet
13 Nov Cabinet Briefing
20 Nov Homage to Alderman Jackson

CABINET MEMBERS REPORT TO COUNCIL

28 November 2019

**COUNCILLOR MRS EA NOCKOLDS
CABINET MEMBER FOR CULTURE, HERITAGE AND HEALTH**

For the period 18 October to 18 November 2019

1 Progress on Portfolio Matters.

WN Wins have got 650 players with an average of 2 tickets per player each week with 68 good causes to choose from. The good causes have received a total of £40,268 from the lottery players, and £17,163 gone to WN Wins Community Fund for distribution to local community groups.

Alive West Norfolk began trading in July 2019, following the review of membership sales, a new campaign for Unlimited Gym, Swimming and Classes was put in place during Oct/Nov. A total of 585 new members have joined.

Alive West Norfolk has created a Wellness Referral Scheme, a Rehabilitation Pathway which is a 10week scheme or a longer term scheme, Reactive Pathway. There are currently 13 health professionals from 5 key service partners, QEH, GP Practices, St James Clinic, Wellbeing Service and Thurlow House, referring their patients to a wellness scheme.

The Pantomime sales and reserves are at 16,141 tickets, which is just over 400 ahead of this point last year. The rehearsals will start on the 28th November.

The construction contractor of the Cinema has been on site doing prep work. The scaffolding will be erected before the Pantomime season starts apart from the front façade as that will be erected as soon as the pantomime finishes.

Each Norfolk Local Authority have allocated £7,500 into a pooled budget which enables residents to apply for a grant up to a maximum of £500 for work to be carried out in their homes if a resident is suffering from Dementia. During September and October 19 grants have been accepted for dementia related works in residents homes.

2 Forthcoming Activities and Developments.

The Local Cultural Education Partnership, LCEP, meeting was held at

Downham Market Academy as part of the national "Discover Creative Careers" week. This gave the young people an opportunity to question Artists about careers in the arts and culture and an insight into some varied creative career job opportunities. The LCEP known as PEACH, a Partnership for Education, Culture and Heritage, is administered by Creative Arts East. Members of PEACH include artists, musicians, filmmakers, school teachers, museum officers, librarians and gallery curators. During 'Museum Take-over Day' some young pupils from a local school were ambassadors at Stories of Lynn.

The Learning and Outreach Officer at the Stories of Lynn have been working with over 60 children designing lanterns for the light parade in connection with the Christmas light switch-on. The lanterns were produced from recycled plastic bottles.

Both Hunstanton and Kings Lynn have been invited to enter the Britain In Bloom competition next year. For this competition we rely on the contribution of local volunteers, community groups and local businesses to make it a success but at the same time it encourages people to take pride in their area and helps to enhance the local environment.

3 Meetings Attended and Meetings Scheduled

Portfolio meetings with;

Lorraine Gore Chief Executive
Mark Fuller Principal Project Surveyor
Steven King THI Project Officer
Claire Thompsett Parks & Open Space
Martin Chisholm Business Manager
Rachael Williams Stories of Lynn Learning & Engagement
John Greenhalgh Environmental & Health
Phillip Eke Tourism Officer

Cabinet

Regeneration & Development Panel

Environment & Community Panel

Health & Wellbeing Board

Ask LILY Board meeting

Joint Museums Committee

Norfolk Records Committee

KLACC

Alive West Norfolk

Trues Yard

WN Tourism Forum AGM

Anglia In Bloom Conference

Downham Market Swan Projects Manager

Natural England

Visit Norfolk Tourism Board

Local Cultural & Education Partnership Board (LCEP)

Historic England's Heritage Champion Co-ordinator

CABINET MEMBERS REPORT TO COUNCIL**28 November 2019****COUNCILLOR BRIAN LONG – LEADER & CABINET MEMBER FOR RESOURCES.**

For the period 18 October to 18 November 2019.

1 Progress on Portfolio Matters.**Staff Health.**

As shown within my meeting attended, I along with 116 of our staff had Flu Jabs this month. The council provides this as a way of improving staff health and resilience within the work force.

In addition, 120 Vouchers were issued, to be used by staff off site. Of these 46 will be recharged to the CCG, whose staff work within King's Court.

Water Resources East

Following the recent meeting ADA Great Ouse Branch and the Regional Flood and Coastal Committee where discussion had taken place around Water Resources East. WRE has been set up along with other bodies across the UK to look at how water is utilised. ADA has paid to put a representative on the Company Board. While BCKLWN would not want to pay the £15,000 to hold a board seat, I have actioned us becoming an associate member (with maximum liability of £1.00) Being involved in the availability and transfer of water is important to future planning for our Housing and Industry to grow.

Visit to Merxin Ltd.

Myself and Cllr Middleton met with representatives of Merxin regarding their future plans for their business in Kings Lynn. Currently situated within KLIC and having received a Mayors Business Award, the company is expanding and employing more people. The delivery of Pharmaceuticals via inhalers to treat asthma and other lung conditions is a subject of great interest to me and new developments in this field are most welcome.

2 Forthcoming Activities and Developments.

Nothing to report.

3 Meetings Attended and Meetings Scheduled

In addition to my usual round of Cabinet and Portfolio meetings I have also attended the following:

Briefing from Natural England on Coastal Path route.

Association of Drainage Authorities – Great Ouse Branch.

KLACC – re Special expenses.

Various meetings with Freebridge Community Housing.

Governance Structures meeting for Councillors.

Flu Jab Session with Staff

Visit to Merxin Ltd at KLIC.

Chaired Appointments Panel for new Independent Person for Standards.

Kings Lynn IDB – Board Meeting

**RECOMMENDATIONS FROM CABINET ON 12 NOVEMBER 2019 TO
COUNCIL ON 28 NOVEMBER 2019**

CAB66: CORPORATE COMPLAINTS POLICY

Cabinet considered a report which reminded members that the borough council strives to provide excellent services to customers, visitors and businesses, and to deliver those services right first time. Occasionally, customers may be dissatisfied with council services and make a complaint about the service they had received. The current process focussed on the administration of complaints so a thorough review of the process had been conducted to drive greater consistency, reflect best practice, improve customer experience and to ensure all complaints were dealt with appropriately.

Issues identified during the review were:

- The existing process focussed on administration of the policy. The revision had been developed on best practice and according to advice from the Local Government (LGO) and Social Care Ombudsman
- Clear definitions of what constituted a complaint were not explicit
- Clearer timescales in the handling of complaints were needed to bring the policy into line with the Ombudsman’s timescales

The revised policy had been presented to the Corporate Performance Panel and their comments and recommendations have been incorporated into the policy.

The Assistant Director explained that training had been procured from the LGO for staff across the authority to ensure consistency with the LGO approach.

It was agreed that the word “minor” be added to the recommendation regarding any amendments made.

RECOMMENDED: 1) That the Corporate Complaints Policy be approved.

2) That delegated authority to make any minor amendments considered necessary to the policy be granted to the Chief Executive in consultation with the Leader of the Council.

Reason for Decision

To ensure the council has a robust, consistent and easily accessible policy for staff, members and customers to manage the complaints process and associated expectations.

CAB66 REVISED UNREASONABLE COMPLAINTS POLICY

The Assistant Director explained that a recent review of corporate complaints and the Unreasonably Persistent Complainants Policy had highlighted a review of the policies was required to reflect best practice and to provide clarification on key points. The report related to the policy on persistent complainants and had been renamed the Unreasonable Complainants Policy.

The item had been submitted to the Corporate Performance Panel (CPP) who had discussed the matter and made comments which had been incorporated into the report. Member involvement had been included when placing someone on the list, so it would now involve an Assistant Director in consultation with the Executive Director and Chair or Vice-

Chair of Standards. The appeals process would involve the Chief Executive, a Standards Committee Member and the Independent Person on the Standards Committee. It was noted that the sanctions applied to each case would be proportionate for the circumstances of each case. An amended version of the policy had been issued prior to the meeting.

Under standing order 34 Councillor Moriarty addressed the Cabinet as the Vice-Chair of CPP. He made points on the following:

- CPP wished to review the policy annually.
- He felt that the involvement of councillors in the matter did not necessarily have to be Chair and Vice-Chair
- The scatter gun approach – after the complaint had been dealt with and the matter closed.
- Refusal to accept the decision without new evidence
- The 1 year time frame was not considered by CPP.

Councillor Long reminded Members that Cabinet would not be involved in CPP reviewing the policy annually as it was their decision to make. He agreed to add “minor” to the recommendations regarding making amendments to the scheme. He agreed to have a discussion with Councillor Moriarty on any other points he wished to make.

Councillor Gidney suggested that as some people used social media to abuse staff and highlight their complaints, that should also be added to the policy. It was agreed.

The Assistant Director explained that the 1 year time frame was in line with the practice and guidance of the LGO, as set out in the corporate complaints policy.

RECOMMENDED: 1) That the revised policy on managing the behaviour of unreasonable complainants be approved subject to:

- the addition of reference to the use of social media to further persistent complaints
- a further discussion between the Chair and Vice-Chair and Councillor Moriarty on the minor points raised.

2) That delegated authority to make minor amendments to the policy be granted to the Chief Executive in consultation with the Leader of the Council.

Reason for Decision

To ensure a clearly defined process is in place for the management of unreasonably persistent complainants, to provide fairness, transparency and accountability within the process, to safeguard the health and wellbeing of officers handling such complainants and to ensure the policy is in line with the Local Government Ombudsman’s best practice.

The reference to CPP wishing to review the policy annually was a matter for CPP to decide, not a matter of a Cabinet decision.



BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

POLICY ON MANAGING UNREASONABLE COMPLAINANT BEHAVIOUR

UNREASONABLE COMPLAINANTS POLICY

This policy sets out our approach to the exceptional circumstances when complainants pursue their a particular complaints in a way that is unreasonable. We aim to deal fairly, honestly, consistently and appropriately with all complaints, but we retain the right to restrict or change access to our services where we consider a complainant's actions to be unreasonable. Our aim in doing this is to ensure that other complainants and our staff do not suffer any disadvantage from complainants who act in an unreasonable manner.

This policy will not affect anyone's rights under the Data Protection Act 1998 or the Freedom of Information Act 2000 or their rights in respect of other complaints they wish to make.

DEFINITION OF UNREASONABLE BEHAVIOUR

People may act out of character when under stress and we do not view behaviour as unreasonable because a complainant is forceful or determined. However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands on workloads and unacceptable behaviour towards staff. Such actions have been grouped under three headings:

1. Unreasonable Persistence

Examples include:

- Refusing to specify the grounds of a complaint, despite offers of assistance with this from the authority's staff.
- Refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved.

Refusing to accept that issues are not within the remit of the complaints procedure despite having been provided with information about the procedure's scope.

November 2019

- Insisting on the complaint being dealt with in a way, which is incompatible with the adopted complaints procedure or with good practice.
- Making what appears to be groundless complaints about the staff dealing with the complaints, and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds and/or denying statements, he or she made at an earlier stage.
- Introducing trivial or irrelevant new information, which the complainant expects to be taken into account, and commented on, or raising large numbers of detailed but unimportant questions and insisting they are all fully answered.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved.
- Adopting a 'scattergun' approach: pursuing parallel complaints on the same issue with various organisations **after** the complaint has been dealt with, ~~and~~ the council consider the matter closed and an alternative route for the complaint has been made available to the customer i.e. Local Government and Social Care Ombudsman, Appeals Tribunal etc.-
- Making unnecessarily excessive demands on the time and resources of staff whilst a complaint is investigated. For example, excessive telephoning or sending emails to council staff, writing lengthy complex letters every few days and expecting immediate responses.
- Submitting repeat complaints, after the complaints process has been completed, essentially about the same issue, with additions/variations, which the complainant insists make these 'new' complaints, which should be put through the full complaints procedure.
- Refusing to accept the decision – repeatedly arguing the point and complaining about the decision. Continually contacting members and officers of the council following a decision. The council will consider any new evidence presented in respect of the complaint up to two years following the resolution of the complaint. This is in line with the council's retention strategy for corporate complaints, taking account our responsibilities under the General Data Protection Regulations (GDPR).-
- Combinations of some or all of these.

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- The council will consider new evidence if presented within ~~4~~ 2 years of the original complaint.
- This policy does not preclude complainants submitting complaints on matters unrelated to the complaint which has resulted in them being placed on the unreasonable complainants register. Any further complaints will be dealt with on their merits.

When we find a complainant to be unreasonably persistent, we will tell them why and ask them to change their behaviour. If the behaviour continues, we will take action to restrict the complainant's contact with the Council. Any such restrictions will be proportionate after consideration by the appropriate Assistant Director, in consultation with the Executive Director and the Chair or Vice Chair of the Standards Committee. The most likely outcome would be:-

- a) requesting contact in a particular form (e.g. by letter only)
- b) requiring contact to take place with a named member of staff and by prior appointment only
- c) restricting telephone calls to specific days and times; and /or
- d) Requesting the complainant enter into an agreement about their contact.
- e) where a) to d) fail to stem unreasonable behaviour, to advise the complainant that all further correspondence and complaints on or closely related to the same subject will be read and filed without acknowledgement and no further response will be sent by officers of the Council, unless the complaint contained new evidence/information.

The reason for the restriction will be recorded and the Assistant Director, in consultation with the Executive Director and the Chair or Vice Chair of the Standards Committee will state how long any restriction will apply for before it is reconsidered. Restrictions on contact will be automatically reviewed every six months, to determine whether the restrictions imposed are still necessary and should remain.

The complainant will be notified of the decision to place them on the register by letter. They will also be notified of the result of the 6-monthly review, unless there are good reasons not to do so.

2. Aggressive or Abusive Behaviour

The Council recognises that customers who feel dissatisfied with the service they have received may feel angry about their treatment. However, the Council has a duty of care towards the safety and welfare of its staff.

Examples of unreasonable behaviour include any action or series of actions, which are perceived by the staff member to be abusive, threatening or offensive whether

they are delivered verbally, ~~or~~ in writing or ~~a combination of the two or via social media in the form of Cyber Abuse, if the council is made aware of it.~~ This includes not only behaviour directed at them, but also their families or associates. If a staff member feels threatened by a complainant, they should report their fears and the reason for them, to their line manager. The line manager will record the details and as part of the action arising from his/her, investigation will consider-

- Writing to the perpetrator requiring no repetition of the behaviour and, if necessary, setting conditions and restrictions for further contact with staff.
- Whether to report the matter to the Police.

If dealing with such behaviour in a telephone conversation, the staff member should tell the complainant that they would terminate the call if the behaviour continues. If, despite this warning the behaviour continues, the contact should be terminated and a note placed on the case file recording the circumstances of the termination. Staff will respond to repeated calls in the same way.

Repeated calls may be deemed harassment, which, after consultation with the Executive Director, may be reported to the Police.

2.1 Cyber Abuse

The council or staff (individual or groups) may become targets of cyber abuse, which may include threats both direct and indirect, harassment, embarrassment, defamation, impersonation, insults or prejudice based abuse e.g. homophobic, sexist, racist or other forms of discrimination. Channels include email, mobile phones, website, chatrooms and social networking sites such as Facebook and Twitter. These actions can intrude into a victim's private life.

Any such incident will be investigated and appropriate action taken from writing to the perpetrator requesting they cease and delete all offending material to reporting the matter to the Police.

3. Unreasonable Demands

Complainants may make unreasonable demands through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make. What amounts to unreasonable demands will depend on the circumstances surrounding the behaviour and the seriousness of the issues raised by the complainant.

Examples might include demanding responses within an unreasonable timescale, insisting on speaking to or seeing a particular member of staff, continual phone calls or letters.

We consider these demands unreasonable if they start to impact substantially on the work of staff, such as taking up an excessive amount of staff time to the disadvantage of other customers or services. Actions falling within this category will be dealt with as set out in “Unreasonable Persistence” above.

4. Implementation of the Policy

In cases where this becomes necessary, we will write to the complainant saying why we believe their behaviour is unreasonable, what action we are taking and the duration thereof.

We will also tell them how to challenge the decision if they disagree with it and to whom such an appeal should be addressed.

Where a complainant continues to behave in an unacceptable fashion, the Assistant Director in consultation with the Executive Director and Chair or Vice Chair of the Standards Committee may authorise staff to terminate contact with the complainant on the subject of the complaint(s) and discontinue any further investigation. Any further contacts regarding the complaint in writing will be read and placed on file without acknowledgement. Telephone calls will be terminated and logged.

In taking the action described above, it is emphasised that this policy will only be used as a last resort and after all other reasonable measures have been taken to resolve complaints following the appropriate procedure. Judgement and discretion will be applied to ensure that contacts from the complainant about matters other than the complaint are not ignored and that as a result there is a failure to respond to a request for service or other information.

New complaints from customers who have been regarded as unreasonably persistent complainants will be treated on their merits.

Withdrawal of any action taken under this policy must be undertaken in consultation with the Assistant Director and the Executive Director who authorised it in consultation with the Chair or Vice Chair of the Standards Committee.

5. Appeals Procedure

A complainant can appeal a decision to classify them as an unreasonably persistent complainant. A senior member of staff who was not involved in the original decision will consider the appeal, together with the Chief Executive Officer, a member of the Standards Committee, not involved in the original decision and the council's Independent Person. They will then advise the complainant in writing either that the original decision has been upheld or if a different course of action has been agreed.

6. Unreasonably Persistent Complainants and links to other policies

The council's policy on Unreasonably Persistent Complainants aligns with other council policies, which include but is not limited to, Equality Policy, Health, Safety and General Welfare, Harassment Policy, Codes of Conduct for staff and Councillors and Freedom of Information and General Data Protection Requirements.

7. Confidentiality

All complainants have the right for their information to be kept confidential. The appropriate Executive Director and the Monitoring Officer only will retain records of complainants who are registered as unreasonably persistent. Information of who is on the register will be released to officers/members only if it is necessary for the reasons of health and safety or for them to perform their functions properly and to discharge their duty.

8. The Policy

This policy will be reviewed annually.

REPORT TO COUNCIL

Lead Member: Councillor Brian Long E-mail: cllr.brian.long@west-norfolk.gov.uk		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: Samantha Winter E-mail: sam.winter@west-norfolk.gov.uk Direct Dial:01553 616327		Other Officers consulted:		
Financial Implications NO	Policy/Personnel Implications NO	Statutory Implications (incl S.17) NO	Equalities Impact Assessment NO	Risk Management Implications NO

Date of Meeting: 28th November 2019

APPOINTMENT OF REPRESENTATIVES TO SERVE ON INTERNAL DRAINAGE BOARDS

Purpose of Report

Following the resignation of Councillor Pope from the Council there are now several vacancies on Internal Drainage Boards (IDB). The election for the Borough Council vacancy does not take place until 12 December 2019. It is proposed that delegated authority be granted to officers to seek nominees for the IDB positions from group leaders and issue a ballot for members to vote upon them, the results of which will be sent to all members. It is suggested that this approach be agreed for future appointments to IDBs.

Vacant positions which were previously held by Councillor Pope are on:

- East of Ouse Polver and the Nar
- Churchfield and Plawfield (there are now 4 vacancies in total on this IDB)
- Downham and Stow Bardolph
- Needham and Laddus (there are now 5 vacancies in total on this IDB)
- Stoke Ferry
- Upwell

Recommendation

1) That Council delegates authority to officers to seek nominations for vacant positions on Internal Drainage Boards from group leaders and thereafter ballot members for their votes to be returned within a set time scale.

2) That this approach be endorsed for future appointments to IDBs.

Reason for decision

To ensure continued representation by the Council.