

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



Environment and Community Panel

Agenda

Tuesday, 15th October, 2019
at 5.00 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

Friday 4th October 2019

Dear Member

Environment and Community Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 15th October, 2019 at 5.00 pm** in the **Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies for absence

To receive any apologies for absence.

2. Minutes (Pages 6 - 11)

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 Chair 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 Chair 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 Chair.

6. Chair's Correspondence

If any.

7. Prevent and County Lines (60 minutes) (Verbal Report)

Representatives from Norfolk Constabulary and Norfolk County Council will provide information to the Panel.

8. Financial Assistance Scheme - Themed Fund (25 minutes) (Pages 12 - 15)

9. Quarter 1 2019-2020 Performance Monitoring Report (20 minutes) (Pages 16 - 21)

10. Homelessness and Rough Sleeper Strategy Consultation (45 minutes) (Pages 22 - 24)

Report is attached and the draft Strategy will be sent to follow.

11. Work Programme and Forward Decision List (Pages 25 - 31)

12. Date of the next meeting

To note that the next meeting of the Environment and Community Panel is scheduled to take place on Tuesday 3rd December 2019 at 5.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

To:

Environment and Community Panel: Miss L Bambridge, C Bower (Vice-Chair), A Bubb, A Bullen, S Collop, M de Whalley, A Kemp, J Kirk, J Lowe, C Sampson (Chair), S Squire and M Wilkinson

Portfolio Holders:

Councillor Adrian Lawrence – Portfolio Holder for Housing

Councillor Brian Long – Leader of the Council

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

Officers:

Sarah Dennis – Partnerships and Funding Officer

Ged Greaves – Senior Policy and Performance Officer

John Greenhalgh – Environmental Health Manager (Community Safety)

Duncan Hall – Housing Services Manager

Honor Howell – Assistant Director

By Invitation:

Dr Mark Osborn Prevent Co-ordinator – Education Quality Assurance & Intervention Service, Children's Services, Norfolk County Council

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, 3rd September, 2019 at 5.00 pm in the Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillor C Sampson (Chair), L Bambridge, C Bower, A Bubb, A Bullen, S Collop, M de Whalley, A Kemp, J Kirk, J Lowe, S Squire and M Wilkinson.

Portfolio Holders:

Councillor I Devereux – Portfolio Holder for Environment
Councillor P Kunes – Portfolio Holder for Commercial Services
Councillor E Nockolds – Portfolio Holder for Culture, Heritage and Health

Officers:

Ged Greaves – Senior Policy and Performance Officer
Vicki Hopps – Environmental Health Manager (Commercial)
Honor Howell – Assistant Director
Dave Robson – Environmental Health Manager (Environment)
Robert Wiseman – Greenspace Officer

Other Members Present: Councillors J Moriarty and A Ryves

Present Under Standing Order 34: Councillor Parish.

EC26: **APOLOGIES FOR ABSENCE**

There was none.

EC27: **MINUTES**

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

EC28: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC29: **URGENT BUSINESS**

There was none.

EC30: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Parish: Item – EC32 Climate Change.

EC31: **CHAIR'S CORRESPONDENCE**

There was none.

EC32: **CLIMATE CHANGE**

The Environmental Health Officer presented Members with information on how the Council was addressing Climate Change issues (as attached). He explained that going forward, updates on progress would be presented to the Panel as appropriate and the Panel would be involved in developing the relevant Policies.

The Chair thanked officers for their report and invited questions and comments from the Panel, as summarised below.

The Assistant Director clarified that the Single Use Plastics Informal Working Group had been established by the Environment and Community Panel and was made up of Councillors, with officer support. There had also been some officer groups set up to look at climate change and recycling. Updates on their work would be provided to the Panel as appropriate.

Councillor de Whalley felt that it was important that there was central co-ordination, which would be undertaken by the Major Projects Board. He suggested that there should also be a dedicated officer contact. He asked if the officer groups would have Member input. The Environmental Health Officer explained that the first task of officers would be to conduct the Council's Carbon Footprint Audit. Then the Panel would look at developing policy and strategies as required and considering any decisions prior to their submission to Cabinet. The Environment and Community Panel could also request updates from the officer groups as required.

Councillor de Whalley also commented that he was concerned about transport emissions as the report had indicated that they had increased. He stated that the King's Lynn Transport Study did not consider climate change mitigation and he asked how the Council would work to reduce transport emissions. The Environmental Health Manager explained that the King's Lynn Transport Study was addressing issues with the highways networks, capacity and congestion in King's Lynn and the wider climate change transport impacts of this would be considered as part of the whole district review.

Councillor de Whalley asked for timescales for the work required. The Environmental Health Manager explained that it was anticipated that the Council's Audit would take approximately four months to complete and an intern from the UEA would be brought in to lead on the Audit

process. Timescales for the Local Enterprise Partnership work was unknown at this stage.

Councillor Squire asked why the Council's Local Plan did not require all new builds to be fitted with solar panels. The Environmental Health Manager explained that the Local Plan Task Group was looking at the impact of climate change and potential policies. The Environmental Health Manager suggested that Councillor Squire could ask the Local Plan Task Group what was being done to address climate change, and now was the opportune time as the plan was currently under review. The Chair stated that the requirement of solar panels could make the cost of development too high for some developers and too expensive for some purchasers.

Councillor Squire also commented that there was a lack of forestry and more planting should be carried out. The Senior Policy and Performance Officer explained that the Council had adopted a Tree and Woodland Strategy and this would be looked at as part of the Audit work. The Greenspace Officer also commented that the Council did work with the local community on initiatives such as community projects and tree planting.

Councillor Kemp referred to a report from the Department of Business which stated that King's Lynn and West Norfolk had the largest increase in emissions because of considerable gas installations. She also commented that another power station was planned which would increase the impact. The Environmental Health Officer commented that British Sugar was the current largest point source, with emissions from the power station likely to add going forward, also with Centrica B which was yet to be built. The Environmental Health Officer explained that these were national infrastructure projects over which the Council had no control.

Councillor Kemp asked how the Council could reduce emissions going forward. The Environmental Health Manager explained that the first stage would be to look at the Council's carbon footprint and then the District impact. Consideration would need to be given to what the Council could control and influence.

Councillor Kemp referred to the King's Lynn Transport Study and asked why the Council was not considering more park and ride facilities. The Environmental Health Manager commented that park and ride was being looked at as part of the study. A car parking study would also be conducted. The Chair informed Members that they had been invited to a Stakeholders Forum for the King's Lynn Transport Study and the Regeneration and Development Panel would receive another update on the Study.

Councillor Kemp commented that Members needed to be able to influence the Policies and the Environmental Health Manager explained that the Audit would be made available to Councillors and

the Environment and Community Panel would have the opportunity to shape and develop policies and strategies as well as considering and decisions prior to their consideration by the Cabinet.

Councillor Parish addressed the Panel under Standing Order 34. He informed those present that he was a Member of the Single Use Plastics Informal Working Group, which was meeting later in the week. He also was a Member of the Local Plan Task Group and he explained that the reason solar panels were not included on all new builds was because it would make the costs of development too high. He felt that the Council should set an example by considering things such as solar panels on their own housing development.

Councillor Parish also commented that he was the tree warden for Heacham, but did not feel that this was acknowledged by the Council.

RESOLVED: The Panel noted the presentation and that updates would be presented to the Panel as appropriate.

EC33: **CORPORATE BUSINESS PLAN**

The Senior Policy and Performance Officer presented the report which introduced the high level draft priorities and objectives for potential inclusion in the Corporate Business Plan. He explained that the Panel would have the opportunity to shape the plan.

Members of the Panel broke into two workshop groups to brainstorm ideas to help inform the Corporate Business Plan. The Senior Policy and Performance Officer collated the suggestions of the Panel and would bring back a more detailed report to the Panel at their next meeting.

RESOLVED: (i) The Panel considered and commented on the draft priorities and objectives.

(ii) The Panel to receive a more detailed report at their next meeting.

EC34: **FOOD HYGIENE UPDATE**

The Environmental Health Manager presented the annual update (as attached).

The Chair thanked the Environmental Health Manager for her report and invited questions and comments from the Panel, as summarised below.

Councillor Mrs Collop referred to the introduction of charges for a re-rating food hygiene inspection. The Environmental Health Manager explained that the Food Standards Agency (FSA) had trialled the introduction of a charge in Wales and established a formula which could be used to calculate cost recovery. The Environmental Health

Manager explained that this was the formula which had been used in calculating the fee that the Council would charge. She explained that more information was available in the Delegated Decision report which introduced the charge.

Councillor Bubb commented that he had a problem in that the charge was fixed. He felt that it should be on a sliding scale dependent on the size of the business. The Environmental Health Manager explained that the FSA had said that it would be too burdensome on Councils to have a sliding scale and no other Local Authority calculated their charges in this way.

The Portfolio Holder for Environment, Councillor Devereux explained that he had been through the process for charging with officers and the Cabinet and in looking at the data, if a sliding scale, dependent on the size of the business was used, it would only make a small difference as other considerations would have to be taken into account, for example the distance travelled to reach the premises.

Councillor Bullen asked what effect Brexit would have on export certificates. The Environmental Health Manager explained that it was difficult to know the impact, but contingencies were in place.

Councillor Kemp referred to the re-rating charges and commented that the cost to be charged by the Council was higher than some others. The Environmental Health Manager explained that the formula used was based on hourly rates and also considered travel time and distance.

RESOLVED: The update was noted.

EC35: **WORK PROGRAMME AND FORWARD DECISION LIST**

The following items were raised:

- Councillor Kemp referred to a scheme in Hunstanton being led by Councillor Beal regarding recycling packaging from products. The Vice Chair, Councillor Bower commented that she was aware of this project and commended it. The Panel agreed that this should be promoted where possible and it was suggested that an item be included in a future edition of the Members Bulletin.
- The Disability Champion update scheduled for December would slip as Councillor Bambridge had only just been appointed into the role.
- Councillor Kemp agreed to write an article for the Members Bulletin to update Members on the work of the Norfolk County Health Overview and Scrutiny Committee, to which she had been appointed to by the Panel.

RESOLVED: The Panel's Work Programme was noted.

EC36: **FUTURE MEETING START TIMES**

The Panel discussed the start time of future meetings.

RESOLVED: The Panel agreed that future meetings would start at 6.00pm, with the exception of the meeting scheduled on 15th October 2019, which would likely start at 5.00pm due to the amount of business on the agenda.

EC37: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on 15th October 2019 (time to be advised), in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.21 pm

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	15 th October 2019		
TITLE:	Financial Assistance Scheme – ‘Themed’ Fund		
TYPE OF REPORT:	Update		
PORTFOLIO(S):	Culture, Heritage and Health		
REPORT AUTHOR:	Sarah Dennis		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes/No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:

The Panel will recall that at its meeting on 16th July 2019 a decision on the use of the Financial Assistance ‘themed’ fund was deferred pending further investigation into potential uses of the Fund.

To remind Members of the purpose of the ‘themed’ fund and the wider context of the Financial Assistance Scheme more generally, there is an outline of the Scheme below.

The Borough Council operates a Financial Assistance Scheme to support local community groups. This is split into three different elements as follows:

Small Grants Scheme 2019/20:

Capital projects £50,000
 Revenue projects £13,030
 Special ‘themed’ annual fund £4,000

Total Budget - £67,030

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

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

- Charities
- Constituted voluntary and community groups
- Social Enterprises
- Community Interest Companies

Other statutory organisations, for example schools, and Town and Parish Councils are unable to apply to the revenue or capital fund. Town and Parish Councils are able to raise funds through their precept. They have been able to apply to the themed fund in previous years, however.

The themed fund is not utilised every year, it is only used where there are themes deemed appropriate to which to distribute the funds.

This report requests Members to consider the use of this themed fund in 2019/20.

KEY ISSUES:

Previous Proposals

At the Panel meeting in July 2019, the Panel considered proposals such as:

- Commemorate the 75th anniversary of the D-Day landings in 1944
- Provide a small fund for local communities to purchase de-fibrillators for their community.

A number of other projects were put forward by Members, such as:

- Tree planting
- A commemorative bench for Councillor Ian Gourlay
- Creation of meadowlands on common land
- Commemoration of the 75th anniversary of the end of World War Two with war memorials
- Flowers in public gardens
- Providing a local musical group with funding in order to encourage the teaching and learning of musical instruments.

Further Proposals

Two further suggestions are now put forward for consideration by the Panel:

- To reduce the use of single use plastics in local communities, so for example, where local groups use disposable plastic plates or cutlery they could use a small grant for a more environmentally friendly approach, such as longer lasting crockery
- The organisation of litter picks in rural communities

This option would fit well with the recommendations of the Panel relating to the work of the Single Use Plastics Informal Working Group. In particular the recommendations to:

- 'Provide 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;
- The Council to support and promote:.... Appropriate initiatives and projects being undertaken by partners and other local relevant organisations.' (Environment and Community Panel – 5th March 2019).

The fund should be used to support west Norfolk initiatives and should not look to replace core services of the public sector.

Other Sources of Funding

In relation to the ideas put forward at the July meeting, Members should be aware that there are a number of funding streams (both Borough Council and external sources) available for tree planting and flower gardens. For example The Woodland Trust are giving away trees to schools and communities and Norfolk Community Foundation is administering a fund on the Borough Council's behalf, using funds made available from the Ministry of Housing,

Communities and Local Government to transform outdoor community spaces in the borough. The Foundation also administers grants on behalf of a number of other funders and will therefore be able to locate funds for a wide variety of projects of this nature. The Local Cultural Education Board, in conjunction with Creative Arts East, could provide funding opportunities for musical groups. A Norfolk music hub is also in existence and is still looking for schools to work with.

OPTIONS:

- 1. Allocate the £4,000 to promote environmentally friendly initiatives in local communities such as the reduction of the use of single use plastics or local community litter picks**
- 2. No theme allocated for 2019/20 and the funds returned as a cost saving**
- 3. Themed funds to be added to the Financial Assistance revenue projects budget to be allocated subject to the usual revenue fund criteria**
- 4. The Panel to propose an alternative theme for 2019/20**
- 5. Any use of the themed fund to include a maximum award of between £250 and £500. The Panel to decide on the maximum award.**

Criteria

The criteria for any theme should be as follows:

Any non-profit group is able to apply, including constituted voluntary and community groups, Parish and Town Councils, charities, churches, social enterprises/ community interest companies and schools.

The Fund is able to consider a wide range of projects, which may include:

- Community events and projects
- Educational activities
- New memorials
- Refurbishment of existing memorials

The fund will not support:

- Trips and visits of any kind

The Fund is able to support both capital and revenue costs, and a maximum award should be considered. To maximise use of the fund, this could be between £250 and £500.

Priority will be given to projects that are able to evidence match funding.

Applicants seeking support for capital projects, such as new memorials etc, should ensure that all necessary permissions have been secured prior to making an application, and have funding for any repairs and necessary safety checks etc. Proposals should be realistic, and show evidence of project costs.

Projects do not need to complete within 12 months, though a timescale for delivery/ completion should be stated in the application. All those who receive a grant will be requested to add the Borough Council logo with the words 'supported by' added to any publicity.

RECOMMENDATIONS:

Members to consider the options and recommend how the themed fund should be used in 2019/20.

REASONS FOR RECOMMENDATIONS:

To distribute the themed fund.

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	15 October 2019		
TITLE:	Corporate Performance Monitoring Q1 2019-20		
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 Q1 2019-20.
KEY ISSUES:
<p>Performance indicators for 2019-20 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 Q1 2019-20 monitoring report shows that of the 21 indicators, 12 are new indicators, 5 targets have been met and performance has improved against target for 3 of the indicators. All calculations and analysis in this report is based on 19 indicators not the agreed 21, this is due to unavailable data for performance indicators EV3 and EV4.</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 54 performance indicators for 2019-20 and these have been agreed by portfolio holders and executive directors as the key performance measures for the year. Of this 54, 21 relate to the Environment and Community Panel's remit and these are reported in full in the performance monitoring report – Q1 2019-20.
- 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 Q1 2019-20 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
		Q2 2018-19	Q3 2018-19	Full Year 2018-19	Q1 2019-20	
Performance has improved		6	6	7	3	HS 14 EV 1,5
Performance has not improved		2	2	3	3	HS 2,10,15
Performance has met and continues to meet target		0	0	0	0	
Other: • new indicator • monitor only		6	6	4	13	HS 1,3,4,5, 6,7,8,9,11, 12,13 EV 2,6
Total number of indicators		14	14	14	19	

		Number of indicators				Indicator
		Q2 2018-19	Q3 2018-19	Full Year 2018-19	Q1 2019-20	
Performance target met		7	5	7	5	HS 1,13,14 EV 1,5
Performance target not met		0	1	3	4	HS 10,11, 12,15
Other: • no quarterly target • monitor only		7	8	4	10	HS 2,3,4,5, 6,7,8,9 EV 2,6
Total number of indicators		14	14	14	19	

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 Q1 2019-20









This report highlights indicators that have not met target for Q1 2019-20 and is a supporting document to the Performance Monitoring Q1 2019-20 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 Q1 2019-20

Ref	Name	2019/20 Target	2019/20 cumulative performance	Q1 2019/20 (Apr-Jun) performance	Status	Notes	Actions
HS10	% of Careline alarms installed within 10 days from date of enquiry	90.0%	86.1%	86.1%		In April the percentage of alarms installed fell to 74%, well below the target of 90%. However, performance for the following months increased to 91% and 93%, as this indicator is calculated on a cumulative basis the drop in performance will have an impact on the quarterly figures for the remainder of the year.	Factors effecting the April performance include: annual invoicing (4000+ clients), Easter bank holidays and staff sickness. With the subsequent months' being above target performance appears to be back on track.
HS11	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	30.0	44.0	44.0		The time taken in weeks for both of these indicators in Q1 is high, creating a backlog with some cases appearing on the waiting list for up to a year.	Government funding helped clear the backlog which was a national issue. Visits are now being held within a month of the enquiry, from Q2 the customer journey should improve and not include a lengthy waiting time for a visit.
HS12	Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000	25.0	30.0	30.0			
HS15	No of days to process changes of circumstances	11	14	14		The Q1 figure has not met the target due to a peak in workload caused by annual billing and system downtime.	It is anticipated that the indicator will achieve target in Q2.

Status	 Indicator has not met the target	 Indicator has met target	 New 2019-20 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


Housing

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q1 2019/20 target	Q1 2019/20 cumulative performance	Q1 2019/20 status	Versus this time last year	Note
HS1	2	% of HMO's inspected in accordance with the programmed inspection regime	Aim to maximise	-	100%	100%			
HS2	2	Spend on bed and breakfast accommodation (gross)	Aim to minimise	£51,794	-	£6,975	-		
HS3	2	No of households with a homelessness declaration	Aim to minimise	-	-	122	-		
HS4	2	No of households prevented from becoming homeless for a minimum of 6 months	Aim to maximise	489	-	13	-		
20 HS5	2	No of households accepted as homeless with a need to be rehoused (Full housing duty)	Aim to minimise	-	-	6	-		
HS6	2	% of cases who were offered a prevention and relief duty who remain homeless and are owed no further duty.	Aim to minimise	-	-	41.8%	-		
HS7	2	No of rough sleepers	Aim to minimise	5	-	27	-		
HS8	2	No in temporary accommodation - bed and breakfast	Aim to minimise	55	-	14	-		
HS9	2	No of social housing lettings - against a baseline	Aim to maximise	464	-	144	-		
HS10	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	93.8%	90.0%	86.1%			No of alarms installed - 2018/19 Q1 256 Q2 267 Q3 231 Q4 229 2019/20 Q1 213 In April the percentage of alarms installed fell to 74%, well below the target of 90%. However, performance for the following months increased to 91% and 93%, as this indicator is calculated on a cumulative basis the drop in performance will have an impact on the quarterly figures for the remainder of the year.

Performance Monitoring Q1 2019-20

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q1 2019/20 target	Q1 2019/20 cumulative performance	Q1 2019/20 status	Versus this time last year	Note
HS11	6	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	28.0	30.0	44.0			The time taken in weeks for both of these indicators in Q1 is high, creating a backlog with some cases appearing on the waiting list for up to a year.
HS12	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	18.0	25.0	30.0			
HS13	6	Time taken (in weeks) from first visit to completion of work on Adapt grant means-tested cases with a value under £12,000	Aim to minimise	10.4	30.0	28.0			
HS14	1	No of days to process new benefit claims	Aim to minimise	14	17	14			
HS15	1	No of days to process changes of circumstances	Aim to minimise	10	11	14			The Q1 figure has not met the target due to a peak in workload caused by annual billing and system downtime.

Environment

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q1 2019/20 target	Q1 2019/20 cumulative performance	Q1 2019/20 status	Versus this time last year	Note
EV1	3	Average response time for removal of fly-tips (days)	Aim to minimise	1.0	1.0	0.5			
EV2	3	No of fly tipping incidents recorded	Aim to minimise	1,460	-	328	-	-	Monitor only
EV3	3	Total of waste recycled and composted (tonnage)	Aim to maximise	28,068	28,000				Delay in obtaining Q1 data due to additional commitments of new refuse contract, updated figures will be available in Q2.
EV4	3	No of brown bins in use for composting	Aim to maximise	26,667	27,000				
EV5	3	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	96.3%	95.0%	96.7%			
EV6	3	% of food interventions achieved	Aim to maximise	-	80.0%	-	-		Annual monitoring

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	15 th October		
TITLE:	Homelessness and Rough Sleeping Strategy		
TYPE OF REPORT:	Policy Development		
PORTFOLIO(S):	Housing		
REPORT AUTHOR:	Duncan Hall, Housing Services Manager		
OPEN/EXEMPT	OPEN	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
<p>1. The purpose of this report is to seek the views of panel members on the new draft Homelessness and Rough Sleeping Strategy and for the Panel to make recommendations to Cabinet.</p> <p>2. It is also for the panel to make any comments/ recommendations on the role of the Task Group that was established last year from a decision by the Panel. One of the aspects of its role set out in the terms of reference is to monitor the implementation/ delivery of the Strategy.</p>
KEY ISSUES:
The Council is required to prepare a published strategy on how it will prevent homelessness and rough sleeping in the Borough
RECOMMENDATIONS:
Invite Members to comment and make recommendations on the draft strategy and action plan (to follow).

REPORT DETAIL**1. Introduction**

The Panel has in recent years received an annual presentation on the Council's activities in relation to preventing homelessness. The existing Homelessness Strategy needs to be replaced by a plan that reflects recent changes to the legislative framework and local circumstances in relation to homelessness and rough sleeping.

2. Proposal

Homelessness is measured in a number of different ways. Some of the measures including the use of temporary accommodation and the number of rough sleepers have increased in recent years and some new approaches are needed. The Council has a statutory duty to produce a homelessness strategy setting out the issues it faces locally and what it is doing to prevent homelessness. The strategy must include identified actions the Council plans to take to prevent homelessness in future – the proposed strategy looks forward over the next 5 years.

In summary the draft Strategy includes the following components

I. Assessment and analysis of issue of homelessness and rough sleeping

The total numbers of people seeking help with accommodation needs has remained consistent over recent years. The proportion of people that are presenting to the

Council who are homeless that night. There has consequently been an increase in the use of and demand for temporary accommodation.

The 3 most common reasons for people approaching the Council as homeless or threatened with homelessness are:-

1. The ending of a private rented tenancy
2. Family eviction/ exclusion and,
3. Eviction by a social landlord

The underlying causes include critically the Local Housing Allowance (LHA) freeze. LHA is the name for housing benefit that is paid for private renters. It has not kept pace with private rent levels since 2010, and has been frozen since 2016. This has created a gap between housing costs and housing benefit. Young claimants are particularly affected.

Secondly homelessness can be connected with the difficulty some people face in accessing appropriate support or health services - particularly mental health services that can put people at greater risk of losing their accommodation.

Rough sleeping continues to remain high. 97 people used the Winter Night Shelter last winter. It is estimated that between 20-40 people in the area at any one time have no accommodation, and some of these will be sleeping rough or in danger of doing so. The rough sleeper population is mostly male 2/3rds and is characterised by people who have multiple disadvantage, commonly mental health problems and addictions issues.

II. Monitoring and analysis

The new legislative framework that came into effect in 2018 means that we are working with homelessness households for a longer period and focussing more on preventing homelessness. The Council has committed significantly more resources to do this, both human resources and particularly in sophisticated software that helps capture all the data the Council is required to submit to central government each quarter. In the last 12 months a set of new local measures have been developed which will be reported quarterly and published on the Council's web site.

III. Service Gaps

A number of gaps in provision are identified and include:-

- Move on accommodation from hostels/ supported housing and opportunity to utilise government 'Move-on' accommodation grant
- Mental health crisis house provision
- Accommodation for those leaving prison
- Young persons and care leavers
- Range of temporary accommodation offers
- Housing First (supported housing)

IV. Strategic Actions

- Co-ordination role – coordinate new services to ensure best use of resources
- Challenge housing association approaches to assisting Council with homelessness activities
- Monitor impact of new advice services
- Development Policy changes to increase supply of housing including social housing

V. Action planning

The action plan will be reviewed each year, with some activities on-going and sometime limited. The Homelessness and Housing Supply task group to monitor progress against the action plan.

3. Issues for the Panel to Consider

The issues below will be covered in a presentation at the panel meeting:

- The evidence base for the Council's homelessness strategy – homelessness measures and access to data that measures the effectiveness of the Councils interventions
- Key points from the strategy and the link with the Council's Corporate Plan
- The links between Homelessness Strategy objectives and wider objectives in relation to the supply of new housing, including affordable housing and the Local Plan review.
- The new measures of homelessness, reporting arrangements, and relevant web pages
- The implications of the emerging new housing needs assessment
- The impact of newly commissioned independent housing advice and debt services on preventing homelessness

4. Corporate Priorities

The strategy covers a wide range of activities that are all aligned with corporate priorities including the supply of new affordable housing, preventing homelessness, improving the health and well-being and life chances of residents.

5. Financial Implications

There are no specific financial implications in relation to the council adopting this strategy. Any financial implication arising from initiatives will be considered on a case by case basis in line with the Council's financial procedures.

6. Any other Implications/Risks

The risks associated with a failure to formulate an effective strategy could lead to increasing levels of homelessness and the associated human costs to families. It also risks taking the wrong decisions with public funds, or misdirecting resources.

7. Equal Opportunity Considerations

There are certain groups that are disproportionately affected by this strategy including those with complex needs. The strategy seeks to address some of the issues that can lead to such groups becoming homeless, or issues that can act as a barrier to accessing accommodation.

8. Environmental Considerations

There are no environmental considerations

9. Consultation

The attached strategy is in draft format and it is intended that consultation with key stakeholder partners is undertaken following the panel meeting. Any changes to the strategy will be made before a final draft is considered by Cabinet/ Council.

ENVIRONMENT AND COMMUNITY PANEL WORK PROGRAMME 2019/2020

DATE OF MEETING	TITLE	TYPE OF REPORT	LEAD OFFICER/ ATTENDEE	OBJECTIVES AND DESIRED OUTCOMES
4th June 2019	Appointment of Vice Chairman	Operational		
	Nominations to Outside Bodies	Operational	Democratic Services Officer	To nominate Members to any relevant Outside Bodies
	Appointments to Task Groups and Informal Working Groups	Operational	Democratic Services Officer	To review Membership of Task Groups and Informal Working Groups set up by the Panel
	Littering and Dog Fouling Review	Policy Development	Mark Whitmore	
	Cabinet Report - Food Waste and Garden Waste Treatment Procurement	Cabinet Report	Barry Brandford	To consider the report and make any appropriate recommendations to Cabinet.
16th July 2019	Q4 2018-2019 Performance Monitoring Report	Monitoring	Ged Greaves	
	Financial Assistance Scheme – Themed Fund	Operational	Sarah Dennis and Lorraine Gore	To consider how the themed fund will be used.
	Air Quality Monitoring	Monitoring	Dave Robson	Annual report
	Dry Recyclables	Information	Barry Brandford	To respond to items raised for the Work Programme identified at the Panel meeting on 4 th June.
3rd September 2019	Food Hygiene Update	Update	Vicki Hopps	Annual update as requested by the Panel. Last update was received

				in June 2018.
	Climate Change	Information	Dave Robson and Ged Greaves	To respond to items raised for the Work Programme identified at the Panel meeting on 4 th June
	Corporate Business Plan	Workshop session	Ged Greaves	To progress the development of the council's corporate business plan.
	Meeting Start times			
15th October 2019	Q1 2019-2020 Performance Monitoring Report	Monitoring	Ged Greaves	
	Prevent and County Lines	Information	Norfolk Constabulary	Officers from Norfolk Constabulary and NCC will provide information to the Panel.
	Financial Assistance Scheme – Themed Fund	Policy Development	Sarah Dennis	Following on from the meeting on 16 th July meeting Members will receive more information on how the Themed Fund could be utilised.
	Homelessness and Rough Sleeper Strategy Consultation	Policy Development	Duncan Hall	The Panel to be consulted on the draft strategy.
3rd December 2019	Youth West Project	Update		Last went to Panel in July 2018. Panel agreed for a further update in Winter 2019.
	Corporate Business Plan	Policy Development	Ged Greaves	Following on from the last meeting, to progress development of the

				council's corporate business plan.
	Contaminated Land Strategy	Cabinet Report	Dave Robson	
21st January 2020	Q2 2019-2020 Performance Monitoring Report	Monitoring	Ged Greaves	
	Annual Update on Councillors appointed to Outside Bodies	Annual Update	Relevant Councillors	Councillors which have been appointed to Outside Bodies by the Environment and Community Panel are required to report back to the Panel on an annual basis.
	Police and Crime Commissioner & Senior Police Officer attending to provide update and overview of roles and responsibilities.	Information	Police and Crime Commissioner	The PCC had offered to attend the Scrutiny Panel.
3rd March 2020	West Norfolk Wins Update	Update	Sarah Dennis and Lorraine Gore	Annual Update on the West Norfolk Wins Lottery. Previous Update was provided in April 2019.
	Disabilities Champion Update	Update	Disabilities Champion	Annual Update
	Sustainability Transformation Plan Update	Update	Representatives from the CCG	Last update received in March 2018
	Advice Services Update		Sarah Dennis and Lorraine Gore	Annual Update requested by the Panel.

To be scheduled

- Blue Flag Beaches
- Shop mobility

- Climate Change impact assessed against new Policies
- Update on the Docks
- Review of Chinese Lanterns and mass balloon releases Policy
- Air Quality Annual Monitoring – July 2020

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
12 November 2019						
	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)
29	Waste Contract Procurement	Key	Cabinet	Environment C Bamfield – Exec Dir		Public
	Parkway – Accelerated Construction Scheme	Key	Council	Project Delivery Exec Dir – C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	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)

	Development Options - Hunstanton	Key	Council	Project Delivery 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	Project Delivery Exec Dir - C Bamfield		Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
30	National Planning Policy Framework – Vacant Building Credit	Non	Cabinet	Development Exec Dir G Hall		Open
	Capital Strategy	Key	Council	Leader Deputy Chief Executive		Public
	CIL Governance	Key	Council	Development Exec Dir – G Hall		Public
	Homelessness and Rough Sleeper Strategy Consultation	Non	Council	Housing 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
7 January 2020						
	Future High Streets – Stage 2 bid for funding	Key	Cabinet	Business Development Exec Dir – C Bamfield		Public

	Hunstanton Coastal Management Plan	Key	Cabinet	Environment Exec Dir – G Hall		Public
	King's Lynn Area Transport Study	Non	Cabinet	Development Exec Dir – G Hall		Public
	Corporate Business Plan	Key	Council	Leader 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
17 March 2020						