

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 March, 2020 at 6.00 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 Lowe, S Patel (substitute for J Kirk), S Squire and M Wilkinson.

PORTFOLIO HOLDERS:

Councillor R Blunt – Portfolio Holder for Development
Councillor I Devereux – Portfolio Holder for Environment
Councillor E Nockolds – Portfolio Holder for Culture, Heritage and Health

PRESENT UNDER STANDING ORDER 34: Councillor A Ryves

OTHER MEMBERS IN ATTENDANCE: Councillor J Ratcliffe

OFFICERS:

Martin Chisholm – Assistant Director Operations and Commercial
Sarah Dennis – Partnerships and Funding Officer
Richard Fisher – Arboricultural Officer
Dale Gagen – Assistant Director Companies and Housing Delivery
Dave Robson – Environmental Health Manager
Henry Saunders – Climate Change Officer

BY INVITATION:

Michael Deakin – Shelter
Sam Nurse – Money Advice Hub

EC76: **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Kirk.

EC77: **MINUTES**

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

EC78: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC79: **URGENT BUSINESS**

There was none.

EC80: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

Councillor Ryves – all items.

EC81: CHAIR'S CORRESPONDENCE

There was none.

EC82: ADVICE SERVICES UPDATE

The Chair welcomed Michael Deakin from Shelter and Sam Nurse from the Money Advice Hub to the meeting.

The Partnership and Funding Officer reminded the Panel that they had previously received an update on Advice Services in September 2018. The Information and Advice Services contract had been re-tendered in 2019 and this was the first update from the new partners.

The Panel received an update from Michael Deakin from Shelter, as attached.

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

Councillor Kemp stated that she was pleased that the arrangements were working well and asked if there were ways in which Councillors could provide further support to the service, especially in relation to Mental Health issues. Michael Deakin commented that Councillors could refer individuals to Shelter and assist them by writing letters of support. Information leaflets were also available that Councillors could pass on to their constituents.

The Panel received an update from Sam Nurse from the Money Advice Hub, as attached.

The Chair thanked Sam Nurse for her presentation and invited questions and comments from the Panel, as summarised below.

Councillor Bullen asked about educating individuals around debt and if the Money Advice Hub engaged with schools. Sam Nurse commented that they were currently sponsoring a competition at the College of West Anglia to assist students with building an app which had financial capability. The Partnerships and Funding Officer explained that previously the Panel had raised concerns about education and subsequently this was included in the 2019 tender. She explained that the Money Advice Hub provides this service.

Councillor Bambridge provided Sam Nurse with details of a West Norfolk Carers Conference which she thought would be beneficial for her to attend to provide advice.

RESOLVED: The updates were noted.

EC83: **WEST NORFOLK WINS UPDATE**

The Partnership and Funding Officer provided the Panel with an update on West Norfolk Wins Lottery. She explained that the first draw had taken place on 26th May 2018. Tickets were £1 and purchases needed to be pre-planned as tickets could be purchased in 1, 3 6 or 12 month blocks. Winners were notified via email and winnings were paid directly back into their account.

Players selected a good cause which would receive 50p from every £1 ticket sale. 10p from each sale would also go to the West Norfolk Wins Community Fund. 20p from each sale would go into the prize fund, 17p would go to the lottery provider and 3p was VAT.

The Partnership and Funding Officer highlighted the following:

- Good causes had to meet eligibility criteria and pass due diligence checks.
- £47,000 had been raised so far for good causes
- £20,277 had gone into the West Norfolk Wins Community Fund which was distributed through the financial assistance scheme.
- Prizes won so far were; 238 of £25, 20 of £250, 2 of £2,000, over 2000 sets of three free tickets and one jackpot of £25,000.
- Top performing causes had raised nearly £14,000 between six of them, for very little effort.
- The Council has to hold a Gambling Commission licence plus a Lotteries Council licence and from 14th April 2020 the Lottery could no longer accept payment by credit card for remote lottery games.
- The Communications team had worked hard to promote the Lottery.

West Norfolk Wins could be accessed at www.westnorfolkwins.co.uk

RESOLVED: The update was noted.

EC84: **CLIMATE CHANGE CARBON AUDIT AND TREE PLANTING**

Officers presented the report as included in the Agenda and gave a presentation to Members.

The Climate Change Officer presented the Carbon Audit data. He explained that the previous audit had been carried out in 2014/2015

and that the emissions had been categorised into three scopes, all of which had decreased in the current audit.

The Environmental Health Manager outlined the work plan, which included creation of a Climate Change Policy, Strategy and Implementation Plan. He also highlighted the other work being carried out to deal with Climate Change which was contained in part 2.4 of the report and included looking at working with Norfolk County Council, tree planting and joint projects.

The report also provided detail of the internal groups set up by the Borough Council and looked at issues such as housing standards, new builds, technology and the Council's vehicle fleet.

The Environmental Health Manager explained that, with regard to the vehicle fleet, electric vehicles would be looked at however there were presently limited options that had the range available to service the whole of the Borough.

The Panel was informed that the Re-fit project was ongoing and all lights at King's Court had been replaced. All Council facilities would be looked at to see what could be done to make them more efficient.

The Arboricultural Officer provided an update on the recent tree planting project at King's Reach. He explained that it was a community event with lots of people attending and good feedback being received. Options for future projects such as Street Trees for King's Lynn and community planting were being looked at.

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

In response to a question from Councillor Bullen, the Arboricultural Officer explained that the trees used for the King's Reach project were all species that were native to the UK and were suitable for the type of soil. The trees had been purchased from the Woodland Trust using donations from the Churches Together project.

In response to a question from Councillor Bambridge it was explained that approximately 500 trees had been planted at King's Reach. The Portfolio Holder for Environment, Councillor Devereux commented that the Ken Hill Estate was looking at a re-wilding project and the Borough Council would also look at other opportunities for re-wilding projects as appropriate.

It was also confirmed that parcels of land all over West Norfolk were being considered.

Councillor Ryves addressed the Panel under Standing Order 34. He asked for details of the cost of tree planting and ongoing maintenance costs. The Arboricultural Officer explained that there would be minimal

maintenance costs for the King's Reach area for the first fifteen to twenty years and then future spend would need to be considered. The Environmental Health Manager explained that projects would be looked at on a case by case basis and in the future work could be carried out with landowners and Parish Councils who may wish to carry out their own projects.

Councillor Squire asked if any council owned sites had been identified for future planting and it was explained that no specific sites had been decided at the moment, but options were being explored. She also asked if there was an environmentally friendly alternative for plastic tree guards and it was explained that monitoring of the site helped to ensure that tree guards remained in place and once they were no longer required at the site they would be reused elsewhere.

Councillor Squire asked if the Council could work with schools on tree planting projects and the Environmental Health Manager explained that this was something that could be looked at in the future.

Councillor de Whalley asked if the Climate Change Policy would be made available for public consultation and it was explained that the Policy would go through the normal decision making process and it would be for Members to determine the amount of consultation required.

Councillor de Whalley also asked if anything was being done to discourage Muntjac Deer as they were an invasive species and it was explained that it was difficult to discourage them from areas.

In response to a further question from Councillor de Whalley, it was explained that urban tree planting was being looked at as part of the Street Trees for Lynn project. With regard to urban trees, the surrounding conditions would be looked at, and trees which were more suited to hostile conditions would be used as appropriate.

The Climate Change Officer responded to questions relating to the ICT footprint and he explained that virtualised data would have a reduction in Borough Council emissions as servers would not need to be cooled etc, but it was difficult to quantify the footprint, however it would be something that he would look into further.

In response to a question from Councillor Bubb, it was explained that the soil at King's Reach was moist, so it was hoped that it could be naturally sustainable, however the area could be watered if required.

Councillor Bullen referred to Scope 2 and asked if external forces had caused a reduction in emissions. The Climate Change Officer explained National Grid Greening had made a difference, along with the installation of solar panels. The ongoing re-fit project would also continue to make a difference.

Councillor Lesley Bambridge asked if, when officers met with the Environment Agency, they could suggest tree planting along river banks, which could help with erosion rates.

Councillor Kemp asked if the Climate Change Policy would link with the Transport Plan and if it would include looking at aspects such as remote working and staff travel. The Environmental Health Manager explained that lots of options would be looked at, but the first stage was to look at the Borough Council emissions, before work on the district was carried out.

RESOLVED: The Panel to be kept up to date on progress.

EC85: **WORK PROGRAMME AND FORWARD DECISION LIST**

The Chair explained that at the next Panel meeting the Panel would be considering their Work Programme for the 2020/2021 Municipal Year. Members of the Panel were encouraged to come up with suggestions for items for inclusion in the Work Programme.

Councillor Collop asked when the Alive West Norfolk update would be forthcoming and it was explained that this would be scheduled for June/July 2020.

RESOLVED: The Panel's Work Programme was noted.

EC86: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on Wednesday 22nd April 2020 at 6.00pm in the Council Chamber, Town Hall.

EC87: **REPORTS FOR NOTING PURPOSES**

The Chair thanked those Members who had provided update reports on the work of Outside Bodies which they were appointed to.

Councillor Lesley Bambridge referred to her report regarding the Disabilities Champion Update. She stated that it was a demanding role and she had been in contact with lots of organisations to gain knowledge and come up with networking ideas.

The meeting closed at 7.43 pm

Shelter

hello

Meet The Team

096



We're here to help
Get advice today

Shelter



Shelter

Services we offer

Face-to-face

- Specialist Housing Advisers based at Broadland Housing Association
- Outreach Drop-in sessions, appointments and home visits available for all local residents
- Urgent cases seen within three working days and non-urgent cases within two weeks.



961 Telephone

- Specialist Housing Adviser available for calls during opening hours.
- Urgent cases phoned on the same working day (if contact occurs before 3.30pm). Non-urgent cases phoned within one week.
- National helpline, open 365 days a year and Helpline Plus
- A telephone interpreter service



Online

- Shelter website offering self-help guides, webpages and templates.



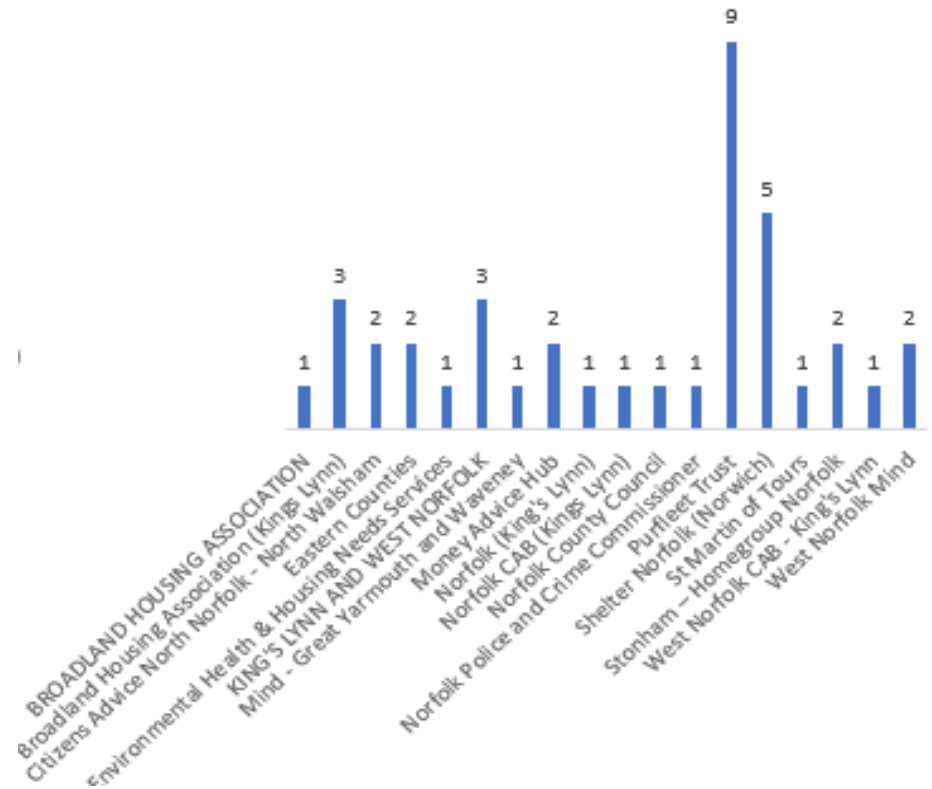
Shelter

How many people have we seen so far

- 59 individual cases
- 18 people self referred
- Remaining 41 were referred by various local partner agencies
- Highest referring agency – Purfleet Trust followed by MIND

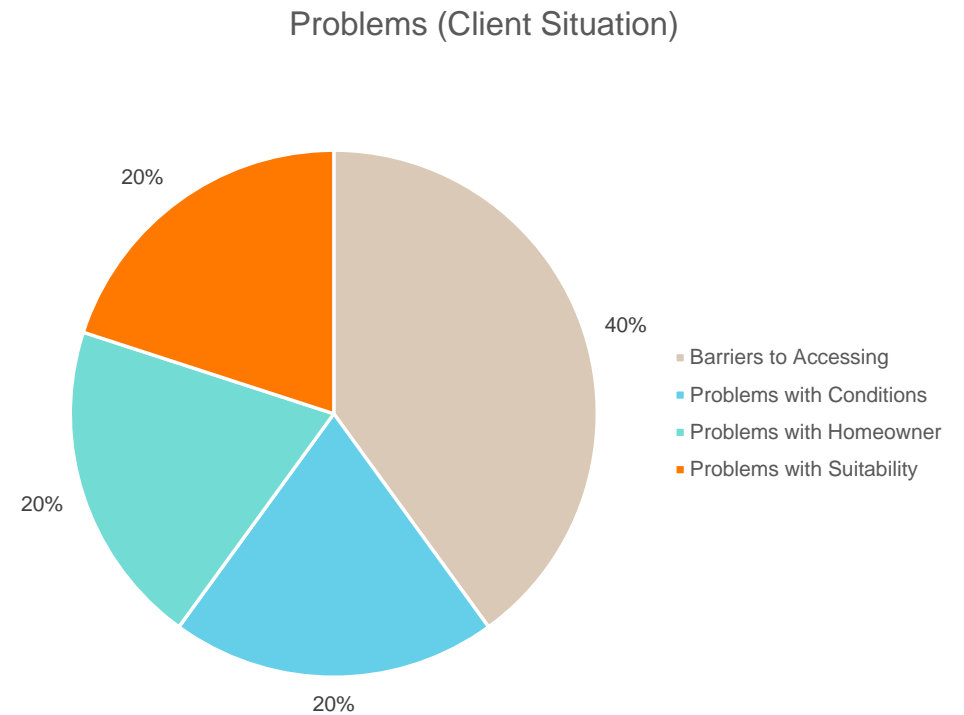
962

Referring Organisation (non self-referrals)



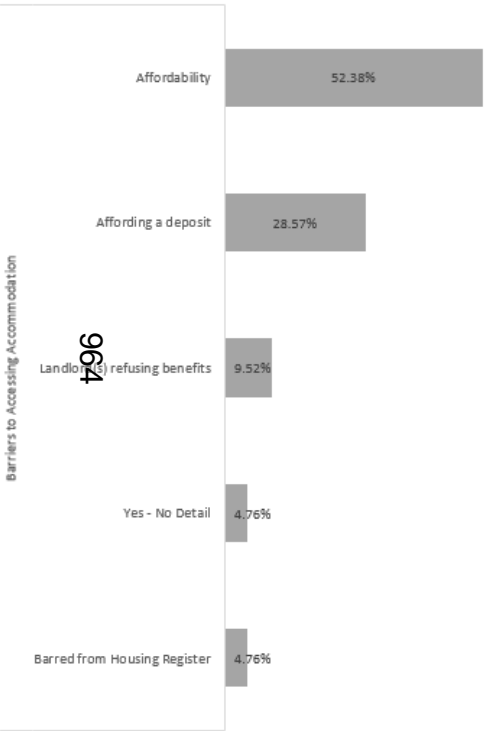
Demand

What people are coming to us for

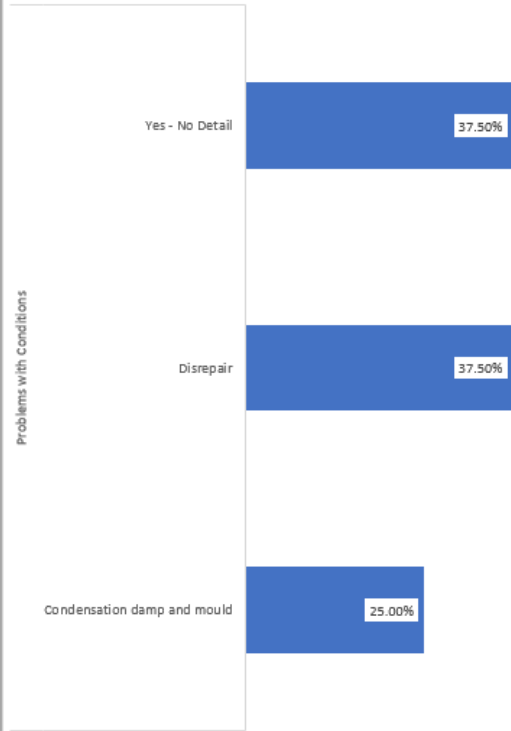


Breaking down what our clients barriers are

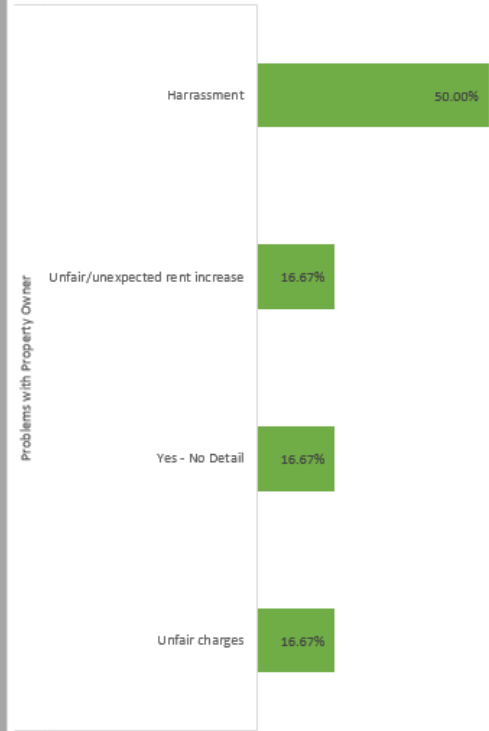
Barriers to Accessing Accommodation



Problems with Conditions of Accommodation



Problems with Homeowner/ Landlord

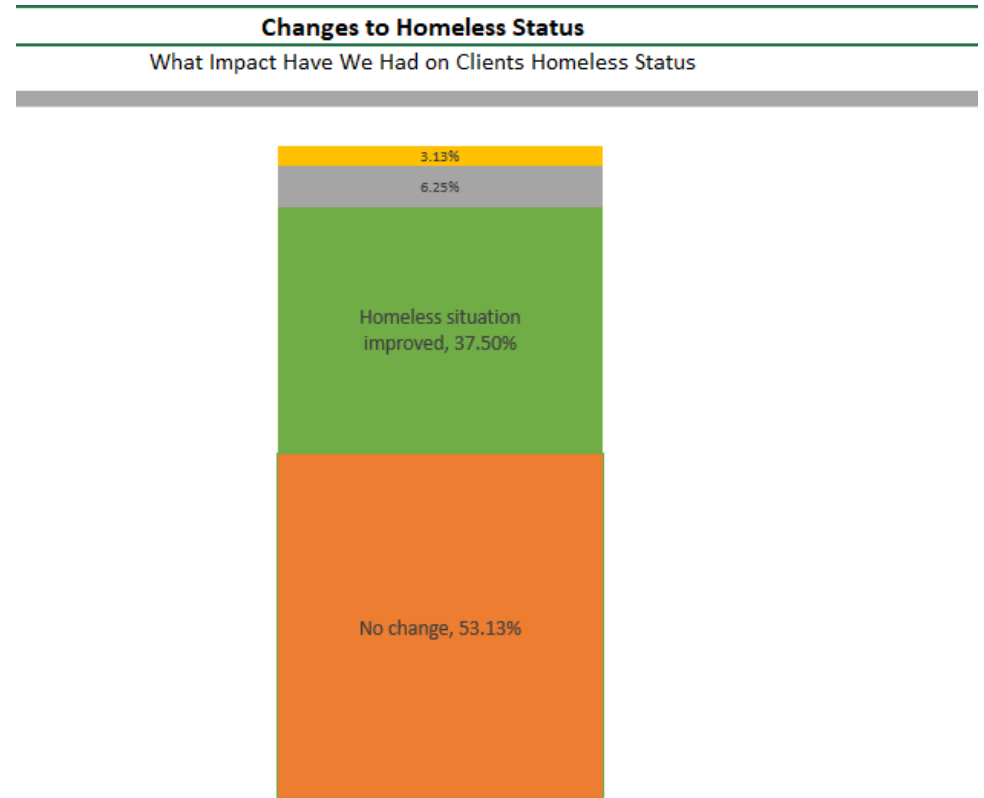
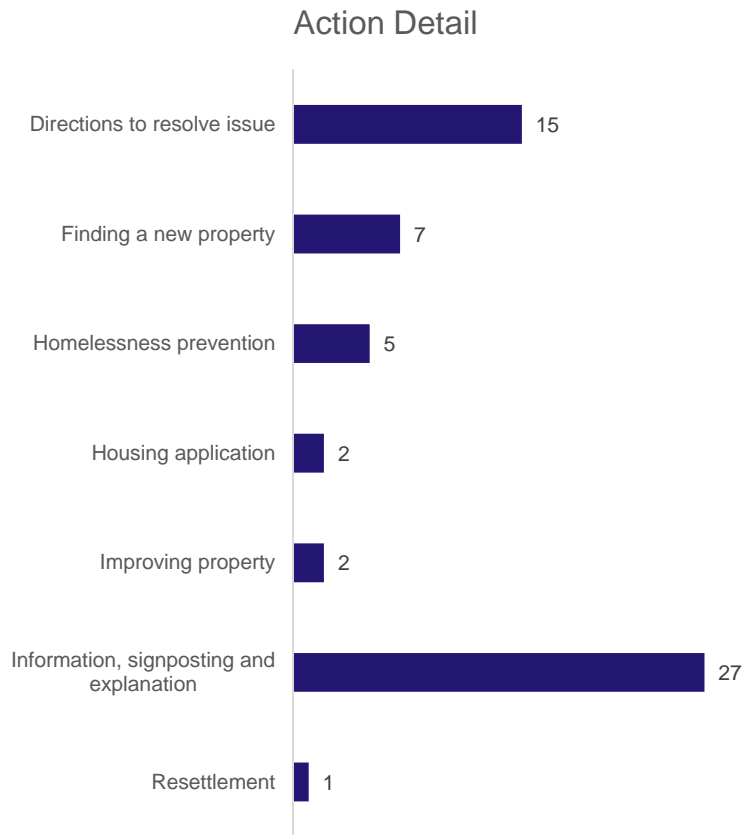


Problems with Suitability of Accommodation



How we have helped or are helping

965



Examples of our work

Second chances

Single woman came to us because she had been excluded from the housing register due to some difficulties with a tenancy 4 years before when her life was very difficult. Living in Genesis hostel

Team worked to negotiate a repayment plan with former landlord who had previously refused to cooperate

On successful adherence to payment plan offer made on register and new life has begun in RSL property

Eviction Prevented

Clients came to us facing an eviction warrant for rent arrears of over £3k from RSL home. These had built up due to their problems navigation the new benefits system. HB had been stopped and PIP had not been granted after migration from DLA

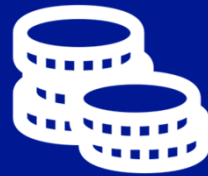
Team worked closely with Borough to get HB backdated and discretionary payments in place that halved the debt. Also ensured universal credit and payment plan in place. Hopeful that PIP will be regranting at tribunal to clear further sums off debt

Shelter

What we plan to do next

- Increase our reach via further outreach venues
- Working strategically and practically with the council to help breakdown some of the barriers to accessing accommodation
- 967 • Working to support the council's enforcement strategy for illegal evictions
- Develop further partnerships and joint working protocols to ensure that the most vulnerable residents of the Borough have access to the help they need to find or keep a home
- Ensure other local agencies are using our available tools and knowledge to improve capacity e.g. NHAS and NCAN

Debt & Income Maximisation Service



March 2020 Update



**MONEY
ADVICE
HUB**

Do you recognise this West Norfolk shop?



Introduction to Money Advice Hub

Money Advice Hub

CIC

970



Member of



**ACCREDITED
PROVIDER**
#777121

Sam Nurse- Money Advice Hub founder

- **30+ years in public legal advice & finance, including:**
 - **Commercial:** Grant Thornton UK LLP, Payplan & NatWest
 - **Charity:** Chair at Institute of Money Advisers, Public Policy at National Citizens Advice, CEO local Citizens Advice, Consumer Panel at Registry Trust
- **Current Non Executive Director (NED) Portfolio:**
 - Bristow & Sutor Bailiff Advisory Panel
 - The Vulnerability Registration Service Consumer Panel
- **Current Fellowship/Accreditation:**
 - St George's House, Windsor Castle Leadership Fellow
 - Accredited Google Educator

Advice Service Channels



Face to Face

- Needs based Outreach
- Drop-in sessions
- Home visits
- Office Appointments at Broadland House & KLIC
- Lay court advocacy



Telephone

- Open: 9am – 5pm Mon to Fri
- Callbacks: Mon & Tues, Fri 5pm to 7pm & Sat 9am to 1pm
- 24 hour messages
- SMS Text
- 24 hr Crisis Response



Online

- Live Chat
- Email
- WhatsApp
- Web form
- Debtipedia[®] online fact sheets & web links
- Google Form



Digital Media

- Desktop screen share – Zoho Assist
- Google Hangouts (Video)
- WhatsApp
- Webinar &/or screencast tutorials



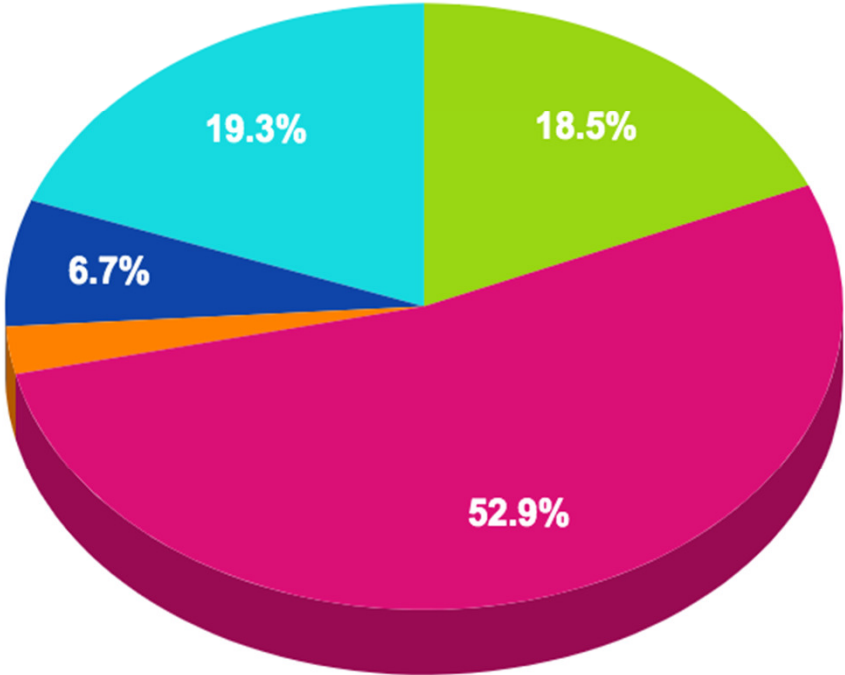
Tools

- Debt Club Toolkit
- Debt Advice Passport
- Template letters
- Mobile scan
- eConsent
- Secure document upload portal

Advice Channels Q1 + Q2 2019

Advice Channels - Quarter 1 + 2 - 2019

- Events
- Face to Face
- Home Visit (3)
- Online
- Phone



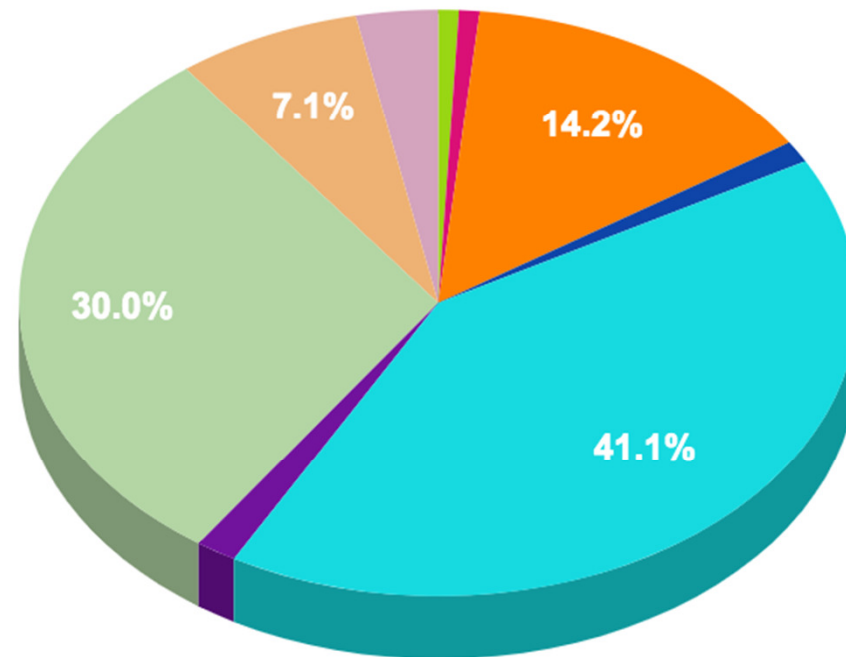
Our Integrated Debt Advice Process



Presenting Issues Q1 + Q2 2019

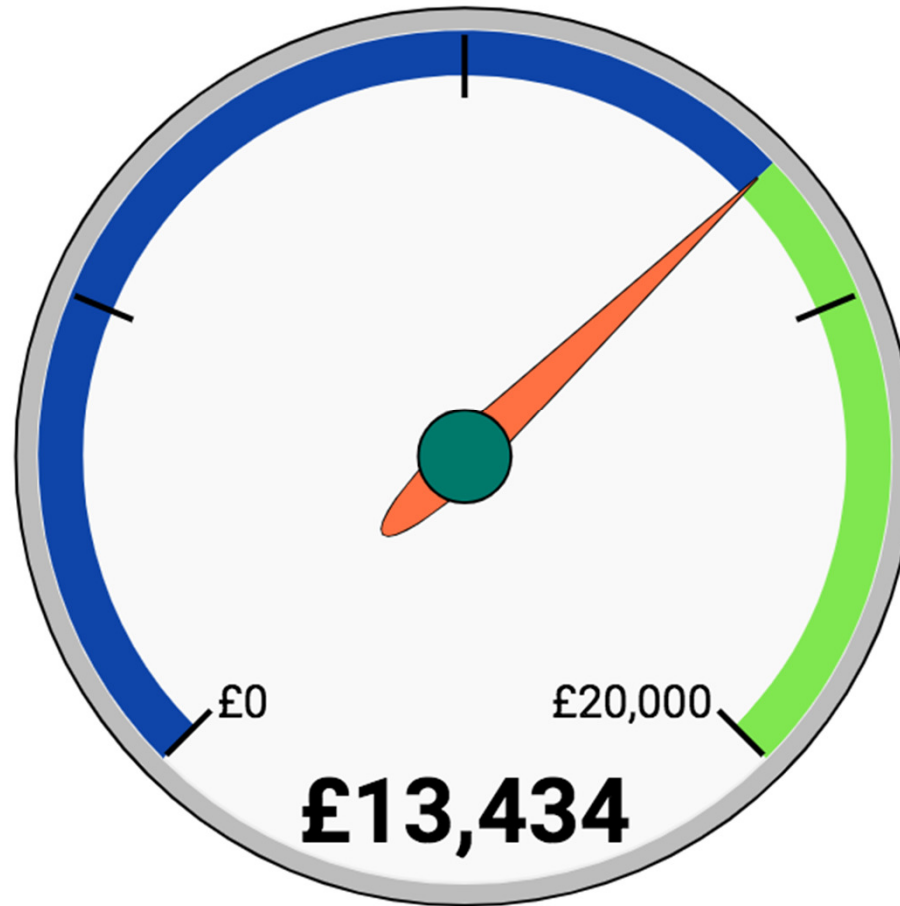
Interventions by Presenting Issues - Q1 + Q2 2019

- Back to work
- HMRC Tax Debt (1%)
- Income Maximisation
- Guarantor Loan (1%)
- Debt Advice
- Domestic Violence
- Housing/Rent Arrears
- Council Tax (4%)
- Welfare Benefits 2.2%)



Financial Gains for Clients Q1 + Q2 2019

FINANCIAL GAIN £13,434.00



Clients by Wards = 119 Clients 25/35 Wards

977

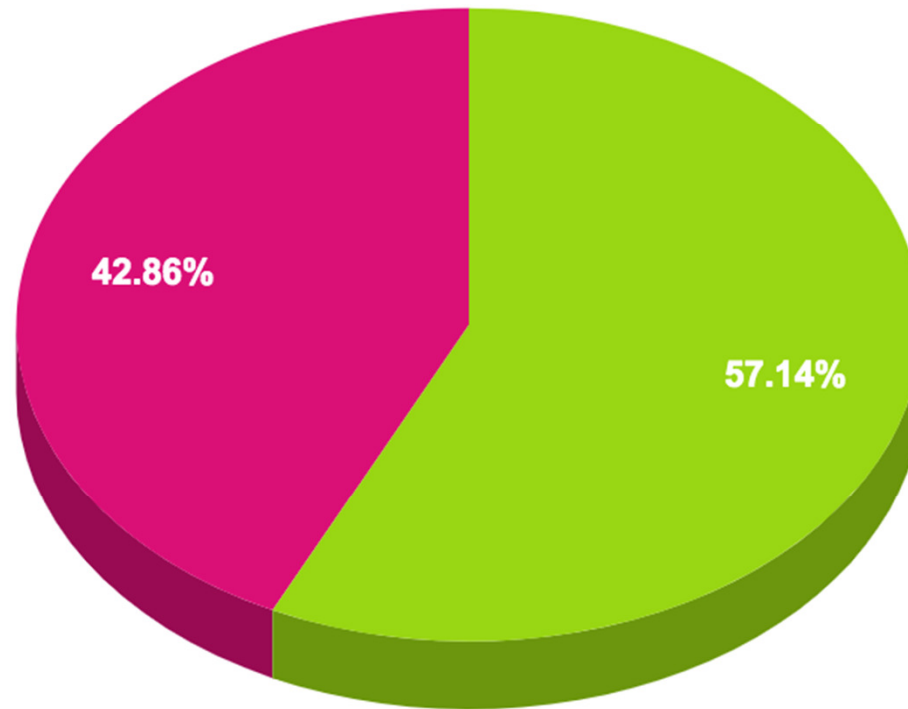
WARDS	%	NUMBER
Anon - not recorded*	21.01%	25
Airfield	1.68%	2
Bircham with Rudhams	2.52%	3
Denver	0.84%	1
Dersingham	3.36%	4
Downham Old Town	1.68%	2
East Downham	1.68%	2
Emneth & Outwell	3.36%	4
Fairstead	5.04%	6
Gayton & Grimston	3.36%	4
Heacham	1.68%	2
Gaywood Chase	1.68%	2
Gaywood Clock	2.52%	3
Gaywood North Bank	3.36%	4
Heacham	0.84%	1
Hunstanton	1.68%	2
Massingham with Castle Acre	0.84%	1

WARDS	%	NUMBER
North Downham	0.84%	1
North Lynn	10.92%	13
St Margaret's with St Nicholas	10.92%	13
Snettisham	0.84%	1
South & West Lynn	5.04%	6
Springwood	0.84%	1
Terrington	3.36%	4
Tilney/Mershe/Wiggenhall	2.52%	3
Upwell & Delph	0.84%	1
Walsoken/West Walton/Walpole	1.68%	2
Watlington	1.68%	2
West Winch	1.68%	2
Wissey	1.68%	2
TOTAL	100.00%	119

Service Users by gender

Service users by Gender Q1 + Q2 2019

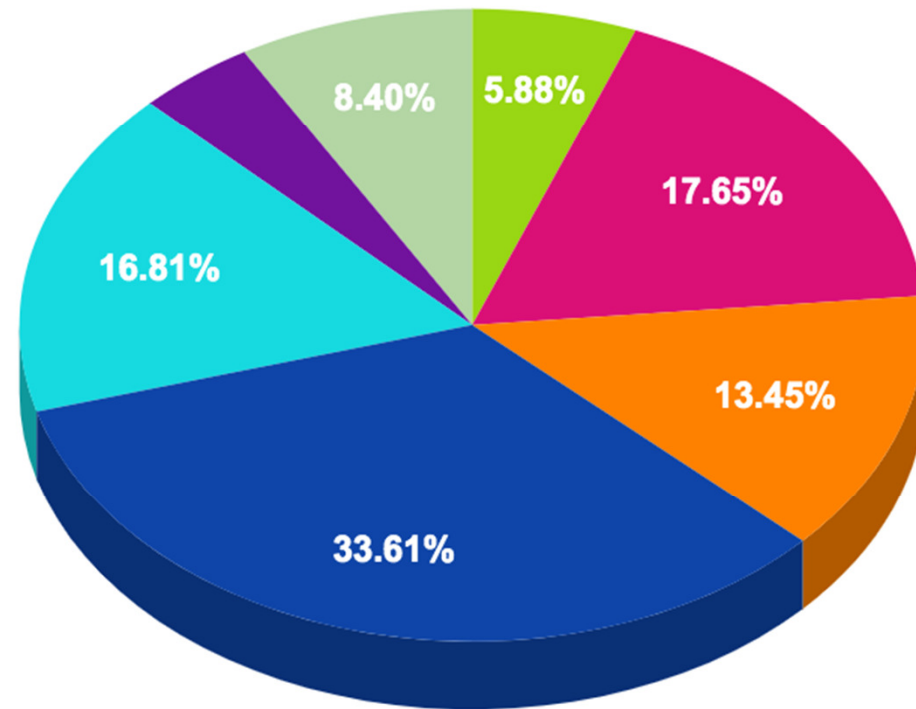
- FEMALE
- MALE



Service Users by gender

Service users by age - Q2 + Q2 2019

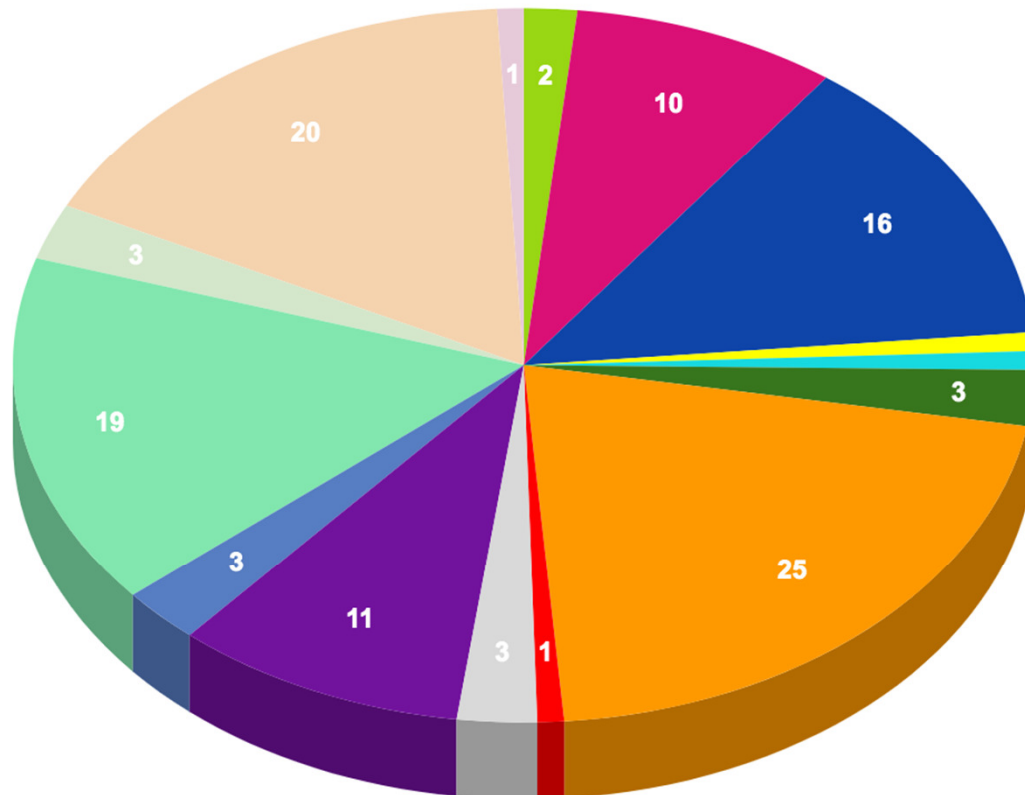
- 18 - 24 Years
- 25 - 34 Years
- 35 - 44 Years
- 45 - 54 Years
- 55 - 64 Years
- 65 - 74 Years (4.2%)
- Not Recorded



Referrers Q1 + Q2

Referrers - Quarter 1 + 2 - 2019

- Access
- Broadland
- Council
- Crisis Team
- DIAL
- Homegroup
- Events
- Metropolitan
- NAS
- Freebridge
- Self
- Shelter
- St Giles Trust
- Word of Mouth
- WNDIS





What's New/in the pipeline?



New & launched:

- Secure, encrypted document upload portal
- eConsent (eIDAS & ISO27001 - Cyber Security Standard)

Confirmed & under development:

- Debt Clinic at Queen Elizabeth Hospital for staff
- Online referral portal
- Money BizAssist resource for small business & Sole Traders

Case Study 1 - Adviser Sam Nurse

1. Couple with High Court Enforcement & multiple debts

A retired couple in their 70's with long-term ill health (cancer, depression, anxiety and arthritis) presented a crisis after being referred by Citizens Advice. They had a defaulted CCJ for a water debt that had escalated to high court enforcement. A bailiff was trying to seize their car.

They have been juggling debts for a while, both had neglected their health to pay creditors. Their income had significantly reduced upon retirement. They live in a rural area, their car is essential to them. They are asset rich but cash poor, with a mortgaged pre-fab property, they cannot do equity release as a result of it being non-standard construction.

We phoned the water company to request immediate withdrawal of the high court sheriff, they agreed on the grounds of vulnerability & a temporary payment plan put in place. The clients were advised on an IVA or a Lifetime Mortgage as these options would both protect their home. They chose to proceed with a 3 year IVA.

Case Study 2 - Adviser Alex Christian

1. Couple Rent Arrears & Guarantor Loan

A couple + 2 children were referred by Broadland Housing, they could not pay their social housing rent arrears (suspended possession order). They were juggling debts & had a loan with their client's Mother as a guarantor. The couple had previously gone to StepChange Debt Charity for help but could not progress a debt relief order due to the guarantor loan sensitivity.

We helped challenge the liability of the guarantor loan by identifying that due diligence credit checks were not performed by the loan company, this is a regulatory social policy issue currently. The Mother's name was subsequently removed after a successful complaint & challenge by Alex Christian.

The couple were then eligible for debt relief orders, we applied for grants with their employer's fund to pay the £90 fees. Broadland agreed to discharge the rent arrears, the couple could then start afresh with future proofed advice from Money Advice Hub to prioritise essential bills.

Final Slide

Any questions?

Carbon Audit, Climate Change & King's Reach Update

Dave Robson, Ged Greaves, Henry
Saunders, Richard Fisher, Dale Gagen

Borough Council of
King's Lynn &
West Norfolk



BCKLWN Carbon Audit:

Global Tonnes CO ₂ e		
Year	2014/2015	2018/2019
Scope 1	1,829.3	1,713.3
Scope 2	2,721.5	1,425.2
Scope 3	1,632.6	1,493.9
Total net emissions	6,183.4	4,632.4

- 4,632.4 t CO₂e was emitted in 2018/2019.
- 25% reduction in CO₂e since 2014/2015.

986

Scope 1:

Gas consumption
 Oil consumption
 BCKLWN vehicle fleet

Scope 2:

Electricity consumption

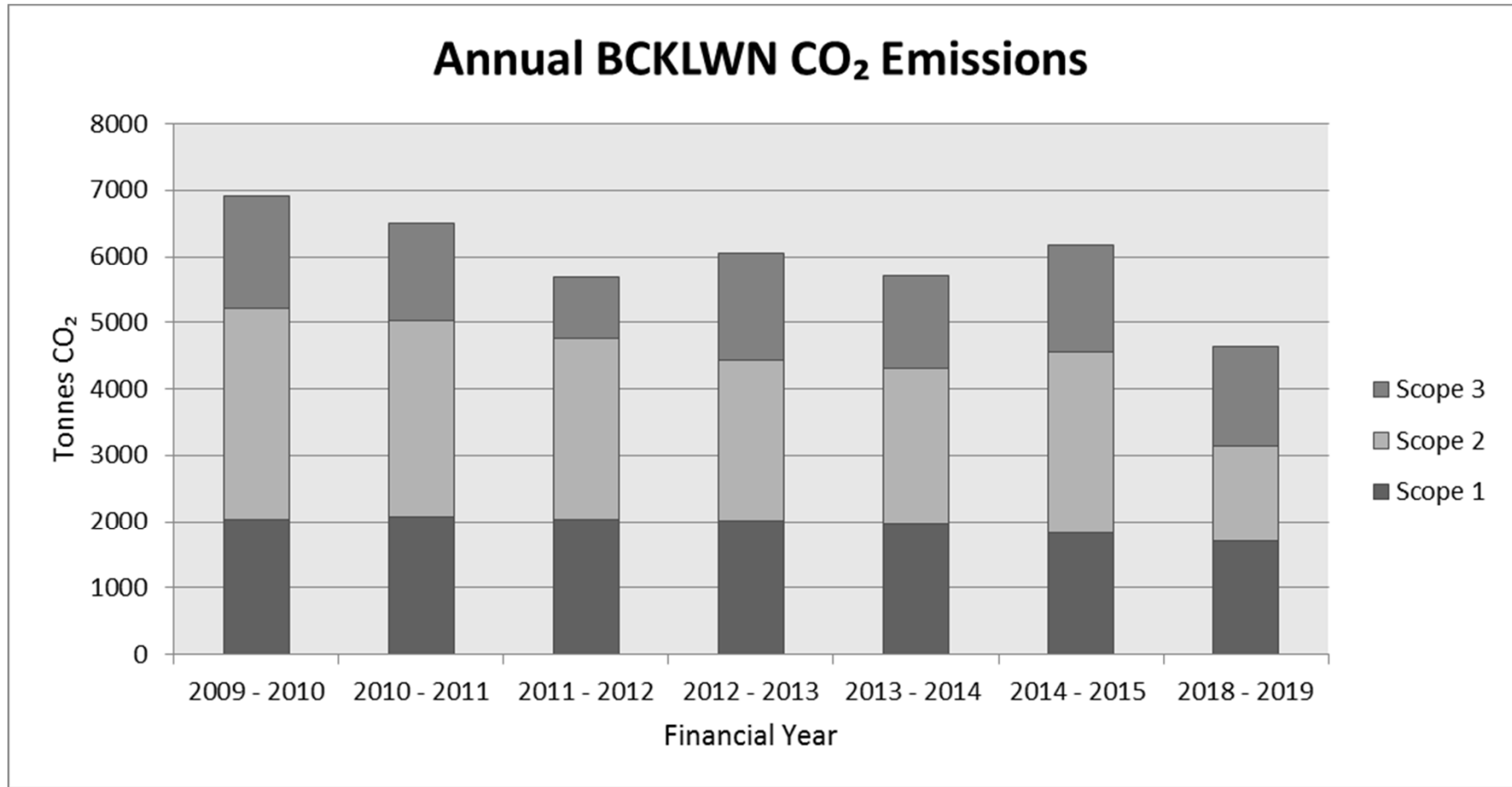
Scope 3:

Transmission & distribution losses
 Water supply
 Water treatment
 Business travel
 Contractor travel



Key Audit Findings:

- CO₂e emissions decreased from 6,183.4 tonnes in 2014/2015 to 4,632.4 tonnes in 2018/2019.
- This is a reduction of 1,551 tonnes of CO₂e = 25% reduction.
- Scope 1: 6% reduction since 2014/2015.
- Scope 2: 48% reduction since 2014/2015.
 - Mainly from the greening of the national grid. Consumption has decreased slightly as we generate electricity from our solar panels.
 - However, the main reduction comes from the strides the UK has made in generating renewable electricity.
- Scope 3: 8% reduction since 2014/2015.



Scope 1:

Gas consumption
Oil consumption
BCKLWN vehicle fleet

Scope 2:

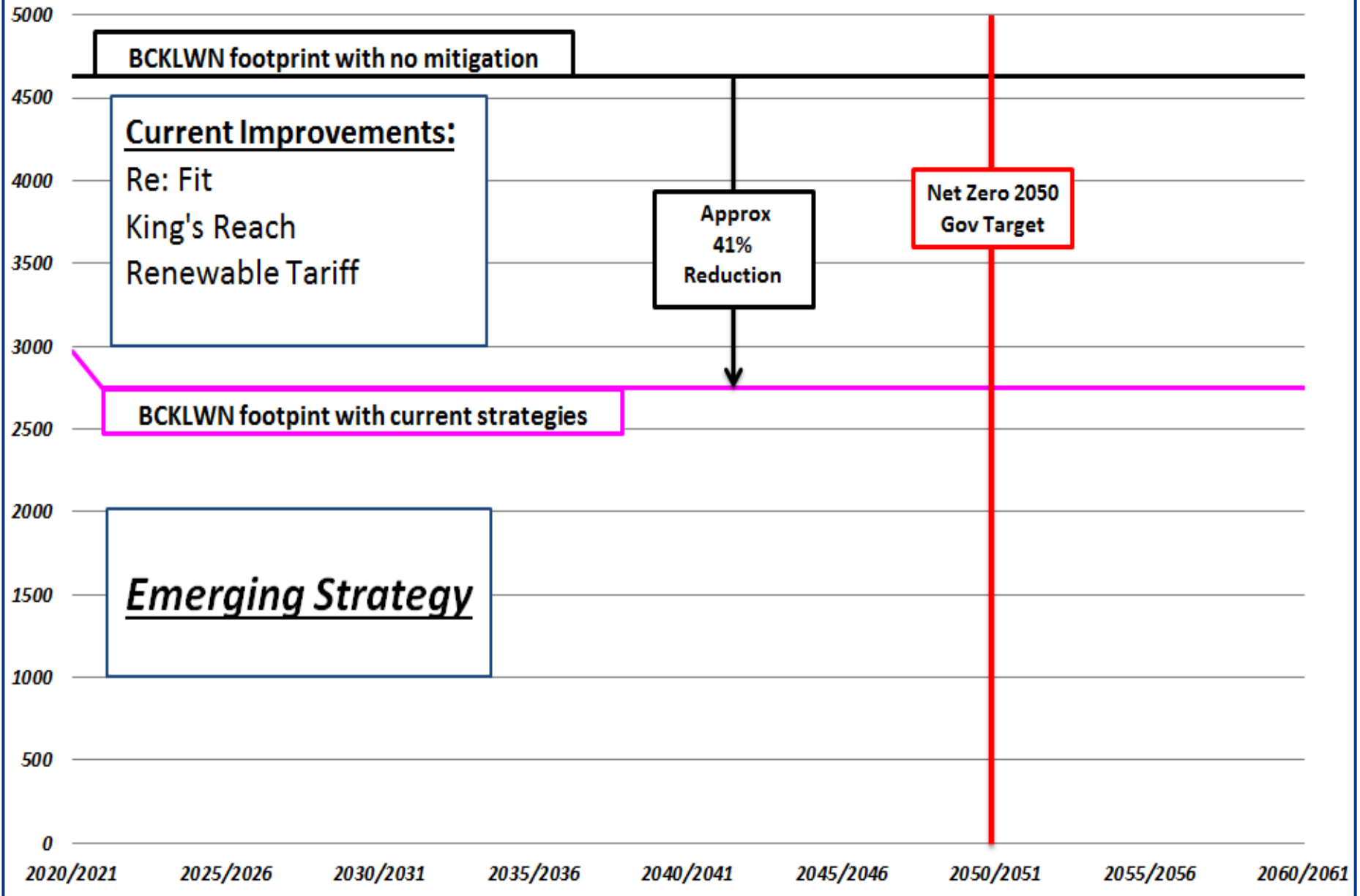
Electricity consumption

Scope 3:

Transmission & distribution losses
Water supply
Water treatment
Business travel
Contractor travel



BCKLWN CO₂ Emissions - Annual Footprint



686

Work Plan 2020/2021:

- *Ongoing* - Engage & participate in the Norfolk Climate Change Partnership.
- Ongoing - Engage in BCKLWN task and finish groups.
- *Spring/Summer 2020* - Adopt a climate change policy.
- *Summer 2020* - Finish the district emissions bubble review and report.
- *Autumn 2020* - Complete 2019/2020 carbon audit.
- *Spring 2021* - Adopt a climate change strategy and action plan.

King's Reach Tree Planting Area:

991



