

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

ENVIRONMENT AND COMMUNITY PANEL

**Minutes from the Meeting of the Environment and Community Panel held on
Tuesday, 16th July, 2024 at 4.30 pm in the Council Chamber, Town Hall,
Saturday Market Place, King's Lynn**

PRESENT: A Bullen (Chair)
Councillors T Barclay, P Bland, D Heneghan, A Kemp and P Kunes

Portfolio Holders

Councillor M de Whalley, Gayton and Grimston Ward
Councillor S Ring, The Woottons Ward
Councillor J Rust, Springwood Ward

Officers:

Paul Billington, Interim Assistant Director - Alive West Norfolk
Honor Howell, Assistant to the Chief Executive
Nikki Patton, Housing Strategy Officer
Andy King, Senior Housing Manager
Richard Cooper, Housing Data Analysis
Martin Chisholm, Assistant Director Operations and Commercial

EC13: **APPOINTMENT OF CHAIR FOR THE MEETING**

[Click here to view the recording of this item on You Tube](#)

RESOLVED: In the absence of the Chair, Councillor Bullen was nominated as the Chair for this Environment and Community Panel Meeting.

EC14: **APOLOGIES FOR ABSENCE**

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Apologies for absence were received from Councillor Collop, Devulapalli and Sandell.

EC15: **MINUTES**

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RESOLVED: The Minutes from the meeting held on the 9th April 2024 and 4th June 2024 were agreed as a correct record and signed by the Chair of the meeting.

EC16: DECLARATIONS OF INTEREST

There were no declarations of interest.

EC17: URGENT BUSINESS

There was none.

EC18: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34

There was none.

EC19: CHAIR'S CORRESPONDENCE

There was none.

EC20: CABINET REPORT- HOMELESSNESS AND ROUGH SLEEPING STRATEGY

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The Housing Services Manager introduced the Strategy to the Panel and advised that all Local Authorities were required by law to produce a Homelessness and Rough Sleeping Strategy every five years.

The Senior Housing Manager gave a presentation to the Panel on the Homelessness and Rough Sleeping Strategy, a copy is attached.

The Senior Housing Manager advised the timeline of the strategy which included a review which was conducted in the autumn and winter of 2023/24 and published in April 2024. He added as part of the timeline, the draft strategy was completed in July 2024 and therefore was on track. The Senior Housing Manager explained to the Panel sessions had been held to encourage input from Council employees, Local Partners, Public Survey and people with lived experience of homelessness, with a total of 118 individuals contributing.

The Senior Housing Manager highlighted to the Panel the Key Strategy Aims were prevention, intervention, accommodation, recovery, and system support/service culture. He highlighted the values and behaviours included in the strategy which were dignity, transparency, flexibility, collaboration, and empowerment.

The Chair, Councillor Bullen thanked the Senior Housing Manager for the presentation and the detail of the Strategy produced along with all the work involved.

Portfolio Holder, Councillor Rust thanked all the Housing Team for their hard work and by ending homelessness person by person and putting them at the heart of the strategy.

Councillor Kemp commented that the report was ambitious and included detail in depth. Councillor Kemp asked if the Strategy included more help for people renting in the private sector along with if there were any plans for help with mortgages and if the Borough Council would be a guarantor for rent. She further asked if the Strategy included improved access to mainstream health services.

The Senior Housing Manager responded to Councillor Kemp's questions. He advised the Strategy focused on improved partnerships with the private sector. He commented guaranteed rents could be considered with an effective scheme. The Senior Housing Manager stated regarding mortgages, this was not a trend currently but if this became a further issue then it would be investigated further. He commented further regarding the working relationships with the private sector which included Citizen Advice Bureau and Inclusion Health.

Portfolio Holder, Councillor Rust added Shelters and Citizen Advice Bureau were already existing services which helped with managing tight budgets and the Borough Council provided the 'Beat the Bills' scheme.

Councillor Kunes asked if the Council provide accommodation for customers where the properties do not have restrictions, for example pets or smoking allowed.

The Senior Housing Manager clarified Housing First provided a service for people who were unable to progress in a hostel environment or settings where there were extensive restrictions. He added Housing First worked with support accommodation providers to provide accommodation to ensure there was no negative impact.

Councillor Kemp sought clarification if Care Leavers had been identified in the Strategy.

The Housing Services Manager provided assurance that there was already policies and frameworks in place in relation to Care Leavers and needs have been identified however policy allocation was being reviewed.

Portfolio Holder, Councillor Rust referred members to the Care Leavers Covenant which highlighted what the Council would be doing for Care Leavers, and this overlapped existing policies.

The Chair, Councillor Bullen commented that it needed to be recognised that the Borough Council were addressing the issues with Homelessness and Rough Sleeping and working hard to end homelessness one by one.

The Senior Housing Manager elaborated further that ending homelessness was the overall goal on the horizon and the strategy works towards that.

RESOLVED: That the 2024-2029 Strategy is adopted and that the role of the Environment and Community Panel group - Homelessness and Housing Delivery Task Group in overseeing the delivery of the Action Plan within the strategy was endorsed.

EC21: **CABINET REPORT- ALIVE WEST NORFOLK ARRANGEMENTS**

[Click here to view the recording of this item on YouTube.](#)

The Corporate Governance Manager/ Assistant to the Chief Executive presented the report on Alive West Norfolk Arrangements.

The Corporate Governance Manager/ Assistant to the Chief Executive outlined the aspirations of Alive West Norfolk and that the post five year start up remained challenging. The report concluded that Alive West Norfolk required subsidy from the Borough Council. She highlighted the need and requirement to invest in improvement of facilities in Lynnsport, St James pool or Oasis pool however there was no capital.

She outlined the recommendations to Cabinet in the report and explained the governance and operations of Alive West Norfolk were recommended to be returned to in-house management with the management and structure to be determined following the appointment of the new Chief Executive. She confirmed to the Panel the options which had been considered as part of the review.

The Corporate Governance Manager/ Assistant to the Chief Executive explained the complexity to administer Alive West Norfolk and the static levels of activity and visit levels. She explained the key elements to the Panel such as all of the Alive West Norfolk Staff being on the Borough Council terms and conditions already therefore further costs would not be incurred.

The Chair thanked the Corporate Governance Manager/ Assistant to the Chief Executive for the report and invited questions and comments from the Panel.

Councillor Kemp endorsed the recommendations and agreed Alive West Norfolk would be more profitable in-house. She asked what consultation would be taken and what action would be taken to include and encourage people without surplus income.

The Interim Assistant Director Leisure, Arts and Lynnsport clarified consultation had been taken with users and non-users and encouraging young people to exercise. He confirmed he was still awaiting the results from the survey. He added in regard to value for money there has been continuous financial pressures in recent years and this had led to price rises for the customer at the same time as the quality of the facilities had gone down. This resulted in perceptions of reduced value for money amongst users. If facilities were improved this would increase income and give the council more flexibility on pricing policies.

Councillor Heneghan confirmed that due to the number of gyms in the area, she looked forward to seeing the result of the survey and hoped work was done to prioritise what it was that users wanted. She endorsed Alive West Norfolk to come back in-house.

Portfolio Holder, Councillor Ring commented that the detail of the report demonstrated the need for Alive West Norfolk to be brought back in-house. He highlighted to the Panel these facilities do not go well in a business together. He highlighted in the next four to five years what the Council could deliver and return in profit. He made further comment that the Council was fortunate to own these facilities and added that the Council could provide an efficient service with bringing Alive West Norfolk in house and to deliver and identify Health and Wellbeing opportunities.

The Chair, Councillor Bullen referred to the report and asked about the 10% activity being down since Covid and what the contributions were.

The Corporate Governance Manager/Assistant to the Chief Executive advised there were a number of factors including people being reluctant to return to areas that could be high risk areas and also lack of disposable income due to increase in energy bills. She added there were a variety of causes and difficult to specify.

RESOLVED: The Environment and Community Panel supports the report and recommendations to Cabinet.

EC22: **WORK PROGRAMME AND FORWARD DECISION LIST**

[Click here to view the recording of this item on YouTube.](#)

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

Councillor Kunes asked for the CO2 Audit to be added and enquired further about the Climate Change Informal Working Group.

RESOLVED: The Panel's Work Programme was noted.

EC23: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on

3rd September 2024 at 4:30pm in the Council Chamber, Town Hall.

The meeting closed at 5.52 pm

Homelessness and Rough Sleeping Strategy

Key themes from draft document

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July 2024



A quick recap

- **Why are we doing this?**

- Requirement to publish a homelessness strategy every five years
- Homelessness review conducted in Autumn/Winter 2023/24
- Homelessness review published April 2024

- **Key findings**

- An increasingly inaccessible private rental market,
- An increase in reports of domestic abuse,
- An increase in families seeking help, and
- An increase in homeless presentations for people in some form of employment.



A quick recap

Strong work

A clear focus on prevention

A strong and varied “off-the-street” offer

A clear impact of new services

Strong informal partnerships

Strong individual outcomes

But gaps and challenges

Effectiveness of the partnership appears to be ebbing away

Cost of accommodating homeless households

Vulnerable to future reductions

A stronger “whole system” vision

“Communications gap” between key services and the people they serve



Timeline – a reminder

March/April 2024

Homelessness review presented as Cabinet paper and to E&C

July 2024

- Publication of draft strategy
- Presentation to HHDTR
- Check-back with partners
- Scrutiny at E&C

November 2024
Cross-partnership launch event

April to June 2024

Development of strategy:

- Partners
- Lived Experience
- “Wider net” of community partners
- Council staff
- Task Group

September/October 2024

Formal adoption by cabinet and council



Developing the strategy

Sessions with council staff and members

Housing staff; other council departments;
Homelessness
Group

Sessions with local partners

Over 30 attendees across two sessions including health, probation, housing, key charities

118 individuals contributed, including at least 27 with lived experience of homelessness.

Discussed and responded to key themes arising from homelessness review.

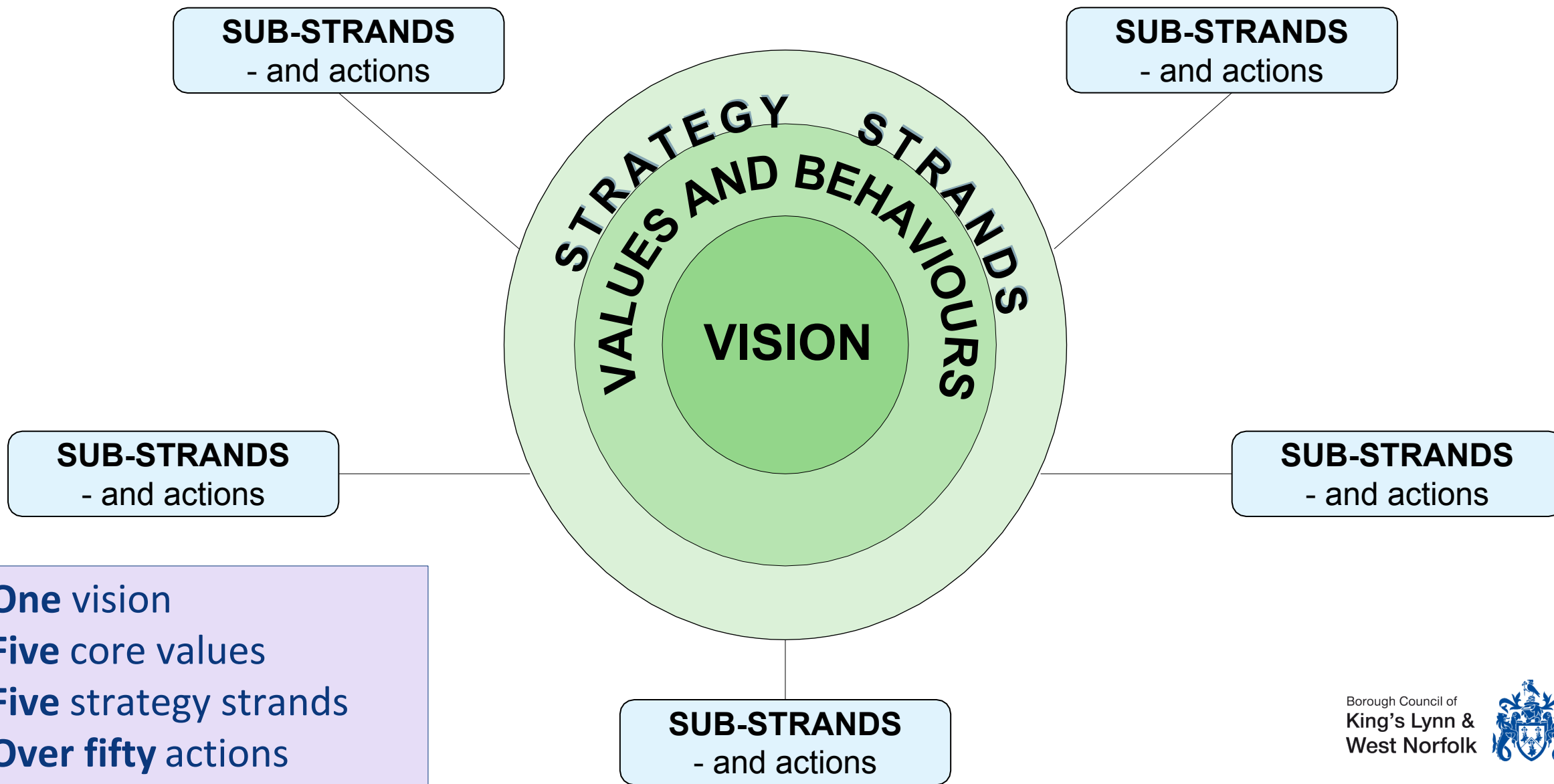
Sessions with people with lived experience at the Purfleet Trust and the King's Lynn Night Shelter. 19 people with lived experience of homelessness

A public survey: 28 responses, including eight responses from people homeless or at risk (or had been homeless in the past).



A flexible framework for the next five years

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A flexible framework for the next five years

● Scope

- A framework for ending homelessness in West Norfolk
- Designed to respond to change
- Built with capacity to grow
- Puts us on the front foot.

● Funding

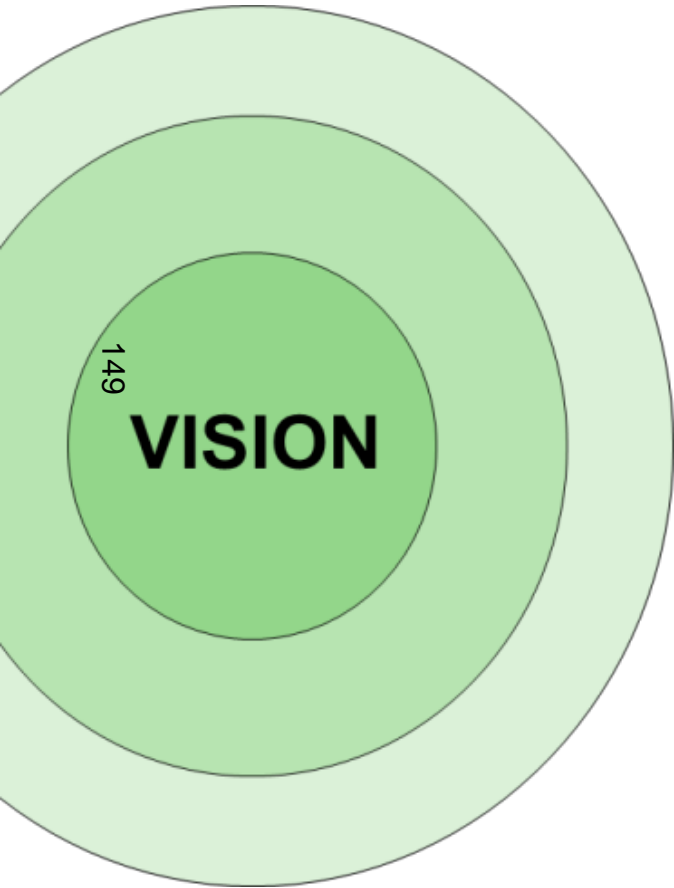
- Action plan lays out costing
- Have costed prudently due to uncertainty re: central government funding

● Threats

- Change in policy direction; end to funding; increased presentations; recruitment; lack of buy-in



Vision



- **ENDING HOMELESSNESS, PERSON BY PERSON**

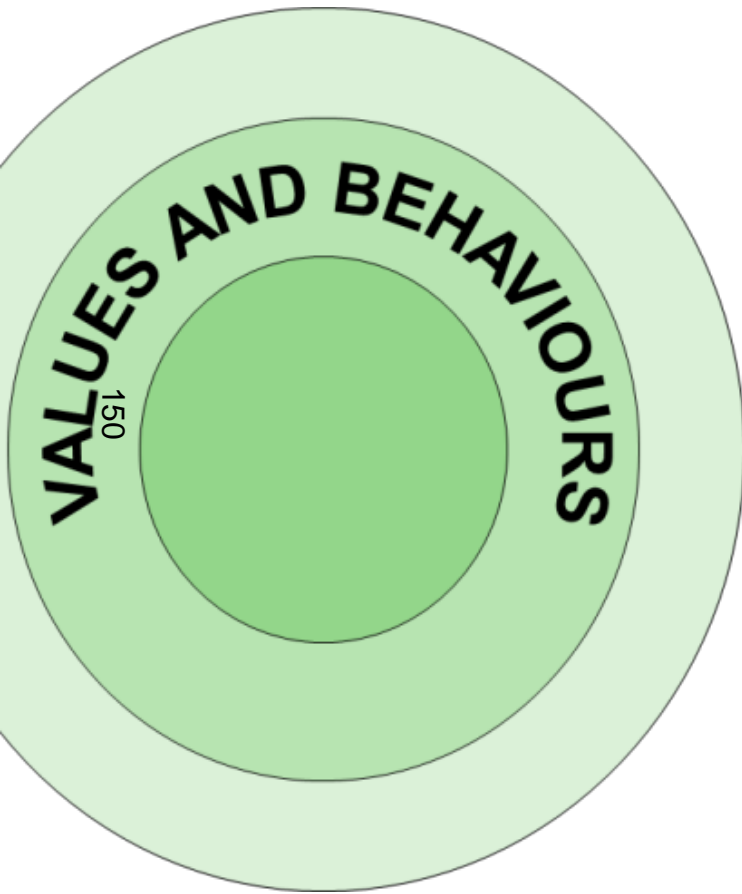
- Prevent homelessness where possible.
- Provide **accessible, immediate help** in a crisis.
- Deliver a pathway of **good, sustainable accommodation for all**.
- Build personal **strength, resilience and independence**.
- Deliver **everything in partnership**.

- **IN PRACTICE**

- Set our sights towards ending homelessness.
- Acknowledge that we may not be able to end homelessness within the lifespan of the strategy.
- Measure, recognise and (where appropriate) celebrate success.



Values and behaviours

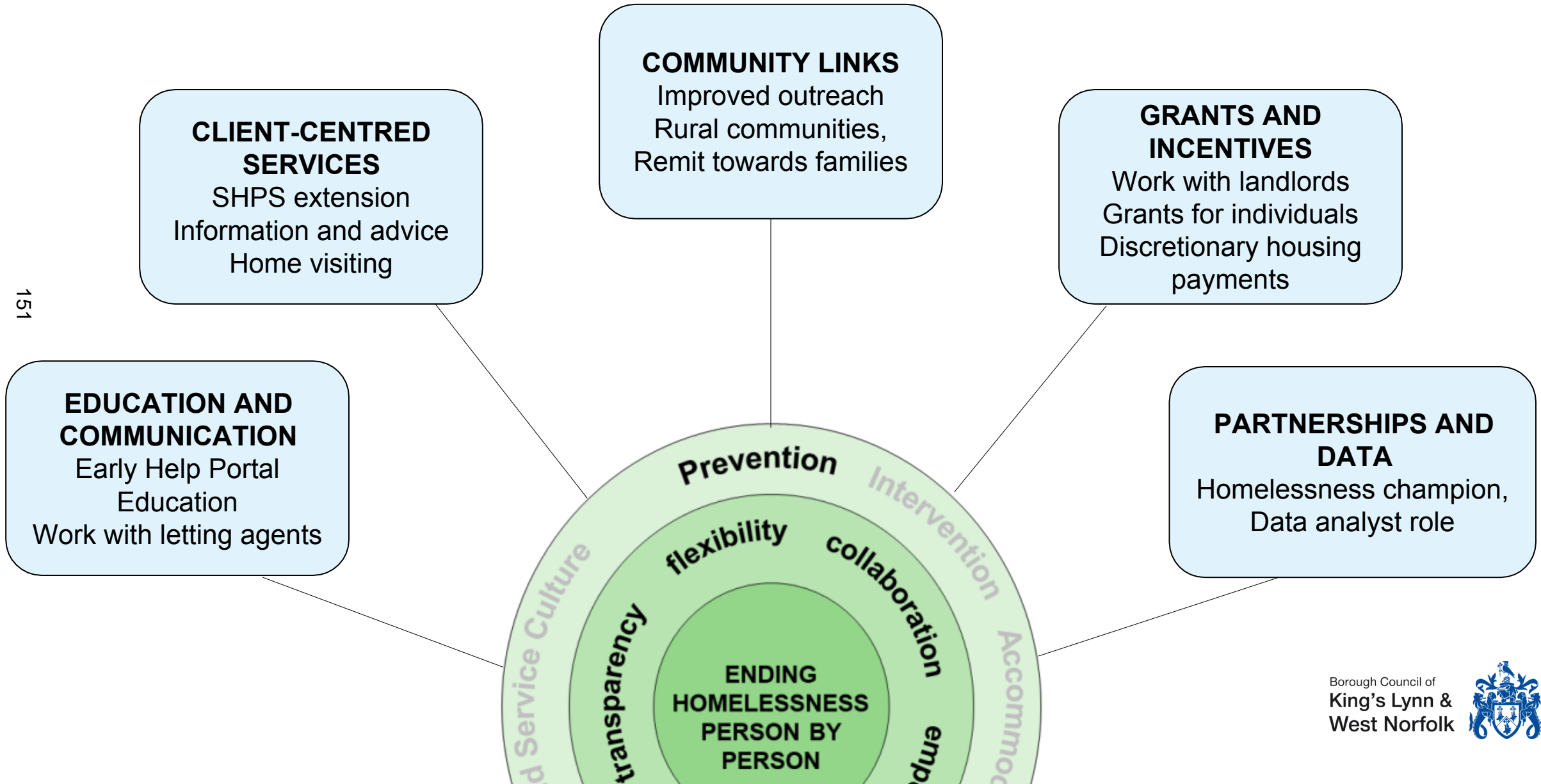


- Values underpinned by behaviours
- **DIGNITY:** We will treat people with dignity and compassion, in the light of current and past traumas.
- **TRANSPARENCY:** We will make it clear why we are doing things, what we're doing, what people can expect and how it's going.
- **FLEXIBILITY:** Where we can, we will work services flexibly around the needs of an individual.
- **COLLABORATION:** We will work with each other to get the best results.
- **EMPOWERMENT:** We will enable people to engage in, shape, and benefit fully from the services they use.

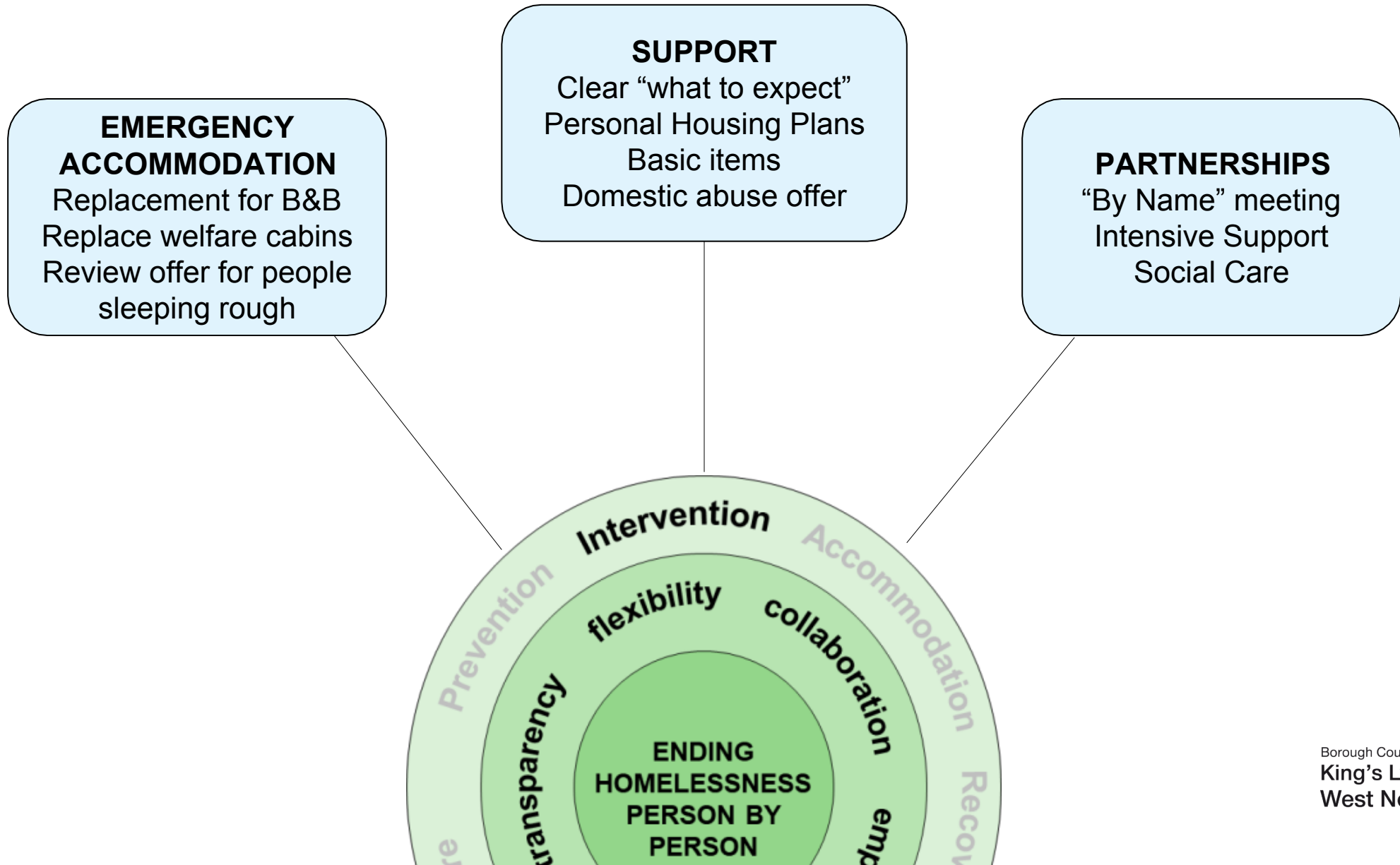


PREVENTION

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INTERVENTION



ACCOMMODATION

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SINGLE PERSON ACCOMMODATION
Hostel pathway review
Housing First
“Employment friendly” housing

PRIVATE RENTED SECTOR
Re-engage landlords
Flexible incentives fund
Rent-a-room scheme
Tenant swap scheme

SOCIAL HOUSING
Review allocations policy
Shared accommodation
Reduce social voids
Improved substance pathway.



RECOVERY

HEALTH AND SUBSTANCES

Mainstream health services;
Substance use recovery offer;
Offer for ppl with brain injuries /
learning difficulties

COMMUNITY

Engage local businesses
Employment
Skills-based mentoring
Access to cultural facilities

SUSTAINMENT

Continue SHPS
Review offer for ex-offenders;
‘Multi-agency check-ins’



SYSTEMS SUPPORT AND SERVICE CULTURE

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LIVED EXPERIENCE
Co-production group
Trauma-informed
Homelessness career
pathway

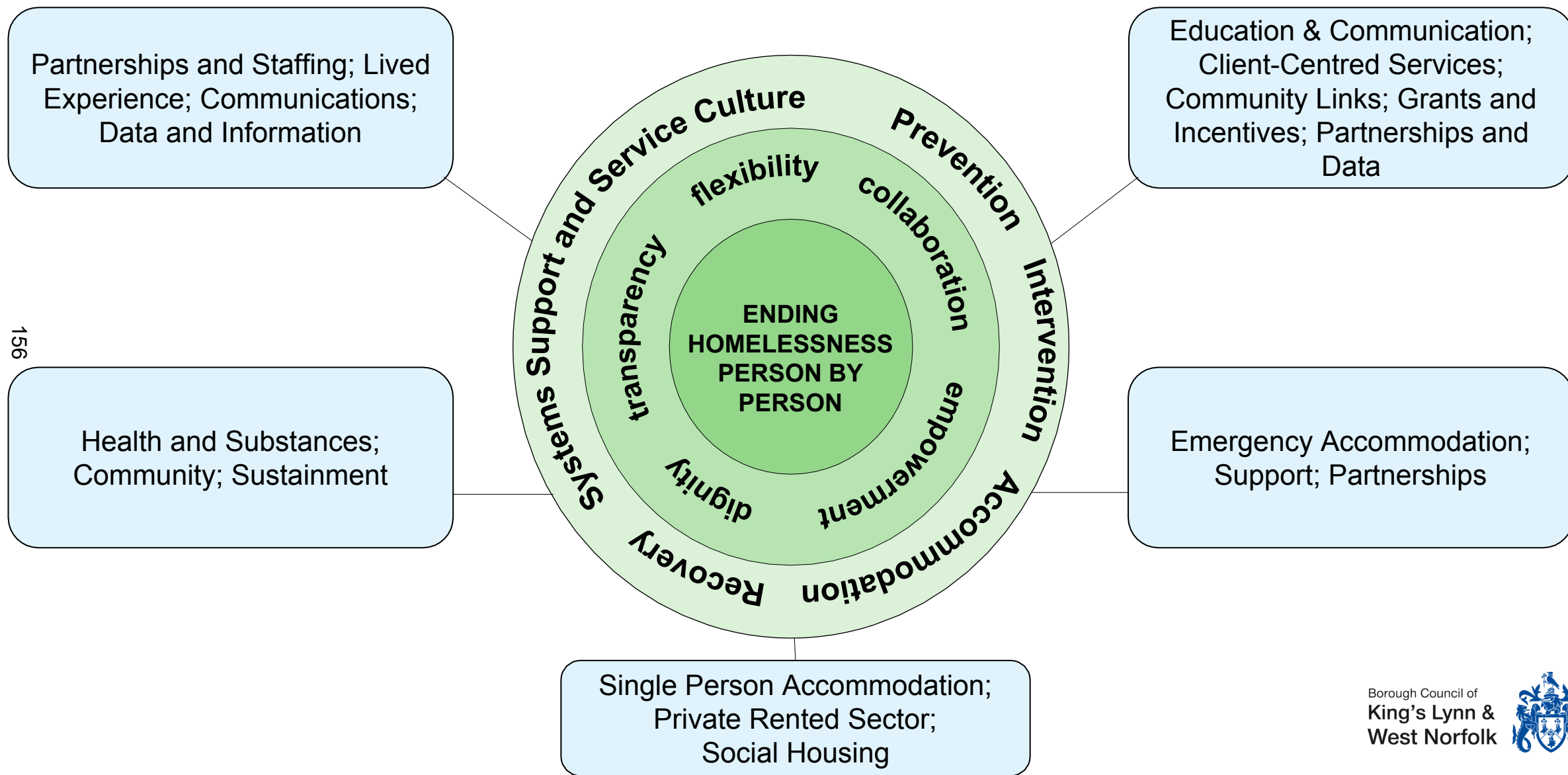
COMMUNICATIONS
Communications strategy;
Refresh Housing Needs
communications

**PARTNERSHIPS AND
STAFFING**
Strategy Implementation
Partnership; 'best practice'
guide for supporting staff;
Marmot Place

**DATA AND
INFORMATION**
Public-facing data portal;
Information Sharing
Protocol



A flexible framework for the next five years



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Measuring Progress

- Quarterly update to Task Group
- Annual report to Environment and Communities committee
- Recording and monitoring of KPIs – to be available on data portal
- Customer feedback button to be developed
- Periodic review of complaints and comments
- Interface with co-production group



Next Steps

- **Strategy to progress to adoption at council, October 2024**
- **Launch event November 2024**
- **Invitation to West Norfolk: get involved!**
- **In the meantime:**
 - Check-back with partners and opportunity to revise actions
 - Check-back with survey respondents
 - Make a start where appropriate (e.g. embedding new contracts)
 - Form Strategy Implementation Group

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Thank you for taking part.

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- Any questions?

