

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, 17th January, 2017 at 6.00 pm in the Committee Suite, King's
Court, Chapel Street, King's Lynn**

PRESENT: Councillors C Sampson (Chairman)
Miss L Bambridge, Mrs C Bower, A Bubb, Mrs S Collop, Mrs S Fraser, J Moriarty,
T Smith, Mrs S Squire (Substitute for P Rochford) and A Tyler

Portfolio Holders

Councillor I Devereux - Portfolio Holder for Environment
Councillor A Lawrence - Portfolio Holder for Community and Housing
Councillor B Long - Leader of the Council
Councillor Mrs E Nockolds – Deputy Leader and Portfolio Holder for
Culture, Heritage and Health.

Officers:

Sarah Dennis – Partnerships and Funding Officer
Lorraine Gore – Assistant Director
Ray Harding – Chief Executive
Honor Howell – Assistant Director

By Invitation:

Dr Ian Mack – CCG
Rebecca Mercer – CCH
Michael Deakin – Shelter
Jo Maule – Community Action Norfolk

EC59: **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hipperson and Rochford.

EC60: **MINUTES**

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

EC61: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC62: **URGENT BUSINESS**

There was none.

EC63: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There was none.

EC64: **CHAIRMAN'S CORRESPONDENCE**

The Chairman had received the following correspondence:

An email had been received from Councillor Gourlay regarding the Advice Services item on the agenda. The Chairman explained that the contents of the email should be covered during presentation of the agenda item and he would respond to Councillor Gourlay's email after the meeting.

The second correspondence had been received from Councillor Rochford and related to public toilets. The Chairman explained that the email would be passed onto the Public Toilets Informal Working Group for consideration in the future.

EC65: **SUSTAINABILITY TRANSFORMATION PLAN**

Dr Ian Mack and Rebecca Mercer were present at the meeting and provided the Panel with a presentation on the Sustainability Transformation Plan (as attached).

Dr Mack explained that the Sustainability Transformation Plan was a work in progress and consultation on individual projects would be carried out at the appropriate times with the relevant stakeholders.

The following was highlighted during the presentation:

- The Sustainability Transformation Plan covered Norfolk and Waveney.
- Population growth and changes would have an effect on the services provided and how they were delivered.
- Financial assumptions were included in the presentation and what would happen if the CCG was to do nothing.
- The challenge was growth in population and demand for services and there was a need for transformation. It was not about cuts, it was about looking for efficiencies in the existing systems and services.
- Key work streams and priority projects were highlighted in the presentation.
- The CCG would work with other public bodies, including the Borough Council.
- The CCG's vision, which was "for the people of West Norfolk to have high quality care, delivered locally, within our available resources".
- The CCG's vision for the future (2021) which was "a thriving local hospital, a strong united network of GP's, and a group of Out-of-Hospital providers of physical, mental health and social care services, all of whom behave as one integrated 'whole system' delivering high quality care by staff who are proud to work and live in West Norfolk".

The Chairman thanked Dr Mack and Rebecca Mercer for their presentation and invited questions and comments from the Panel, as summarised below.

Councillor Tyler asked if the plan was achievable and asked how confident the CCG was that the problems could be solved. Dr Mack explained that if the CCG did not look at how to overcome problems there was a success regime which would come in and sort the problems out for them; however this was not the route that they wanted to take. He explained that it was important to get governance right and do what was best for Norfolk. He hoped that sufficient resources would be available for changing over services and any double running costs during changeover periods.

Councillor Moriarty asked if there were common problems throughout the Country and if there was a way to share best practice and good ideas. Dr Mack explained that services were run in different ways across the country. He felt that services should be locally owned, however he accepted that there were common themes. Rebecca Mercer commented that learning and best practice was shared and the CCG had matched themselves to other areas with a similar population and was able to look at the services they provided and any problems they had encountered.

The Vice Chairman, Councillor Bambridge referred to a programme she had heard on the radio regarding a hospital in Birmingham and how they had moved to an electronic computer system. Rebecca Mercer informed those present that the Queen Elizabeth Hospital currently used a paper based system for patient records and Norfolk Hospitals were working together to look at ideas for new systems, however this was still a long way off. A system was also being looked at to allow records to be viewed across the County. Dr Mack commented that a local digital roadmap had been produced and formed part of the Sustainability Transformation Plan.

Councillor Fraser commented that any electronic systems would need to be mindful of confidentiality and data protection and Dr Mack explained that the relevant checks and processes would be put in place if such a system was to come into fruition.

Councillor Squire asked what improvements were proposed for Mental Health Services and made comment to the waiting list for diagnoses for children. Councillor Squire also asked who would be consulted on the Sustainability Transformation Plan. Dr Mack explained that the Plan would be made up of different projects and consultation would be carried out on the individual projects as required. He explained that the CCG regularly held stakeholder meetings, which were open to the public and presented issues and sought feedback.

Dr Mack referred to the comments made regarding the Mental Health Services, he acknowledged that there were clearly issues and existing processes could be complex. He explained that there were several organisations involved in the service including Norfolk County Council, Social Services and the NHS. Dr Mack explained that discussions were ongoing with Norfolk County Council on how the processes and services could be pulled together. He also explained that one of the work streams within the Sustainability Transformation Plan was Children and Young People.

Councillor Smith referred to the possibility of creating a King's Lynn 'hub' and asked if any further detail was available on this. Rebecca Mercer explained that this project was in the very early stages and a location for the hub was not yet known, however it was likely to be located within an existing facility. It was hoped that the hub would involve different agencies and organisations and could manage patients with complex needs. It was hoped that assessments and referrals could be made at the hub as well as crisis plans and care plans.

In response to a question from Councillor Tyler, Dr Mack explained that unnecessary costs would be looked at and non-clinical services such as HR and payroll would be looked at to see if there was the potential for more efficient working.

The Chairman, Councillor Sampson explained that he had been made aware that some of the services in Cambridgeshire were closing, which included some of the services close to the Norfolk border, which were regularly used by residents in Norfolk. Dr Mack explained that this would be investigated to ensure that necessary services were accessible.

In response to a further question from the Chairman, Dr Mack explained that the provision of housing would be investigated in the Sustainability Transformation Plan. He felt that older people often did not want to downsize or move to adapted accommodation; therefore it was important to build the right sort of accommodation to enable people to remain in their homes for longer. He explained that Sheltered Housing was important and it was also important for developers to be aware of the need for fit for purpose housing. The Chief Executive informed those present that the Borough Council, jointly with Norfolk County Council were discussing a 'housing with care' scheme in West Norfolk and a site had been allocated in the Borough for a trial.

The Chairman, Councillor Sampson referred to seven day working and felt that since surgeries had been closed on the weekends, the amount of patients in A&E had increased. Dr Mack explained that the availability of services would be looked at and reminded those present that there was the possibility of a project to create hubs.

The Portfolio Holder for Culture, Heritage and Health, Councillor Nockolds, informed those present that there were lots of organisations working together to improve health in the Borough. The Borough Council provided services such as Care and Repair, Careline and Leisure Facilities and was in the process of creating a Health Strategy to encourage residents to lead an active life.

Dr Mack commented that there were Borough Council representatives on the West Norfolk Health and Wellbeing Board.

RESOLVED: (i) The update was noted.

(ii) The CCG be invited back to the Panel in one year's time to provide an update on progress with the Sustainability Transformation Plan.

EC66: **ADVICE SERVICES**

The Assistant Director introduced the report which provided Members with an update on the new Information and Advice Services contract. She referred to the report, which had been circulated with the agenda and provided detail of the tender process and services provided. The Assistant Director confirmed that Shelter had been awarded the contract to provide debt advice and Community Action Norfolk for housing advice. The Citizens Advice Bureaux were still contracted by Norfolk County Council to provide a general advice services across the County.

Michael Deakin from Shelter provided the Panel with an overview of the services provided. A copy of his presentation is attached.

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

Councillor Moriarty asked how Shelter was being promoted, now that it had been awarded the contract and he asked if people continued, out of habit, to contact the Citizens Advice Bureaux in the first instance. Michael Deakin explained that Shelter and the Citizens Advice Bureaux worked together and referred individuals on as appropriate. There was also lots of promotional work ongoing. In response to a further question from Councillor Moriarty, Michael Deakin explained that publicity had been focussed on the general public, but in the future the services provided would be promoted to Parish Councils and the wider Borough. Michael Deakin informed those present that a 'pop up' would be carried out in the town centre and officers from Shelter would be handing out leaflets to the general public.

The Portfolio Holder for Housing and Community, Councillor Lawrence explained that now the service was up and running, communication would go out to Parish Councils to promote the service further and officers from the Council would work with Shelter as appropriate. The Chairman, Councillor Sampson suggested providing information to the

Norfolk Association of Local Councils who could then disseminate the information to Parish Councils.

The Panel then received a presentation from Jo Maule from Community Action Norfolk (CAN) on the services provided. A copy of the presentation is attached.

The Chairman thanked Jo Maule and the representatives from Purfleet and Stonham, who had accompanied her to the meeting for their presentation and he invited questions and comments from the Panel, as summarised below.

Councillor Mrs Bower referred to the potential to hold drop in sessions in Hunstanton. Jo Maule explained that proposals were still in the early stages, but she was positive that something could be achieved.

Councillor Moriarty referred to the amount of service users and asked if the level was as was expected. It was confirmed that levels were lower than expected, but sometimes individuals would go direct to the Housing Associations rather than be referred by CAN. Comments were made that the introduction of Universal Credit could increase the amount of individuals using the service.

The Panel was informed that promotion of the service was continuing and a communications plan had been produced. CAN would also promote their service to Parish Councils.

The Portfolio Holder for Housing and Community, Councillor Lawrence thanked all the officers involved in making the processes work. He felt that everyone worked together well and were passionate to help the right people. He asked the Partnership and Funding Officer for an update on how the Council worked with the Citizens Advice Bureaux. The Partnership and Funding Officer explained that the Council continued to try and engage with Norfolk Citizens Advice Bureaux, including an invitation to the Panel meeting, but to no avail. Citizens Advice Bureaux staff at the local office continue to provide the service, challenges lay at a more senior level.

The Panel was informed that the Citizens Advice Bureaux had asked Stonham Housing for a training session on the new service.

RESOLVED: (i) The report was noted.
(ii) That Members receive a further update in six months' time.

EC67: **WORK PROGRAMME**

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.

The Vice Chairman, Councillor Bambridge requested that an update on the West Norfolk Strategy Group be presented to a future meeting of the Panel. The West Norfolk Strategy Group had taken over from the West Norfolk Partnership.

Councillor Bubb asked if it would be possible for the Panel to receive a report on performance of the Port. The Chairman, Councillor Sampson explained that he would be attending a meeting of the King's Lynn Conservancy Board and would invite the Harbour Master to a future meeting.

RESOLVED: The Panel's Work Programme was noted.

EC68: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on **Wednesday 8th February 2017 at 6.00pm** in the Committee Suite, King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX.

The meeting closed at 8.10 pm