

**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, 27th March, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ**

**PRESENT:** Councillor C Sampson (Chairman),  
Miss L Bambridge, A Bubb, Mrs S Collop, Mrs S Fraser, G Hipperson, T Smith,  
D Whitby and Mrs M Wilkinson

**Portfolio Holders**

Councillor Mrs E Nockolds, Portfolio Holder for Culture, Heritage and Health

**Officers:**

Ged Greaves, Senior Policy and Performance Officer  
Ray Harding, Chief Executive  
Honor Howell, Assistant Director

**By Invitation:**

John Webster, Accountable Officer, CCG

EC86: **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Mrs Westrop.

EC87: **MINUTES**

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

EC88: **DECLARATIONS OF INTEREST**

There were no declarations of interest.

EC89: **URGENT BUSINESS**

There was none.

EC90: **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Pope – all agenda items.

EC91: **CHAIRMAN'S CORRESPONDENCE**

There was none.

EC92: **SUSTAINABILITY TRANSFORMATION PLAN**

John Webster, Accountable Officer from the Clinical Commissioning Group (CCG) was present at the meeting and provided the Panel with an update on the Sustainability and Transformation Partnership. A copy of his presentation is attached.

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

In response to a question John Webster explained that consultation on projects and plans would be carried out as required with other organisations or the public. He explained that all constituent organisations made contributions to the upkeep of the Sustainability and Transformation Partnership and budgets were looked at locally for engagement work.

Councillor Mrs Fraser referred to a recent article in a Parish Magazine which stated that the local GP would no longer treat minor injuries such as scalds and burns and suggested that people go to A&E. John Webster explained that he was aware of the article and this approach was not supported by the CCG. It was explained that the CCG worked with practices to try and reduce unnecessary admissions to hospital and there was services available such as advice from GP's or Pharmacists and 111.

John Webster responded to questions about Fairstead and St James Surgery and explained that expansion of the area and population growth would have an impact on the services and facilities provided in the future. He explained that the CCG needed to ensure that there was sufficient care for the population and would work with individual surgeries and GP's as required.

Councillor Mrs Nockolds, Portfolio Holder for Culture, Heritage and Health explained that the Sustainability Transformation Partnership also dealt with social isolation and social prescribing. She explained that Lily played an active part in this and had been awarded social isolation. She also explained that investigations were ongoing as to if there could be a Member of Staff placed in the hospital to look at the discharge service and ways that people could receive care at home. John Webster explained that the CCG would be looking at ways to increase capacity at the hospital, occupancy levels and the discharge service.

In response to a question from Councillor Bubb, regarding attracting Doctors to Norfolk, John Webster felt that there was not a problem in this area and a group of local organisations did meet to promote West

Norfolk an attractive place to live and work. He explained that it was often the case that people moved out of the area for training and then returned for work.

In response to a question from Councillor Mrs Wilkinson, John Webster explained that some care homes did not accept weekend discharges and there were also cases where people came into A&E and did not need to be admitted, but they did not have the right support available out of Hospital, so they had to be admitted. The Sustainability Transformation Partnership would look at ways to expand access to services as part of the integration work.

The Portfolio Holder for Culture, Heritage and Health, Councillor Nockolds explained that Lily had an interactive stand at the Hospital which provided useful contact details for people which were being discharged.

Councillor Fraser commented that it was also important that strong support was provided for carers during the discharge process. John Webster agreed that this was important and the support available would be looked at. He explained that the Hospital would not risk discharging someone unless the proper support was available.

The Chairman, Councillor Sampson asked about longer opening times in surgeries and access to GP's, which could assist in taking the pressure off A&E. John Webster explained that extended access hours were something that was being looked at nationally as part of the GP 5 year forward view. He explained that the nature of GP's contracts meant that they were not required to provide out of hours services and any changes would need to be carried out nationally and be accepted by the GP's. John Webster explained that the CCG was responsible for out of hours cover in Norfolk and this was provided by services such as 111.

**RESOLVED:** 1. The update was noted.  
2. A further update to be provided to the Panel in 12 months' time or sooner if there were any major developments which the Panel should be made aware of.

EC93: **CORPORATE PERFORMANCE MONITORING REPORT - QUARTER 3 2017/2018**

The Senior Policy and Performance Officer presented the report which monitored progress against agreed performance indicators for the year. The Panel was reminded that in January 2018, following recommendations from the Scrutiny Structures Task Group, Cabinet had agreed that Panels should consider their own indicators. The Senior Policy and Performance Officer explained that thirteen performance indicators were within the remit of the Environment and

Community panel and these were included in the report. There were three indicators which had not met target as follows, and a mitigation plan was in place to address issues:

- CC6 - % of Careline alarms installed within 10 days from date of enquiry.
- CC7 – time take (in weeks) from first visit to completion of work on Disabled Facility Grants.
- CC8 – Time taken (in weeks) from first visit to completion of work on adapt passported cases with a value under £6,000.

The Chairman thanked the Senior Policy and Performance Officer for his report and invited questions and comments from the Panel, as summarised below.

In response to a question from Councillor Bubb, the Senior Policy and Performance Officer explained that reasons why the targets had not been met had included the recent bad weather.

The Chairman explained that the Panel would regularly receive Performance Monitoring information and next time could look at if improvements had been made.

Councillor Smith suggested that information be provided in future reports on what action was being taken to improve the target and timescales for improvement. The Senior Policy and Performance Officer agreed to add this into the next report.

**RESOLVED:** The Panel agreed the actions outlined in the Action Report.

EC94: **UPDATES FROM REPRESENTATIVES ON OUTSIDE BODIES**

**a College Council Liaison Board - Councillor Smith**

Councillor Smith presented the report as included in the agenda.

**RESOLVED:** The update was noted.

**b Area Museums Committee - Councillors Smith and Bubb**

Councillor Smith presented his report, as included in the agenda. He reminded the Panel that the free entry period for the Lynn Museums ran until the end of March. He commented that there were lots of new exhibitions in the museum and work to conserve paintings had been carried out. He commented that Hardwick Cemetery paintings had been brought over from America. Ways to engage children now that pre-history was part of the curriculum was also being looked at.

Councillor Bubb commented that the Museum was open on Sundays, but shut on Mondays.

The Portfolio Holder for Culture, Heritage and Health, Councillor Nockolds commented that there was a good working relationship with Norfolk Museums Service and there were Service Level Agreements in place. She explained that as part of 'Norfolk Day' they were looking into joint tickets which could be purchased for Stories of Lynn, Trues Yard and the Museum.

**RESOLVED:** The update was noted.

**c King's Lynn Football Club - Councillor Westrop**

Councillor Mrs Westrop had sent her apologies for the meeting. Members were invited to submit questions to her in advance, which could be responded to at the next meeting.

**RESOLVED:** The update on the King's Lynn Football Club be considered at the Environment and Community Panel Meeting on 1<sup>st</sup> May 2018.

**d Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel - Councillor Westrop**

Councillor Mrs Westrop had sent her apologies for the meeting. Members were invited to submit questions to her in advance, which could be responded to at the next meeting.

**RESOLVED:** The update on the Norfolk Countywide Community Safety Partnership Scrutiny Sub Panel be considered at the Environment and Community Panel Meeting on 1<sup>st</sup> May 2018.

**e Norfolk Health Overview Scrutiny Committee - Councillor Fraser**

Councillor Fraser presented her report, as included in the agenda. She commented that she had enjoyed participating in this Committee and had learnt a lot.

**RESOLVED:** The update was noted.

**f West Norfolk Community Transport Project - Councillor Fraser**

Councillor Fraser presented her report, as included in the agenda. She referred to the routes which were being taken over by West Norfolk Community Transport from Stagecoach. Councillor Fraser and the Chairman congratulated West Norfolk Community Transport on their ability to take over some of the strategic routes.

Councillor Fraser commented that Trustees were very willing and helpful and representatives from West Norfolk Community Transport would be attending an event that Councillor Fraser, as Disabilities Champion, would be hosting later on in the year.

**RESOLVED:** The update was noted.

EC95: **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 following items were suggested for addition to the Work Programme:

- Markets – an update had been scheduled for October.
- Homelessness Reduction Act – update to be scheduled for June.
- Surface Water Management
- Single use plastics.

**RESOLVED:** The Panel's Work Programme was noted.

EC96: **DATE OF THE NEXT MEETING**

The next meeting of the Environment and Community Panel would be held on Tuesday 1<sup>st</sup> May 2018 at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

**The meeting closed at 7.37 pm**