

Overview & Scrutiny Committee

Agenda

Date

Tuesday 29 January 2019

Members of the Overview & Scrutiny Committee

Mr D G Harrison
(Chairman)

Mr J J Emsell
(Vice Chairman)

Mr A D Adams
Mrs C H Bannock
Mr D Buck
Ms S J Catchpole
Mr G Everett
Mr R F Grady
Mr G K Nurden

Mr F O'Neill
Mr V Ray-Mortlock
Mr S Riley
Mr V B Tapp
Mrs K A Vincent
Mr D C Ward

Substitutes Conservative

Any Members not
appointed to the
Committee or to Cabinet

Substitute Liberal Democrat

Any Members not
appointed to the
Committee

Time

10.00 am

Place

Council Chamber
Thorpe Lodge
1 Yarmouth Road
Thorpe St Andrew
Norwich

Contact

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@BDCDemServices

If any Member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Head of Service.

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**The Chairman will ask if anyone wishes to
film / record this meeting**

A G E N D A

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- | | | |
|-----------|---|----------------|
| 1 | To receive declarations of interest under Procedural Rule no 8 | |
| 2 | Apologies for absence | |
| 3 | <u>Minutes of meeting held on 8 January 2019</u> | 4 – 11 |
| 4 | Matters arising therefrom (if any) | |
| 5 | Chairman's Announcements | |
| 6 | Public Speaking | |
| | <p>To consider representation from the members of the public who have expressed the wish to convey their views on items on this agenda.</p> <p>In accordance with the Constitution a period of 3 minutes is allowed per member of the public.</p> | |
| 7 | Healthwatch Norfolk | |
| | <p>To receive a presentation on the activities of Healthwatch Norfolk in the District.</p> | |
| 8 | <u>Health and Wellbeing Update</u> | 12 – 28 |
| | <p>To receive an update on progress with the delivery of public health responsibilities at a District level.</p> | |
| 9 | <u>Norfolk Health Overview and Scrutiny Committee Update</u> | 29 – 33 |
| | <p>To receive an update from the Committee's Member representative.</p> | |
| 10 | The Role of Scrutiny | |
| | <p>To receive a briefing from the Managing Director on how he sees the role of the Overview and Scrutiny Committee.</p> | |
| 11 | <u>Call-in of Action Authorised by a Portfolio Holder</u> | 34 – 43 |
| | <p>To extend the Enforcement Agent contract for a further two years to 9 February 2021.</p> <p>The above decision has been called-in by the Chairman of the Overview and Scrutiny Committee and Ms S Catchpole for the following reason:</p> | |

'We would like to call-in the decision to renew the contract, pending a report from the appropriate Council Department showing that the contractors behaviour and processes are reasonable, given the level of concern expressed on the subject by the Citizens Advice.'

Citizens Advice have produced guidance to local authorities on the subject and are asking them to sign up to a new initiative in 2019. We would like Broadland to be one of the council's signing up next year.'

The report that recommended the extension of the contract and the Citizens Advice Council Tax Protocol are attached for information.

[A paper from the Head of Finance and Revenue Services](#) will follow.

12 [Overview and Scrutiny Committee Work Programme](#)

44 – 45

To consider the Committee's Work Programme.

Trevor Holden
Managing Director

Minutes of a meeting of the **Overview & Scrutiny Committee – Review of Cabinet Agenda** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, **Tuesday 8 January 2019 at 10.00 am** when there were present:

Mr D G Harrison – Chairman

Mr A D Adams
Mrs C H Bannock
Mr D Buck
Ms S J Catchpole
Mr J J Emsell

Mr G Everett
Mr R F Grady
Mr G K Nurden
Mr V Ray-Mortlock
Mr S Riley

Mr V B Tapp
Mrs K A Vincent
Mr D C Ward

Also in attendance were the Managing Director, Head of Democratic Services and Monitoring Officer, Head of Planning, Head of Finance and Revenue Services, Head of Economic Development, Economic Development Manager, Corporate Finance Manager, Economic Development (Partnerships & Growth) Manager, Economic Development Project Officer and the Committee Officer (JO).

Mr Andrew Barnes and Mr Ian Kinghorn, of the Bure Valley Railway Ltd, were in attendance for item 88 – Public Speaking

86 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

Member	Minute No & Heading	Nature of Interest
Mr Everett	93 – Bid to the Community Infrastructure Fund from Drayton Parish Council	Local Choice Non-pecuniary interest as Chairman of Drayton Parish Council

87 MINUTES

The Minutes of the meeting held on 11 December 2018 were confirmed as a correct record and signed by the Chairman.

Minute No. 79 – Budget Questions

In response to a suggestion that the Council should build its own housing stock, the Head of Finance and Revenue Services confirmed that the Council owned two properties for temporary accommodation purposes in Sprowston. However, it was not proposed to establish a large stock of housing, as it would necessitate opening a Housing Revenue Account, which would require a significant resource to manage. She suggested that the best means for the Council to generate affordable housing was through its joint venture company, Broadland Growth Ltd.

The Managing Director added that building through a joint venture company also allowed the Council to build homes outside of the confines of the Right to Buy scheme.

Minute No. 80 – Council Performance Broadland Business Plan

The Committee had requested that the Head of Planning be in attendance to answer some queries that Members had in respect of the Planning Objectives in the Broadland Business Plan.

The Head of Planning confirmed that an Expression of Interest for £57m to the Housing Infrastructure Fund had progressed to the final appraisal stage and an outcome should be known by the end of March 2019. The majority of this funding would be used as a catalyst for the development of the eastern element of Beeston Park. A bid for £10m to Homes England was being made by the developer for infrastructure in the western part of the site.

Other infrastructure in the Growth Triangle, such as a medical centre in Rackheath, could be delivered using alternative sources of funding even if the Housing Infrastructure Fund bid was delayed, as there was a commitment for 500-700 homes in the area.

Minute No. 82 – NEWS Joint Venture Company – Update Report

A Member advised the Committee that he had not yet received the most recent set of submitted accounts of NEWS. He had asked the Environmental Protection Manager (Special Projects) to follow this up with the Operations Manager at NEWS.

88 PUBLIC SPEAKING

Mr Ian Kinghorn informed the meeting that he was very disappointed and frustrated to learn that the Council had decided to review its decision to sell the freehold of the Bure Valley Railway to the company. Bure Valley Railway Ltd was a very significant local business and employer in the district. It had invested heavily in the business and now had three locomotives, 26 employees and operated year round. The company had a sustainable business model and wanted to grow further, as it had a significant capacity to increase in size. However, it needed the certainty of freehold ownership of the railway in order to take this forward.

Mr Andrew Barnes advised Members that the Company made a very significant contribution to charitable events and causes both locally and further afield. It also supported Broadland and Norfolk County Highways in maintaining the path and infrastructure alongside the railway. He had made a considerable personal investment into the company and he needed the

certainty of ownership, if he was to invest in it further.

CABINET REPORTS

89 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

to exclude the Press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006 would be disclosed to them.

90 DISPOSAL OF COUNCIL OWNED LAND

The report presented options for the disposal of the Bure Valley Railway and path. These were: to retain the asset; sell the asset to Bure Valley Railway Ltd or to enter into a partnership arrangement with Norfolk County Council.

Members considered this matter at length and heard the cases made for and against each option including the varying costs, the money already spent on buying the asset by Bure Valley Railway Ltd, as well as supporting important green infrastructure in the district.

RECOMMENDED TO CABINET

Option (3)

To *explore entering into* a Partnership Agreement with Norfolk County Council.

The Press and public were then readmitted to the meeting

91 BUDGET AND MEDIUM TERM FINANCIAL PLAN 2019–24

The report presented a detailed summary of Broadland's draft 2019/20 Budget for net revenue and capital expenditure, as well as a schedule of proposed fees and charges for the year.

The Government's Financial Settlement for 2019/20 had been announced on 13 December 2018, with a final settlement to be confirmed in early February 2019.

Anticipated growth for 2019/20 was £718,000. The Medium Term Financial Plan (MTFP) also included an average uplift in salary costs in respect of inflation and performance related pay of two percent. Predicted savings of £350,000 through collaboration with South Norfolk Council were not included in the base budget calculations.

However, a contribution to the collaboration cost reserve of £87,000 for 2019/20 was factored into the MTFP.

The additional Business Rates being retained, as a result of the Council taking part in a pilot study, was not factored into the MTFP, although a Business Rates levy surplus distribution of £43,000 from the national pot was included.

New Homes Bonus legacy payments would continue to be paid, but any new payments after 2020 would be dependent on the Spending Review in 2019

Special Expenses for street lighting were still included in the MTFP, although discussions were still being held as to a way forward. Any changes would be reflected in future iterations of the MTFP.

The Business Rates Collection Fund remained in deficit as a result of previous year's appeals provisions. The predicted deficit for 2019/20 was £500,000. There was a lot of uncertainty over Business Rates appeals, as there were legal challenges going through the courts, which if successful could be subject to backdating.

Members were advised that the majority of the budget should remain unchanged, but as the final settlement was still not known any changes that arose would be brought back to Cabinet in February 2019.

Appendix B set out the budget by Portfolio and Appendix C showed all budget items in greater detail. Appendix D listed the fees and charges levied by the Council. These had risen by inflation, as the Council was only allowed to recover its costs for the services that it provided.

Appendix E showed the proposed capital programme for the next three financial years. The draw on the General Fund to finance the capital programme had been minimised as much as possible.

The Disabled Facilities Grant was funded by Government through the Better Care Fund and it was assumed that this would be around £850,000 in 2019/20.

The Head of Finance and Revenue Services advised the meeting that, in her opinion, the budget would remain on target and would not be overspent, but

would require careful monitoring.

A Member suggested that the Council needed to identify alternative sources of income, to put itself into a more sustainable position. However, another Member commended the prudent budget and suggested that it would be better to wait until the uncertainty of Brexit was resolved, before seeking alternative income streams.

The Head of Finance and Revenue Services informed the meeting that whether the Council received single year or multi-year settlements in future could be dependent on the outcome of Brexit. Multi-year settlements could allow the Council the flexibility to look at other sources of income.

Currently the only business case being put forward for savings from collaboration was the new management structure, but there were a number other projects in the Feasibility Study that could be brought forward in the future.

RECOMMENDED TO CABINET

Option 1 (1, 2, 3, 4, 5)

to approve and to recommend to Council:

- (1) Amendments to be included in the Budget for 2019/20 – which will be brought back to February Cabinet (Appendix C);
- (2) Proposed changes in discretionary fees and charges (Appendix D);
- (3) The capital programme for 2019/20 to 2021/22 (Appendix E);
- (4) The provisional Band D Council Tax level for 2019/20 from the options given in Appendix A;
- (5) General Reserves draw for 2019 to 2024 (Paragraph 5.2 of this report).

92 JOINT FIVE YEAR INFRASTRUCTURE INVESTMENT PLAN 2019–20

The report presented the Draft Greater Norwich Joint Five Year Infrastructure Investment Plan 2019-24 and the Greater Norwich Joint Five Year Investment Plan 2019-20 for agreement.

The projects identified within the 5YIIP for 2019/20, were considered to be a priority for delivery to assist in achieving the growth ambitions, as set out in the Joint Core Strategy and the Greater Norwich City Deal.

Income received from the Community Infrastructure Levy (CIL) was less than had been forecast since 2014, due to the introduction of additional CIL exceptions by the Government and lower than expected growth. Therefore, in order to safeguard existing commitments it had been agreed to temporarily suspend the inclusion of any new projects in future five year Investment Plans. Urgent items, however, would be considered and reviewed independently to assess their inclusion.

In response to a query, it was confirmed that Norwich City Council had decided to adopt a CIL exceptions policy for sites that were struggling with viability. This was an issue for a number of urban sites, which had more expensive development costs than more rural areas. There was no intention to adopt a similar policy in either Broadland or South Norfolk.

The Head of Planning also confirmed that the St Faiths to airport transport link was on hold as Broadland Northway had led to a reduction in traffic along Fifers Lane, which had undermined the requirement for an additional access point to the airport at this stage.

RECOMMENDED TO CABINET

Options (1 and 2)

that Cabinet recommend that Council:

- (1) Agrees the Greater Norwich Joint Five Year Investment Plan and 2019/20 Annual Growth Programme; and,
- (2) Agrees that the cash reserve should be reallocated into the Infrastructure Investment Fund to support the delivery of previously agreed annual growth programmes, and support the establishment of a new cash reserve to be forward planned in future versions of this Plan.

93 BID TO THE COMMUNITY INFRASTRUCTURE FUND FROM DRAYTON PARISH COUNCIL

The report presented a bid from Drayton Parish Council to borrow £75,000 from the Community Infrastructure Fund (CIF).

The Council provided a £400,000 borrowing facility for parish and town councils to draw down the cost of delivering local infrastructure projects with the knowledge that it would be underwritten by future CIL receipts.

The Parish Council wanted the loan to enhance the play equipment on the Florence Carter Memorial Playing Field in the village centre, including fencing; a small contribution to a community venue to renew their kitchen and to

replace Parish Council noticeboards in the village. Any remaining funds would be used to improve facilities at the King George V Playing Field.

It was considered that the projects / costs listed in the bid complied with the CIF criteria, and therefore the bid could be justified. Moreover, the level of growth in Drayton meant that the money would be more than adequately underwritten by local CIL receipts.

It was therefore recommended that the loan be approved and that work commence to draft a legal agreement which (a) set the interest rate at a percentage equivalent to base rate, (b) required all CIL receipts received by the Parish Council to be repaid to Broadland District Council until the loan and any interest was paid in full and (c) in the event that the anticipated local CIL receipts were not forthcoming the agreement would set a backstop date of five years for the loan and interest to be repaid in full, unless an extension of time was agreed by this Council acting reasonably.

RECOMMENDED TO CABINET

Option (1)

to agree to a loan from the Community Infrastructure Fund to Drayton Parish Council for £75,000.

94 NORFOLK STRATEGIC INFRASTRUCTURE DELIVERY PLAN

The Council had been invited to formally endorse the Norfolk Strategic Infrastructure Delivery Plan (NSIDP), which had been produced under the auspices of all Norfolk councils and identified the key strategic infrastructure projects required to deliver economic growth in Norfolk. The Delivery Plan would help to co-ordinate implementation, prioritise activity and respond to any funding opportunities.

Broadland Council Planning and Economic Development Officers had been involved in the production of the document and informed the content of it.

The projects set out within the NSIDP accorded with the ambitions of the Norfolk and Suffolk Economic Strategy, the Joint Core Strategy, the Broadland Growth Triangle AAP, the Site Allocations DPD, the Greater Norwich Infrastructure Plan and the Norfolk Strategic Planning Framework. The NSIDP, therefore, incorporated the strategic priorities that were relevant to Broadland.

RECOMMENDED TO CABINET

Option (1)

To endorse the Norfolk Strategic Infrastructure Delivery Plan.

95 NORWICH WESTERN LINK OPTIONS CONSULTATION RESPONSE

The report set out a suggested response from the Council to the consultation on four shortlisted Norwich Western Link (NWL) route options, proposed by the County Council.

The development of a NWL, to connect the new Broadland Northway from the A1067 to the A47 west of Norwich, was one of Norfolk County Council's top infrastructure priorities and it was currently aiming to start construction in 2022.

The four shortlisted road options were three new dual carriageway roads and a single carriageway upgrade of the B1535. The majority of the new roads would be built at or near ground level, but viaduct-style bridges over river flood plains were included in some options. All routes included improvements to the A1067 Fakenham Road

The options also took account of Highways England's plans to dual the section on the A47 between North Tuddenham and Easton. A Norwich Western Link would need to join the dualled A47 at one of its proposed junctions.

The options had been carefully considered by the Economic Success Panel who had indicated that option D was their preferred route, with option C as a suitable alternative.

A Member noted that the response to option D stated that it had the closest junction to Broadland Northway, but in fact had the same junction as option C.

It was also requested that the comment be strengthened in respect of the impact on listed buildings for Option D.

RECOMMENDED TO CABINET

Option (1)

To agree to submit the proposed response to the Norwich Western Link consultation, as amended.

The meeting closed at 12.20 pm

HEALTH AND WELLBEING UPDATE

Report Authors: Sarah Oldfield
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Portfolio Holders: Economic Development
Housing and Wellbeing
Policy

Wards Affected: All

Purpose of the Report: This report provides an update on activity carried out between June and December 2018 to increase the levels of health and wellbeing of Broadland residents in line with the Council's stated ambition.

Recommendations:

1. The Overview and Scrutiny Committee is asked to note the content of this Health and Wellbeing update report and feedback any further questions to the Deputy Chief Executive

1 SUMMARY

- 1.1 This report provides an update on activity between June and December 2018 relating to increasing the levels of health and wellbeing of Broadland residents in line with the Council's stated ambition.

2 BACKGROUND

- 2.1 The Public Health Profiles were updated in July 2018. These showed that the health of people in Broadland is generally better than the England average. Full details of the report is available at https://fingertips.phe.org.uk/profile/health-profiles/area-search-results/E07000144?place_name=Broadland&search_type=parent-area
- 2.2 Broadland is one of the 20 percent least deprived districts in England, however about eight percent (1,600) children live in low income families. Life expectancy for both men and women is higher than the England average. However it is 4.2 years lower for men and 4.3 years lower for women in the most deprived areas of Broadland compared to the least deprived areas. The male life expectancy gap worsened from 3.4 years in 2017. There was no change in the life expectancy gap for women (4.3 years).
- 2.3 For child health, 13.9 percent of Year 6 children (153) are classified as obese, which is fewer than the England average. The rate of alcohol-specific hospital stays among under 18 year olds is 34/100,000 (24 per year), fewer than the England average. Levels of GCSE attainment are better than the England average.
- 2.4 Within adult health a significant range of indicators are better than the average for England. These include estimated levels of adult smoking and physical activity, rates of sexually transmitted infections and TB, rates of violent crime and early deaths from cardiovascular disease or cancer. Hospital stays for alcohol-related harm are at 551/100,000 (758 per year) and hospital stays for self-harm are at 145/100,000 (169 per year) which are better than the average for England.
- 2.5 Broadland's age profile shows a significantly larger proportion of the population aged 65+ (25.3%) compared to the England average (17.9%) and this is expected to increase for male and females by 2020.
- 2.6 The English Indices of Multiple Deprivation 2015 (IMD 2015) consists of seven measures of deprivation from different areas, which are weighted as follows:

Income Deprivation	(22.9%)
Employment Deprivation	(22.9%)
Health Deprivation and Disability	(13.5%)
Education, Skills and Training Deprivation	(13.5%)
Barriers to Housing and Services	(9.3%)
Living Environment Deprivation	(9.3%)
Crime	(9.3%)

- 2.7 Broadland continues to have relatively low levels of deprivation, with 35 percent of the population in the least deprived and no areas in the most deprived quartiles. However, this can make reaching disadvantaged residents more challenging to accomplish. The deprivation areas which impact most in Broadland are Barriers to Housing and Services and Access to Education, Skills and Training.
- 2.8 There were a number of improvements in the Health Indicators, including a reduction in adults with excess weight, numbers of excess winter deaths, those killed and seriously injured on the roads and those admitted to hospital for self-harm.
- 2.9 This information will be used by Broadland's officers, Public Health and through groups such as the Health and Wellbeing Officers Group to direct services and funds to where there is most need across the District.

Social Mobility

- 2.10 The Social Mobility Commission's 'State of the Nation' Report used a range of 16 indicators for every major life stage, from early years to working lives to map England's social mobility. Following their findings which identified Norfolk as generally having poor social mobility, Norfolk County Council provided written and oral evidence to the All Party Parliamentary Group on some of the issues affecting social mobility in Norfolk, including the rural funding allocation, access to public transport, rural deprivation, isolation digital disadvantages and declining local amenities.
- 2.11 The Norfolk Chief Executives Group is looking at collective actions to change social mobility in Norfolk, including the barriers and challenges facing residents in Norfolk. It was noted that there is a lack of an overall strategic vision for social mobility in Norfolk that all organisations can sign up to.
- 2.12 County-wide strategies to address social mobility include Norfolk Growth and Integrated Transport Strategies and the Rural Strategy Steering Group, LEADER programme and Local Investment in Future Talent (LIFT) initiatives.
- 2.13 South Norfolk and Broadland Councils are working together, looking at local initiatives with the ambition to improve opportunities for social mobility for residents across both districts.

3 THE NORFOLK CONTEXT

Health and Wellbeing Board (HWB)

- 3.1 Norfolk County Council's Health and Wellbeing Board (HWB) met on 30 October 2018 to receive the Joint Health and Wellbeing Strategy, (JHWBS). This had been signed by partners, including Broadland District Council.

- 3.2 Within the HWB there is now a District Councils' Sub Committee composed of all seven district councils, Public Health, Integrated Commissioning and the Chair of the Health and Wellbeing Board.
- 3.3 Homes and Health is an agreed priority for 2019 with three key areas of activity:
- Warm and Healthy homes
 - Building housing interventions into multi-disciplinary teams (MDTs)
 - Improved discharge from hospital.
- 3.4 These areas fit with all three priorities of the JHWBS: prevention, reducing inequalities and increasing integrations. They also fit with priorities of the STP Prevention workstream. Officers from Broadland District Council are involved in delivering against all three priorities.
- 3.5 **Warm and Healthy Homes:** This is being led by Broadland District Council. Features include installing central heating systems to fuel poor households, promoting how to stay well in winter, providing energy and money saving advice.
- 3.6 **Building Housing Interventions into Multi-disciplinary Teams (MDTs):** Led by King's Lynn and West Norfolk Borough Council. This is a pilot project using housing staff to train NHS MDT staff to identify residents' needs in their homes and use joint learning to increase knowledge of housing solutions to support health and care services. Broadland will be using existing staff from the Housing Improvement Agency (HIA) and Housing Options departments to provide training for local MDT staff and are liaising with North Norfolk CCG and a GP surgery in Aylsham to arrange this.
- 3.7 **Discharge from hospital:** Led by South Norfolk Council, with housing and NHS working together to establish a single and sustainable discharge model and to extend the District Direct offer to include discharge from mental health and community hospitals.
- 3.8 Discharge Direct at Norfolk and Norwich University Hospital has been funded by four district councils and CCGs until August 2019. The Get You Home Grant and Handyperson+ are supporting Discharge Direct with 55 Broadland residents being helped since June 2018.
- 3.9 **Mental Health Discharge:** Broadland in conjunction with Norwich and South Norfolk Councils are working with Norfolk and Suffolk Foundation Trust (NSFT) and Norfolk Integrated Housing and Community Support Services (NIHCSS) to look at improving discharge processes from Hellesdon Hospital.
- 3.10 The Annual Conference held in December published the Director of Norfolk Public Health's Annual Report for 2018. This year's theme was '**Health Profile for Norfolk**'. The report examined what is known about Norfolk population's and its health. A full copy of the report is available at <http://www.norfolkinsight.org.uk/jsna/reports-activity/director-public-health-reports>

- 3.11 The report identified new patterns of need, with an increasing health burden coming from extreme old age, frailty and people with more than one health condition. The report helps inform the actions that need to be taken to plan services and target health improvement support to areas and individuals with highest needs, especially those living in poverty.

Better Care Fund (BCF)

- 3.12 Broadland's annual allocation from the improved Better Care Fund (iBCF) for 2018/19 is £827,948 to deliver Disabled Facilities grants and adjacent services as detailed in the IHAT (Integrated Housing Adaption Team) locality plan submitted to the BCF.
- 3.13 BCF initiatives focus on improving resident's health and wellbeing. These include Low Level Adaptions, improving end to end times for the adaption process and a Get You Home Grant for residents leaving hospital.
- 3.14 In December 2018 the Ministry of Housing, Communities and Local Government (MHCLG) released additional funds for Disabled Facilities Grants (DFG's) and other capital projects to support social care. Broadland has been allocated £91,721 to be committed in the three months to 1 April 2019. Two measures to further assist fuel poor residents have been proposed as Special Projects.
- 3.15 **Project one – Fuel Poverty Grant:** Up to £5,000 for preventative repairs to enhance healthy living for vulnerable residents, either owner occupiers or tenanted. This could include replacement windows, works to address structural dampness or repairing poor quality external doors. This grant will link in with the Warm Homes Fund and referrals can be sent from the Integrated Care Co-ordinators (ICCs), other health partners and third sector organisations.
- 3.16 **Project two – DFG Contribution Grant:** Removing the personal contribution as a result of the DFG mandatory means test up to £5,000. The current grant procedure has not changed since 2009 and is under review by central Government. This should reduce the number of applicants who cancel due to this contribution requirement.
- 3.17 Consultation with the CCGs was initiated prior to commissioning the grants and both Special Projects have been approved by the Portfolio Holder for Housing and Wellbeing.

Sustainability and Transformation Plan

- 3.18 In moving towards becoming an Integrated Care System (ICS) the STP increased its public engagement through attendance at events, focus groups and use of social media platforms.
- 3.19 Two immediate priorities identified were: Improving Winter Performance through the system working better together and Building a Medium Term Financial Plan, looking at reducing wastage due to fragmentation.

- 3.20 In planning for winter 2018/19 the focus was on Urgent and Emergency Care, Top 5 Preventions and Adult Social Care winter planning.
- 3.21 Information for the public on how to stay well over the winter is available at <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/stay-well-this-winter>
- 3.22 In autumn 2018 the STP carried out a major review of local adult mental health services to inform the development of a ten year Mental Health Strategy to ensure services are delivered in ways that meet future needs. A first draft of the Strategy has been published at <https://www.healthwatchnorfolk.co.uk/ingoodhealth/stp-mental-health/>
- 3.23 The STP will co-produce a final draft with service users, carers, staff and partners by the end of February 2019 and work on designing the programme is scheduled for January 2019.
- 3.24 As part of prevention work the healthy ageing toolkit has been developed in partnership with Norfolk and Waveney Healthy Ageing Steering Group, attended by officers from Broadland District Council.
- 3.25 The toolkit is available at <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/health-professionals/healthy-ageing-toolkit>

4 JOINT WORKING WITH PARTNER AGENCIES

Social Prescribing

- 4.1 The Norwich and Broadland Social Prescribing service began in July 2018. Six Living Well Workers from Shelter, Age UK, Norfolk Citizens Advice (NCA), Mancroft Advice Project (MAP) and Equal Lives are receiving referrals from General Practice via the Integrated Care Co-ordinators and Multi-Disciplinary Teams.
- 4.2 By 31 October 2018, 196 referrals had been received from across Norwich and Broadland. It was noted that referral numbers had declined in early winter, although it was anticipated there would be an increase in referrals from mid-January as it is traditionally a time when people encounter low mood and financial troubles.
- 4.3 The largest client groups were in the 18-24 and 65+ age ranges. The three main referral reasons were benefits advice, debts and budgeting and isolation and inclusion. It was noted that social care, particularly Older People's Services are a potential growth area for the project.
- 4.4 The majority of referrals have been made as a result of discussion at Multi-disciplinary Team Meetings (MDTs), where clients tend to be closer to the point of crisis. The greatest value to social prescribing is gained from engagement at earlier stages.

- 4.5 Awareness is being raised amongst clinicians that the social prescribing approach is one of prevention rather than cure. Further work is being developed to highlight this change in perspective.
- 4.6 The service will continue to develop. There are no significant changes in demographics or new trends emerging. Awareness of the project is increasing and more practices are making referrals. Forty cases have been closed and caseloads remain large, with numbers increasing. Capacity to effectively manage more cases is limited.
- 4.7 Referrals can be made via the Broadland Help Hub to Living Well Workers who are based in the Hub.
- 4.8 Commissioners are now reviewing how the community grant pot will be administered and looking at how the services can be evaluated to ensure the appropriateness of referrals and how the services are meeting need.

Loneliness and Social Isolation Update

- 4.9 Norwich Clinical Commissioning Group (CCG) commissioned Voluntary Norfolk to deliver the loneliness and social isolation project. This is being delivered by Better Together Norfolk to residents living in Old Catton, Hellesdon, Taverham, Sprowston and Thorpe St Andrew. Referral details are available <https://www.bettertogethernorfolk.org.uk/>
- 4.10 North Norfolk Clinical Commission Group's loneliness and isolation service is available to other areas of Broadland and is being delivered by Community Action Norfolk (CAN) through CAN Connect at <http://canconnect.org.uk/>
- 4.11 Referrals can be made direct by residents and Integrated Care Co-ordinators attached to GP Clusters will also direct residents to this service.

Mental Health Advice Team (MHAT)

- 4.12 Broadland contributes to the Mental Health Advice Team (MHAT) based at the Police Call Centre in Wymondham.
- 4.13 The Team consists of a Mental Health Team Leader and five Mental Health Nurses, with experience in working with Autism, Asperger's, self-neglect and hoarding, drugs and alcohol.
- 4.14 The service can be used by Broadland staff to report or discuss mental health concerns they may have about residents they are working with. Mental Health nurses can accompany staff on a visit to residents, where they can assess their mental health and make referrals as appropriate.

Community Fully Integrated Care and Support (FICS)

- 4.15 Community FICS meetings began in April 2018 at Lionwood Surgery in Heartsease. The Multi-Disciplinary Team approach aims to free up general practice and deal with the small number of cases who need a more in-depth multi-agency approach to improve their health or who are been hard to reach.

- 4.16 A member of Broadland staff attends the fortnightly meeting, which is open to surgeries in Old Catton, Sprowston and Thorpe St Andrew. Housing, Handyperson+ and HIA staff have been involved in providing services to residents.

Norwich Emergency Avoidance Team (NEAT)

- 4.17 This services aims to treat Norwich CCG residents in their own home, avoiding admission to unplanned respite care or to hospital. In December 84.2 percent of all referrals made to NEAT were still at home seven days later. NEAT was shortlisted for a Health Service Journal (HSJ) award, and is one of top ten services in the country for Partnerships with Health and Local Government.
- 4.18 A full time Mental Health Nurse from NSFT will also be based in NEAT from January 2019. As part of their workload they will come to the Broadland Help Hub on a fortnightly basis.

Healthy Norwich

- 4.19 Norfolk CCG and Norwich City Council funding for Healthy Norwich will be coming to an end and discussions are currently taking place about the future direction of the programme. Broadland District Council will be involved with these discussions.
- 4.20 Healthy Norwich continues with their three priorities for 2018/19, to improve health outcomes for Norwich CCG residents, including Taverham, Hellesdon, Old Catton, Sprowston and Thorpe St Andrew parishes.
- Promoting healthy weight and lifestyles,
 - Smoking cessation
 - Affordable warmth:
- 4.21 **Promoting healthy weight and lifestyles:** Improving awareness of the benefits of an active lifestyle and improving access to activities in the City. Supporting people to make healthier food choices and providing services to people seeking to achieve a healthy weight. There are a number of workstreams in this area.
- 4.22 **The Daily Mile:** Engagement with primary schools continued to be a challenge across Norfolk. Eight Broadland primary schools signed up to the initiative. Healthy Norwich asked GP Practices to write to their local primary schools to support engagement, however there was no notable activity increase.
- 4.23 Sterling University published their research into cognitive benefits of the Daily Mile for primary school children. The study found that the Daily Mile increased physical activity levels by 15 percent and reduced sedentary behaviour by five percent. Fitness improved by five percent and fat levels were reduced by four percent. Active Miles (The Daily Mile) features in the

newly released PE and Sport Premium Grant guidance. For 2018/19 schools with 17 or more eligible pupils will receive £16,000 and an additional payment of £10 per pupil to make additional and sustainable improvements to the quality of physical education and physical activity. In December 2018 Sport England pledged £1.5 million of National Lottery Funding to grow the Daily Mile nationally.

- 4.24 **Breastfeeding Friendly GP Surgeries:** Within the Broadland area of Norwich CCG, East Norwich, Old Catton and Thorpewood surgeries have one or more Breastfeeding Champions. Breastfeeding is a Protected Time for Learning topic and a tongue tie study day will take place in January 2019. Healthy Norwich will fund up to 30 places for breastfeeding champions.
- 4.25 **Sugarsmart:** The Mancroft Advice Project (MAP) has been commissioned to develop and deliver the Sugarsmart project to three Norwich city schools from December 2018. This will cover the effects of sugary drinks on the body, recognising how shops promote sweet products and understanding the food labelling system. The project will be evaluated in summer 2019 and may then be offered to all Norwich secondary schools.
- 4.26 **Health Coaching Pilot:** A 12 month pilot taking place in Old Catton, Sprowston, Thorpe St Andrew aims to enable patients (aged 18 years +) with pre-existing long term conditions, who also identified as 'hard to engage' or inappropriately engaged with primary care services, to activate self-care principles and improve their health with support from Health Coaching. The pilot is being delivered by Voluntary Norfolk, with a fulltime Volunteer Coordinator leading a team of 20-30 volunteers trained in healthy coaching to visit vulnerable patients in their homes and help them to improve their health.

Smoking cessation and prevention

- 4.27 **Smoke-free side-lines:** This Norfolk wide project involves Healthy Norwich, District Councils, Smokefree Norfolk and the Norfolk Football Association to encourage adults to refrain from smoking at youth football games. Norfolk now has 30 football clubs signed up to the scheme, including Broadland clubs. The University of East Anglia evaluation of the #smokefreesideline campaign published in May 2018 showed this campaign to have promising results in reducing smoking prevalence at youth football matches and a willingness of parents and sports coaches to support the scheme. Public Health Norfolk have not supported the request for further funding for this campaign however, they have nominated a Public Health Officer to lead the project and seek funding opportunities from elsewhere.

Local Public Health Offer – Public Health

- 4.28 The Local Public Health Offer has provided £17,142 annually for 3 years from 2016/17 until 2018/19 to be used to improve the health of vulnerable residents.
- 4.29 **HIA Project:** Funds in 2017/18 supported the Home Improvement Agency (HIA) project offered to Aylsham and Drayton Surgeries. The HIA Officer

delivered housing support services, such as mobility adaptations, housing information and financial support intended to reduce GP attendances and prevent or delay hospital admissions. The project was evaluated by Dr Richard Heyhoe from University of East Anglia, included surgery data and feedback from participants.

- 4.30 The evaluation demonstrated the wide range of services and support co-ordinated by the HIA Officer who helped residents remain independent. Key findings were:
- 40 percent of respondents felt they were able to ‘manage better financially’
 - 30 percent felt the support helped them ‘feel safer’
 - 70 percent of respondents agreed the service had put them in a good position to maintain their independence.
- 4.31 Case studies highlighted the support provided and how it benefitted those receiving it and the benefits to General Practice of the HIA intervention. Learning from the pilot will be used to support the HIA/MDT Homes and Health workstream within Norfolk’s Health and Wellbeing Strategy.
- 4.32 **Community Activities Co-Ordinator:** A small underspend in 2016/17 and 2017/18 was used to extend the remit of the Community Activities Co-ordinator to enable them to spend one day per week on falls prevention exercises and initiatives until the 2019/20 financial year.
- 4.33 **Boiler Servicing:** During winter of 2017/18 a grant of £40 was offered to eligible residents on a means tested benefit to service their boiler. £1,500 from the Local Public Health Offer was given to this initiative.
- 4.34 An evaluation of the boiler service grant was presented to the Health and Wellbeing Officer Group. All recipients were elderly or vulnerable residents living in fuel poverty. The largest number of recipients were aged 60-75.
- 4.35 The evaluation identified the boiler servicing grant as an essential support for a lot of residents and also a pathway into further help such as the Warm Homes Fund for those in fuel poverty.
- 4.36 Another £1,500 has been allocated from 2018/19 funds to support the £40 boiler servicing grant over this winter. The grant has been advertised in the winter edition of *Broadland News*.
- 4.37 The remainder of funds for 2018/19 have been allocated to a programme to build self-esteem and confidence in young persons aged 11-16. Working with the Broadland Youth Advisory Board (YAB), young people have been involved in developing the programme. This will be offered to the seven secondary schools in Broadland and additional workshops will be offered in areas of highest need such as Hellesdon, Sprowston, Acle and Reepham.

5 BROADLAND DISTRICT COUNCIL SPECIFIC ACTIVITY

- 5.1 There is a range of activity delivered by Broadland District Council meeting the ambition to increase levels of health and wellbeing. Updates on some key pieces of work are summarised below.

Health and Wellbeing Strategy

- 5.2 As part of Broadland's Business Plan for 2019-22 and to support Norfolk's Health and Wellbeing Strategy, Broadland is developing a Health and Wellbeing Strategy. This will encompass existing initiatives such as Broadly Active, District Direct, Warm Homes Fund and also help to shape future direction for new areas, including Mental Health.
- 5.3 Broadland District Council is in discussion with South Norfolk Council regarding our respective approaches to Health and Wellbeing and to look at common priorities and activities.

Air Quality

- 5.4 Broadland's Air Quality Annual Status Report (ASR) for 2018 was submitted to DEFRA in June 2018. The full report is available from https://www.broadland.gov.uk/downloads/file/4461/air_quality_annual_status_report_2018. Key findings are detailed below.
- 5.5 Air quality in Broadland is generally good as it is not an intensively built up or industrialised area and has large rural areas. Air pollution is mainly associated with road traffic, particularly queuing traffic on busy roads in the suburbs of Norwich.
- 5.6 Broadland District Council undertook a number of measures during 2017 to improve local air quality.
- 5.7 Non-automatic (passive) NO₂ monitoring was carried out at 19 sites during 2017. This included three new monitoring points. Two are in locations where data from Norfolk County Council showed long periods of standing traffic (Middletons Lane and the Yarmouth Road, Pound Lane junction. The third location was at the request of residents concerned about slow moving traffic near to a primary school (School Road, Drayton).
- 5.8 Reviews of NO₂ monitoring points will continue to be taken to make sure the locations are relevant and tubes will be relocated as appropriate.
- 5.9 Completion of the Norwich Northern Distributor Road (Broadland Northway) as an alternative to the Norwich Outer Ring Road, is likely to see significant changes in traffic movements in North Norwich and the urban fringe of Broadland. Further assessment and traffic studies will be undertaken in association with Norfolk County Council.
- 5.10 Broadland District Council will also determine whether there is a need to carry out monitoring for particulate matter with an aerodynamic diameter of 2.5um

or less (PM_{2.5}). Using DEFRA background data to review PM_{2.5} levels in 2015 showed improvements across the District compared to 2010, 2011 and 2013, although there may be areas of higher concentration and further investigation is required to ascertain if regular monitoring is required and where this would best be located.

- 5.11 Air Quality Management Areas (AQMAS) are declared when there is an exceedance of likely exceedance of an air quality objective. Currently there are no AQMAS in Broadland.
- 5.12 Broadland's air quality priorities for the forthcoming year are:
- Promoting sustainable travel alternatives to the car, working in conjunction with other authorities within the Greater Norwich Project area to develop walking and cycling routes for journeys, including those to work / school.
 - Development of the Greater Norwich Air Quality Working Group to work collaboratively to look at ways of reducing the impact of vehicle emissions on air quality, including through applications for grants and funding.

Handyperson+

- 5.13 A review of Handyperson+ activity for 2015 to 2018 was presented to the Wellbeing Panel on 18 June 2018.
- 5.14 The Handyperson+ aims to reduce the risk of falls and injuries, improve household security and improve resident's health and wellbeing. The review examined the tasks carried out by the Handyperson and customer satisfaction levels.
- 5.15 The number of households using the service had increased and within this there were a large number of repeat customers. Satisfaction levels continue to be very high.
- 5.16 The Handyperson+ service now offers Low Level Grants up to £750, including installation of steps, ramps, rails and key safes as required.
- 5.17 The Handyperson supports the District Direct initiative aimed at helping people get home from hospital, thereby reducing Delayed Discharges of Care and prevent re-admissions. Low Level Grant procedures are being used to install key safes.
- 5.18 The review identified that the Handyperson+ service is meeting the needs of Broadland residents and enabling people to remain in their homes for longer. The popularity of the service and excellent user feedback supports this.
- 5.19 Referral volume has been maintained and service criteria extended to include Low Level Grants. Currently the resource available meets the current demand for the Handyperson+ service
- 5.20 Future additional demand may come from other services such as District Direct, and an increasingly aging population within Broadland who wish to

stay in their own homes for as long as possible.

- 5.21 South Norfolk Council will be looking at their Handyperson scheme in early 2019 and have been given a copy of the Handyperson+ Report.

Warm Homes Fund

- 5.22 The Norfolk Warm Homes Team is now receiving an increasing number of referrals for first time central heating as well as requests for additional fuel poverty interventions. With the onset of winter, marketing activities have increased and they are working with their installers to deliver joint marketing at events and targeting selected areas through direct mail.
- 5.23 Across Norfolk, by the end of December 2018, there were 54 requests for first time central heating and £64,647 of WHF grants for central heating systems had been committed.
- 5.24 An additional 77 residents had been supported through home visits, benefit claims and advice, emergency funds, and applications for Warm Homes Discount.
- 5.25 The Warm Homes Fund is a two year programme with a lead in period to identify households and install suitable central heating systems. Health impacts may not be most apparent until the next period of cold weather after installation.

Switch and Save

- 5.26 The next offer is now live, closing on 12 February 2019 with personal offers sent out on 25 February 2019. There is also an offer for those on oil or who are “off gas grid”.

Broadly Active

- 5.27 Broadly Active has continued to deliver in Broadland and Norwich city in 2018/19 with almost 400 referrals received by 1 December 2018. A full evaluation will take place in 2019. In addition, Broadly Active has been successful in securing one year’s funding from North Norfolk and South Norfolk Clinical Commissioning Groups (CCG) to deliver the scheme throughout the three central Norfolk CCG areas in 2019. £14,000 per CCG has been awarded and the expansion will begin from 1 January 2019. Broadly Active has moved to a new online platform to administer the scheme, which will help to cope with increased demand, reduces the administration and allow for a more comprehensive service to be offered. Health professionals now have one point of referral for exercise prescription throughout the three CCG areas which should lead to a higher uptake. Talks are ongoing about securing a longer term contract with the CCGs for the service.
- 5.28 Broadly Active has continued to provide services for other NHS commissioned programmes such as WIN (Weight Intervention Norwich) and the NDPP (National Diabetes Prevention Programme). The scheme uses Active Norfolk

Locality Plans to target the programme at areas in greatest need, particularly the case for the new, expanded areas to maximise resources.

Why Weight

- 5.29 One Why Weight course has been delivered in the second half of the year along with increased presence on social media. Eight residents attended with a 100 percent completion rate and average weight loss of 4.5 percent of their starting bodyweight. Two further follow up sessions have been held with 43 percent of completed members surveyed continuing to lose weight. 71 percent of those measured remain below their original bodyweight. A less labour intensive provision that still provides high level support to those wishing to lose weight will be launching in 2019.
- 5.30 Bespoke Why Weight sessions have been available to Weight Intervention Norwich (WIN) patients as part of a contract to deliver services to the Tier 3 weight intervention programme provided by Norwich CCG.

parkrun

- 5.31 parkrun continues to prove a major success at attracting people to be active. There are now 13 regular parkruns across Norfolk and three Junior parkruns. The average number of runners across Blickling, Brundall and Catton has remained steady at around 740 each week. Over 11,000 Broadland residents are now registered with parkrun, an increase of over 2000 since October 2017. Market Surgery in Aylsham is now a parkrun surgery, encouraging their patients to take part in parkrun. A fourth parkrun in Broadland is scheduled to begin in spring 2019. parkrun is a clear attraction to new and returning runners, evidenced by the fact that the average finish time has been steadily increasing over the last few years as the number of participants has grown. This demonstrates the run is more community driven and not aimed at elite or club runners.

Community Activity

- 5.32 The Coordinator of Community Activity Groups retired in 2018 with his replacement due to start in early 2019. As a result, a less resource heavy, support service has been provided to the current community activities and no new groups commenced. One of the existing groups, the Rackheath Young @ Heart Group were awarded Community Group of the Year at the 2018 Community at Heart Awards.

Marriott's Way 10k

- 5.33 2018 was the tenth anniversary of the Marriott's Way 10k run from Aylsham to Reepham. It was held on 7 October with 404 runners taking part. Thirty nine 4-16 year olds took part in the second juniors' fun run, some even in fancy dress! Four corporate teams took part in the run and all received a free coaching session prior to the day with Olympian Paul Evans. A range of celebrations took place in the Reepham Market place including cakes provided by Aylsham Care Trust and massages from a local business. All

runners who took part in the 10k and the fun run received medals, 10k snoods and bananas.

Great British Cycling Festival 2019

- 5.34 British Cycling has confirmed that the 2019 HSBC UK | National Road Championships will be hosted in Norfolk. The National Championships are the highlight of the British domestic road calendar and see world class riders competing for national titles across the Road Race and Time Trial disciplines.
- 5.35 The national time trial champions will be crowned on Thursday 27 June, while the road races will take place on Sunday 30 June and mark a unique first. For the first time in the championships' history, the men's and women's races will be on the road simultaneously, starting at different locations before both finishing in Norwich city centre.
- 5.36 The national Mountain Biking Championships will also take place on Saturday 29 June 2019.
- 5.37 The events will form part of the Great British Cycling Festival, with amateur cyclists again being given the opportunity to ride the same, closed-road course as the professionals, creating a true celebration of cycling at all levels.
- 5.38 The 100-mile mass-participation sportive will also take place on Sunday 30 June, with riders of all abilities able to challenge themselves on the elite course and benefit from the support of the crowds who will gather to see the country's best riders go head-to-head to claim the national champions' jersey.
- 5.39 Much of the 100-mile route will pass through Broadland and the Council is working closely with Active Norfolk and partners to ensure the maximum benefits and opportunities can be enjoyed by Broadland residents and business. Further details will be available in 2019.

Attendance at Flu Clinics

- 5.40 Staff from a range of Broadland services attended flu clinics at three GP Practices in Acle, Coltishall and Hellesdon to promote the Council services available to vulnerable residents. This was well received; an evaluation has been carried out by the Community Project Officer and will be reported to the Wellbeing Panel.

6 SAFEGUARDING

- 6.1 Broadland continues to be an active partner in the District Council Safeguarding Group.

Section 11 Audit

- 6.2 Section 11 of the Children Act 2004 places duties on a range of organisations to ensure their functions and services have regard to the need to safeguard and promote the welfare of children.

- 6.3 The Norfolk Safeguarding Children Board (NSCB) requires partners to complete an annual Section 11 Audit to review the effectiveness of what they do to comply with Section 11.
- 6.4 The Section 11 Audit for 2018 involved completion of a self-assessment tool and attendance at thematic workshops, designed to support and challenge each agency's contribution to safeguarding children in Norfolk. Designated Safeguarding Officers at Broadland and South Norfolk exchanged safeguarding information and reviewed our Section 11 audits prior to the submission.
- 6.5 Broadland's submission and subsequent contribution to the Challenge Day Workshop was consistent with scores submitted by the other District Councils.
- 6.6 In 2019, Broadland will submit a joint Section 11 Audit in collaboration with South Norfolk District Council.

Children's Advice and Duty Service (CADS)

- 6.7 From October 2018, the Children's Advice and Duty Service (CADS) became the new service for professionals to raise any concerns about a child.
- 6.8 Professionals working with a child or young person in a formal or voluntary setting contact the Children's Advice and Duty Service on a direct line, (0344 800 8021) to speak to a member of the Team directly. Members of the public can raise their concerns through Norfolk County Council's Customer Services on 0344 800 8020.
- 6.9 The Multi-Agency Safeguarding Hub (MASH) will no longer accept written referrals for children, but will continue to accept referrals for adults aged 18 and above.

Designated Safeguarding Officers (DSO)

- 6.10 Additional Safeguarding training for Middle Managers was held at Broadland in June and September 2018. Further Safeguarding training increased the number of Designated Safeguarding Officers to 18, with at least one DSO in every department at Broadland.

Collaborative Working: Joint Safeguarding Guidance

- 6.11 Broadland District Council and South Norfolk Council, Designated Safeguarding Officers are working on a joint Safeguarding Procedure and Reporting Process for both councils.

7 ISSUES AND RISKS

- 7.1 **Resource implications** – There are no new resource implications arising from this report.
- 7.2 **Legal implications** – There are no legal implications arising from this report.

The statutory responsibilities within the Health and Social Care Act 2012 lie with the upper tier authority.

- 7.3 **Equality implications** – There are no equality implications that require an equality impact assessment.
- 7.4 **Environmental impact** – There are no environmental implications arising from this report.
- 7.5 **Crime and disorder** – There are no crime or disorder impacts arising from this report.

8 CONCLUSION

- 8.1 Broadland residents continue to enjoy relatively good levels of health and wellbeing. The Council has an ambition to increase these further and will strengthen our prevention strategies through the Health and Wellbeing Strategy and committing staff and resources to the prevention strategies being developed by NHS partners.
- 8.2 Broadland District Council continues to work closely with partner organisations such as Public Health and the Clinical Commissioning Groups to build on existing strong relationships, particularly around new developments in healthcare. We continue to engage with Members and this update will be presented to the Wellbeing Panel. Council officers are continuously briefing the relevant Portfolio Holders on current proposals.

9 RECOMMENDATIONS

- 9.1 The Overview and Scrutiny Committee to agree the content of this Health and Wellbeing update report and feedback any further questions to the Deputy Chief Executive.

Background Papers

None.



**Outcomes and Actions
Norfolk Health Overview and Scrutiny Committee (NHOSC)
17 January 2019**

Agenda Item Number	Report Title	Outcomes and Actions	Action By Whom
6.	The Queen Elizabeth Hospital NHS Foundation Trust – response to the Care Quality Commission report	<p>QEH representatives to speak with Cllr Sue Fraser, Disabilities Champion for the Borough Council of King’s Lynn and West Norfolk, regarding ideas for staff training in relation to patients with Learning Disabilities.</p> <p>QEH representatives to come back to NHOSC with a progress report in 6 months’ time; July 2019. (Re-inspection by the CQC is anticipated around March or April 2019)</p>	<p>Prof Steve Barnett / Caroline Shaw / Jon Wade</p> <p>Prof Steve Barnett / Caroline Shaw / Jon Wade</p>
7.	Norfolk and Suffolk NHS Foundation Trust – response to Care Quality Commission report	<p>NSFT to provide the numbers of patients receiving urgent mental health assessment in their own homes and the numbers brought in to NSFT team bases for urgent assessment in the weeks since the CQC report was published.</p> <p>NSFT to provide a copy of its staff structure chart in about 4 weeks’ time (after consultations are complete).</p> <p>The Commissioners and NSFT to provide details of the number of occasions where families of patients placed in out-of-area beds due to unavailability of local beds have received help with travelling expenses and the number that have had a carer assessment.</p>	<p>Antek Lejk / Marcus Hayward</p> <p>Antek Lejk / Marcus Hayward</p> <p>Frank Sims / Antek Lejk</p>

		The Commissioners and NSFT to come back to NHOSC with a progress report in 6 months' time; July 2019. Senior clinicians from NSFT (e.g. Medical Director; Chief Nurse) to attend on that occasion.	Frank Sims / Antek Lejk
8.	Forward work programme	<p>The Forward Work Programme for NHOSC meetings was agreed.</p> <p>Members requested information on the following items to be included in the NHOSC Briefing so that the committee can decide whether to add the subjects to future meeting agendas:-</p> <ul style="list-style-type: none"> • Children's autism services – assessment and diagnosis – progress update since 11 Jan 2018 NHOSC. • Eating disorder services – information about the community service in central and west Norfolk (information about the Great Yarmouth and Waveney service was included in the January 2019 NHOSC Briefing); information about the tier 4 specialist service available to Norfolk residents. 	Maureen Orr

Copied to:-
Chairman of NHOSC
District Council Members of NHOSC
Member Support Officer – Ashleigh Hodge
CCG engagement contacts (x5)
Health and Wellbeing Board support officer – Linda Bainton
Healthwatch Norfolk – Judith Bell

Norfolk Health Overview and Scrutiny Committee

ACTION REQUIRED

Members are asked to suggest issues for the forward work programme that they would like to bring to the committee's attention. Members are also asked to consider the current forward work programme:-

- whether there are topics to be added or deleted, postponed or brought forward;
- to agree the briefings, scrutiny topics and dates below.

Proposed Forward Work Programme 2019

<i>Meeting dates</i>	<i>Briefings/Main scrutiny topic/initial review of topics/follow-ups</i>	<i>Administrative business</i>
28 Feb 2019	<p><u>Ambulance response times and turnaround times</u> – report on progress since May 2018 (when EEAST, NNUH and NNCCG attended). QEH to be invited to attend also.</p> <p><u>Children's Speech and Language Therapy</u> - to follow up the action plan from the independent review of the central and west Norfolk service and to address with issues raised during Members visit with the SENsational Families Group, 20 September 2018.</p>	
11 Apr 2019	<p><u>Access to NHS dentistry in Norfolk</u> – follow up to the report to NHOSC on 24 May 2018 on access in West Norfolk, and examination of the situation in the rest of Norfolk.</p> <p><u>Local action to address health and care workforce shortages</u> – a short report by Norfolk & Waveney STP Workforce Workstream Lead.</p>	
May 2019 (date tbc)	<p><u>Access to palliative and end of life care</u> – follow-up from NHOSC's meeting on 18 October 2018.</p>	

NOTE: These items are provisional only. The OSC reserves the right to reschedule this draft timetable.

Provisional dates for report to the Committee / items in the Briefing 2019

- Feb 2019** (in the Briefing) - **Eating disorder service** – capacity, quality and consistency in the central and west Norfolk service community eating disorder service. (Information on the Great Yarmouth and Waveney service was included in the January 2019 NHOSC Briefing). Information about the tier 4 specialist service available to Norfolk residents.
- Date tbc (in the Briefing) - **Children’s autism services** – assessment and diagnosis – progress update since 11 Jan 2018 NHOSC
- Sept 2019** (on the agenda) - **Physical health checks for adults with learning disabilities** – update since Sept 2018
- July 2019** (in the Briefing) - **Continuing healthcare** – update on trends in referrals and assessment of eligibility for CHC and explanation of those trends.
- July 2019** (on the agenda) - **The Queen Elizabeth Hospital NHS Foundation Trust** – response to the Care Quality Commission report – progress report
- July 2019** (on the agenda) - **Norfolk and Suffolk NHS Foundation Trust** - response to the Care Quality Commission report – progress update

Other activities

- Visits to hospice, hospice at home and other services providing end of life care (as requested by NHOSC 18 Oct 2018) - East Coast Hospice, Gorleston (i.e. visit with the charity that is planning a hospice in the Great Yarmouth and Waveney area) – arranged for 11.30am, 28 January 2018. Suffolk Members of Great Yarmouth & Waveney Joint Health
- Scrutiny Committee have also been invited.
- Visit to be arranged - Follow-up visit to the Older People’s Emergency Department (OPED), Norfolk and Norwich hospital to be arranged after expansion works are completed in 2019-20.

Main Committee Members have a formal link with the following local healthcare commissioners and providers:-

Clinical Commissioning Groups

- North Norfolk - M Chenery of Horsbrugh
(substitute Mr D Harrison)
- South Norfolk - Dr N Legg
(substitute Mr P Wilkinson)
- Gt Yarmouth and Waveney - Ms E Flaxman-Taylor
- West Norfolk - M Chenery of Horsbrugh
(substitute Mrs S Young)
- Norwich - Ms E Corlett
(substitute Ms B Jones)

Norfolk and Waveney Joint Strategic Commissioning Committee

- For meetings held in west and north Norfolk - M Chenery of Horsbrugh
- For meetings held in east and south Norfolk - Dr N Legg

NHS Provider Trusts

- Queen Elizabeth Hospital, King's Lynn NHS Foundation Trust - Mrs S Young
(substitute M Chenery of Horsbrugh)
- Norfolk and Suffolk NHS Foundation Trust (mental health trust) - M Chenery of Horsbrugh
(substitute Ms B Jones)
- Norfolk and Norwich University Hospitals NHS Foundation Trust - Dr N Legg
(substitute Mr D Harrison)
- James Paget University Hospitals NHS Foundation Trust - Ms E Flaxman-Taylor
(substitute Mr M Smith-Clare)
- Norfolk Community Health and Care NHS Trust - Mr G Middleton
(substitute Mr D Fullman)

REPORT ON THE POSSIBLE EXTENSION OF THE CONTRACT FOR ENFORCEMENT OF COUNCIL TAX AND NON-DOMESTIC RATE

Portfolio Holder: Finance
Wards Affected: All

1 SUMMARY

- 1.1 The Council renewed a contract for bailiff services for recovery of unpaid Council Tax and Business Rates with Rossendales effective from February 2016. The contract was taken out for a period of three years with an option to extend by a further two years from 9 February 2019.

2 THE ISSUES

- 2.1 The Council's existing contract was let following a tendering exercise that took place in 2015/16. The contract allows Rossendales to carry out enforcement action following the application for liability orders by the Council at the magistrate's court. The contract operates on the basis that Rossendales retain statutory fees recovered from the debtor during the recovery process. The contract therefore operates on a virtually nil cost basis to the Council.
- 2.2 The Revenues section works closely with Rossendales in order to ensure that collection is maximised. Rossendales operate within a code of conduct specified within the contract. They also have to operate within updated legislation which was passed in 2013 – the Tribunal Courts and Enforcement Regulations.
- 2.3 Performance is closely measured through regular quarterly meetings and by monitoring monetary collection and spot checking individual cases.
- 2.4 Rossendales performance has been good. The amounts of Council Tax and Non-domestic Rates recovered and paid over to the Council over each of the last four years is shown below:

Year	Amount recovered
2014/15	£205,962
2015/16	£224,563
2016/17	£216,996
2017/18	£289,301

- 2.5 The relationship between the Council and Rossendales is good and despite the fact that Broadland is a relatively small customer the level of service is
-

provided at a high level.

3 RECOMMENDATION

- 3.1 Given the satisfactory performance of Rossendales this report recommends that the Enforcement Agent contract be extended by two years to 9 February 2021.

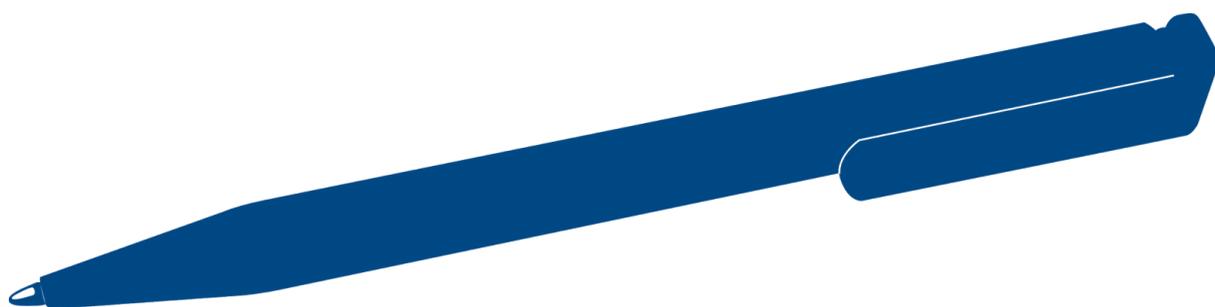
Simon Quilter

Interim Revenues and Benefits Manager

30 October 2018

Council Tax Protocol

Revised Collection of Council Tax Arrears Good Practice Protocol



Agreed by:

Citizens Advice, June 2017

Local Government Association, June 2017



Council Tax Protocol

We agree to adopt this protocol in
as our public commitment to its principles of fairness, partnership
working and transparency in local authority debt collection:

Signature

.....

Local authority representative

Signature

.....

Local Citizens Advice / advice
agency representative

Signature

.....

Enforcement agency
representative

(where relevant)¹

Signature

.....

External contractor
representative

(where relevant)¹

Date:

¹ Enforcement agents and external contactors may sign this protocol if they and the authority agree that it is appropriate.

Council Tax Protocol

Revised collection of council tax arrears good practice protocol

Council tax payers receive a better level of service when local authorities², enforcement agencies and debt advice agencies work closely together. Early intervention and proactive contact with people struggling with bill payments can help prevent them incurring further charges and help alleviate stress. It can also potentially help reduce both collection costs and calls on local public services, particularly mental health services.

This good practice protocol makes a number of suggestions on how local partnerships can be strengthened and residents better supported. Developed through partnership work between the national bodies representing advice agencies, local government and enforcement agencies throughout England and Wales, it builds upon the previous protocol, which government recommended local authorities adopt in their 2013 guidance. The protocol reflects best practice at local level and is intended to facilitate regular liaison on practices and policy concerning council tax debt collection. In setting down clear procedures and keeping them regularly under review, all parties can ensure that cases of arrears are dealt with appropriately whilst complaints are handled efficiently.

By signing the protocol and adopting the practices set out below, local authorities, enforcement agencies and advice agencies can help taxpayers pay their council tax bills while accessing debt advice when needed.

² Where we use the term 'local authorities', this should also be read to cover a local authority's external contractors, where the local authority has contracted out the administration of some or all of its council tax collection process.

Partnership

To foster more effective partnership working:

1. Local authorities, enforcement agencies and advice agencies should meet regularly to discuss practical and policy issues with a recommendation to meet quarterly at officer level and annually with elected members.
2. All parties should have dedicated contacts accessible on direct lines and electronically so that issues can be taken up quickly.
3. All parties should promote mutual understanding by providing training workshops, undertaking exchange visits and sharing good practice.
4. As local authorities are responsible for the overall collections process, they should ensure all their staff, external contractors and enforcement agencies receive the appropriate training, particularly on vulnerability and hardship.
5. Advice agencies, enforcement agencies and local authorities should work together to develop a fair collection and enforcement policy, highlighting examples of vulnerable people or those who find themselves in vulnerable situations, and specifying clear procedures in dealing with them. Contractual arrangements with enforcement agents should specify procedures for the local authority to take back cases involving vulnerable people.
6. Local authorities should consider informal complaints as debtors may be afraid to complain formally where enforcement agent activity is ongoing. Informal complaints received from advice agencies can indicate problems worthy of further investigation both locally by the local authority and by referral to national bodies.

Information

To improve the information supplied to council tax payers about the billing process, how to get support and debt advice and to promote engagement:

1. All parties should work together to produce letters that clearly and consistently explain how council tax bills have been calculated (including any Council Tax Support award). Council tax bills should make clear council tax is a priority debt and explain the consequences of not making payment by the date specified. As far as possible within the constraints of systems, where a taxpayer has council tax arrears, the letters should explain how the debt has been accumulated and over which time period, the layout and language of bills and letters should be easy to understand, with any letters including a contact phone number and email address. All information should also be made available online in a clear format.
2. Local authorities should consider reviewing payment arrangements and offer more flexible options, including, subject to practicality, different payment dates within the month, spreading payments over 12 months and, potentially, different payment amounts to assist those on fluctuating incomes. This can allow people to budget more effectively.
3. Local authorities and enforcement agents should publicise local and national debt advice contact details on literature and notices. Advice agencies can help by promoting the need for debtors to contact their local authority promptly in order to agree payment plans. Parties can work together to ensure the tone of letters is not intimidating but encouraging of engagement.
4. Local authorities should ensure that enforcement agencies have appropriate information about the council tax debts they are recovering, so they can put this in letters they send to debtors and answer any questions.
5. Local authorities should consider providing literature about concerns council tax debtors may have about enforcement agents and enforcement. Information could cover charges enforcement agencies are allowed to make by law, how to complain about enforcement agent behaviour or check enforcement agent certification and further help available from the local authority or advice agencies.
6. All parties should work together to review and promote better engagement by council taxpayers. This should include information on how bills can be reduced through reliefs, exemptions and council tax support schemes, advising taxpayers that they should contact the local authority if they experience financial hardship and the consequences of allowing priority debts to accumulate. Information and budgeting tools should be made available on local authority and advice agency websites, via social media and at offices of relevant agencies. This is an opportunity for joint campaign work.

Recovery

If a council tax bill is not paid, then the local authority's recovery process comes into play. While local authorities strive to make early contact with a debtor, the first point of engagement by a debtor often only occurs when an enforcement agent visits the premises. Greater effort should be made at or before the Tribunal Courts and Enforcement Act's compliance stage, including debt and money advice referrals and to assess whether vulnerability or hardship applies, so as to avoid escalating a debt. Therefore:

1. Local authorities and enforcement agencies should work in partnership with advice agencies on the content, language and layout of all documents, produced by the local authority and agents acting on its behalf which are part of the enforcement process. This should aim to ensure that the rights and responsibilities of all parties, particularly those of the debtor, are clearly set out.
2. Enforcement agents should provide the debtor with a contact number and email address should they wish to speak to the local authority.
3. Local authorities should keep all charges associated with recovery under regular review to ensure they are reasonable and as clear and transparent as possible and reflect actual costs incurred. Enforcement agents should only make charges in accordance with council tax collection and enforcement regulations, particularly the Tribunal Courts and Enforcement Act.
4. Local authorities should periodically review their corporate policy on debt and recovery, particularly what level of debt (inclusive of liability order fees) should have accrued before enforcement agent action, as enforcement will add additional costs to a debt.
5. As part of their corporate policy on debt and recovery, local authorities should have a process for dealing with cases that are identified as vulnerable, bearing in mind that different local authorities may have different definitions of a vulnerable person or household. Any local definition of vulnerability should be developed in consultation with advice agencies and enforcement agencies and, wherever possible, the local authority should aim to publish clear guidelines on what constitutes vulnerability locally. Where a local authority's vulnerability criteria apply, In these cases, debts should be considered carefully before being passed to enforcement agencies. Where enforcement agents or other parties identify a vulnerable household, recovery action will be referred to the local authority.
6. Local authorities should regularly review and publish their policies which cover hardship, including how these relate to council tax arrears.

7. Where a household is in receipt of Council Tax Support, the local authority should consider matters carefully and determine whether to pass such cases to enforcement agents, based on the individual circumstances of the case.
8. The debtor may have outstanding claims for Universal Credit, Council Tax Support or other benefit(s) which are contributing to their arrears. Local authorities can suspend recovery once it is established that a legitimate and relevant claim is pending.
9. Local authorities and their enforcement agents should consider offering a 28 days hold or “breathing space” on enforcement action if debtors are seeking debt advice from an accredited advice provider.
10. Procedures should exist for debt advisers to negotiate payments on behalf of the taxpayer at any point in the process, including when the debt has been passed to the enforcement agent. In some cases, the debtor may only contact an advice agency following a visit from the enforcement agent.
11. Local authorities and enforcement agents should consider accepting and using the Standard Financial Statement (SFS) or Common Financial Statement in assessing ability to pay as long as this is consistent with securing value for money for all council tax payers.
12. Each case should be examined on its merits and repayment arrangements need to be affordable and sustainable, while ensuring that the debt is paid off within a reasonable period. Where appropriate, local authorities should provide the flexibility to spread repayments over more than a year, including beyond the end of a financial year.
13. Local authorities should prioritise direct deduction from benefits or attachment of earnings in preference to using enforcement agents. This avoids extra debts being incurred by people who may already have substantial liabilities.
14. Clarity should be provided to the debtor and enforcement agency as to which debts are being paid off, in what amounts and when, especially where a debtor has multiple liability orders. Where appropriate, debts should be consolidated before being sent to enforcement agents.
15. Local authorities should publish a clear procedure for people to report complaints about all stages of recovery action. Local authorities will regularly monitor and, subject to requirements of commercial confidentiality and the Data Protection Act, publish the performance (including complaints) of those recovering debts on their behalf and ensure that contractual and legal arrangements are met.

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OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2018-19

Subject to change across the year accounting for any resource implications and/or matters arising from Councillors. Please consult agendas before attending on our [website](#)

Topics brought to Committee for Information:

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes	Time Cycle
	Performance Report	Committee Officer	Committee to allocate areas for investigation to the Performance Management Sub Committee (PMSC) when the report is received under Cabinet papers.	Six Months
	Committee Representation Updates	Committee Representatives	Opportunity for Committee Representatives from Norfolk Health Overview and Scrutiny Committee, Broadland Corporate Equalities Group, Norfolk Police and Crime Panel and Norfolk Health and Wellbeing Board to report back any key information to Committee or for Committee Members to raise any questions for representatives to take forward.	Bi-Monthly
26 March 2019	Resilience Update	Emergency Planning Manager	In place of the Broadland Resilience Forum, Members to receive an update on work being delivered and future plans	Six Months
26 March 2019	Fee's on DIY Waste	Environmental Protection Manager	To receive an update how the fees were determined and impacts on levels of fly tipping since their introduction.	Once
26 March 2019	Council Partnership Register Review	Committee Officer	Committee to receive an update against the Council's partnership register. Committee will be asked to identify any partnership concerns that may require further investigation by a nominated time and task limited panel	Annual
26 March 2018	Early Intervention and Community Safety Update	Community Safety Manager	To receive an update from the Community Safety Coordinator on progress being made by the Norfolk County Community Safety Partnership with particular reference to any progress directly impacting the Broadland District.	Annual
26 March 2019	Committee Annual Report	Scrutiny Research Officer	Committee to approve the drafted Annual Report for presentation to Council.	Annual

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes	Time Cycle
2 April 2019	Economic Update	Head of Economic Development/ Portfolio Holder for Economic Development	An update on progress being made against Tourism, Funding Deprivation, Unemployment Figures, what BDC is doing to generate sustainable employment opportunities, and progress of the LEP.	Six Months
June 2019 (first after elections)	Council Policy Register	Committee Officer	Committee to receive an update of the Council's Policy and Strategy Register to enhance understanding of what exists and where such documentation is located for further reference. The Committee will be asked to identify any areas for further review as necessary.	4 Yearly after elections

Performance Management Sub Committee

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes
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Workshops

Topic	Objectives	Lead Officers	Month
Preparing to meet with Cabinet to discuss budget performance	A workshop format facilitated by the Scrutiny Research Officer and Head of Finance and Revenue for Committee Members to identify, agree, and allocate questions for Cabinet to answer at the Joint Budget meeting.	Head of Finance and Revenue Services Finance Team staff Scrutiny Research Officer	October
Work Programme Identification	To identify subjects to be included in the replacement work programme. Considering suggestions received from members of the public and parish/town councils. Agreeing membership of identified review panels and outlining their Terms of Reference.	Scrutiny Research Officer	April

OVERVIEW & SCRUTINY COMMITTEE

29 January 2019

Final Papers

Item	Details	Page No
11	<u>Call-in of Action Authorised by a Portfolio Holder</u> To receive a report from the Head of Finance and Revenue Services in response to the Call-in.	47 – 50

DEMOCRATIC SERVICES

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ENFORCEMENT CONTRACT EXTENSION – CALL IN

Report Author: Jill Penn, Head of Finance and Revenue Services
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Portfolio Holder: Finance

Wards Affected: All

Purpose of the Report: To provide further information to the Committee on the current enforcement agent contract. The Committee is required then to consider if there are any necessary recommendations to the Portfolio Holder regarding the decision on extension of the Council's current enforcement agent contract.

Recommendations:

1. Overview and Scrutiny Committee recommend that the Finance Portfolio Holder agrees to continue with extension arrangements for the current contract

or
2. The Committee recommends that the extension is not agreed to and give reasons to support this recommendation.

1 SUMMARY

- 1.1 Overview and Scrutiny called in the Portfolio Holder decision to extend the current Enforcement Agent contract for a further two years. This report provides further information on the operation of the current contract for the Committee to consider and recommend to the Portfolio Holder whether a different course of action is needed to be considered.
- 1.2 The call in referenced the potential to sign up to the Citizens Advice Council Tax Protocol. However, this is outside of the scope of this Portfolio Holder decision which covers the work of the Enforcement Agent on cases which have been to court.
- 1.3 The protocol is wide ranging and covers how the Council deals with recovery action for non-payment generally all the way through, which is not in scope.

2 BACKGROUND

- 2.1 The Council has been contracting with our Enforcement Agent for Bailiff and Enforcement Agent Services since 2001 and under the current contract since February 2016.
- 2.2 The regulations changed in 2013 with the advent of the Tribunal Courts and Enforcement Bill. These regulations were brought in to regulate the enforcement industry by consolidating regulations and standardising fees and procedures.
- 2.3 The 2013 regulations incorporated protection of vulnerable people preventing Enforcement Agents from taking control of the goods of vulnerable persons who are on their own.
- 2.4 Complaints generally about Enforcement Agents have reduced significantly since 2013 with the advent of the new regulations and Body Worn Video. There have been no complaints to the Council in this current financial year.
- 2.5 The contract only covers the work which the Enforcement Agents undertake for debts which have gone to court.

3 CURRENT POSITION

- 3.1 The Council sends a letter to all debtors warning of Enforcement Agent action before referring cases to our Enforcement Agent.
- 3.2 Enforcement Agent work breaks down into two stages:
- 3.3 Compliance stage – office based work – phone, email, letter – fee £75
- 3.4 Enforcement stage – for debtors who ignore Compliance – fee £235
- 3.5 Around 40 percent of debtors paid their debt at Compliance stage last year.

- 3.6 Our Enforcement Agent contract stipulates our own Code of Practice for dealing with vulnerable persons such as those mental health issues, recently bereaved, pregnant or disabled debtors and other vulnerabilities.
- 3.7 The Enforcement Agent allows people to pay by staged instalment payments over an affordable period. If payment is not maintained the case may move to the next stage or ultimately be returned to the Council for other action.
- 3.8 Enforcement Agents are trained to deal with vulnerability and to signpost people where necessary. They refer cases to us which need assistance and in some cases return them to the Council if they are of serious concern.
- 3.9 Following a meeting between us, the Early Help Hub (EHH) and our Enforcement Agent, an agreement has recently been reached with the Enforcement Agent whereby they can contact two of our officers directly if they visit a case of serious concern. We can then refer the case on as necessary for professional assistance.
- 3.10 A representative from the Enforcement Agent recently came into the Council to speak to officers at the weekly EHH meetings to explain their processes, particularly around vulnerable cases.
- 3.11 The Enforcement Agents have a Welfare Unit who deals with cases where there is hardship or which are seriously vulnerable. Those staff are trained to deal with cases with a greater level of sensitivity and where necessary to liaise with advice agencies.
- 3.12 Quarterly meetings are held with the Enforcement Agent where performance is discussed and also concerns are raised if there are individual cases of concern.
- 3.13 The Council Debt Advisors liaise with the Enforcement Agent on individual cases and it is not unusual for us to instruct them to set up arrangements on individual accounts to assist debtors.
- 3.14 We are able to instruct the Enforcement Agent to set up an arrangement of our choosing or to return a case back to us at will.
- 3.15 In 2017/18, 893 cases were referred to the Enforcement Agents totalling £534,000. £245,000 has been paid so far with 169 cases in active payment arrangements.

4 PROPOSED ACTION

- 4.1 Based on the current position above, the Council is satisfied that the Enforcement Agent considers vulnerability as part of its normal practices and with the measures the Council has put in place that a take up of the extension available on the contract is the correct course of action.
- 4.2 The extension also gives the Council time to work with South Norfolk Council on a collaborative approach to enforcement.

5 OTHER OPTIONS

- 5.1 The Committee can decide to make a recommendation to not extend the contract. This will involve initiating a procurement process and involve additional time and resources.
- 5.2 The contract states that it is awarded for three years with a possible two year extension. There are no provisions within the contract for it to be renegotiated at the point of extension.

6 ISSUES AND RISKS

- 6.1 **Resource implications** – Any retender process will incur cost and staff resources.
- 6.2 **Legal implications** – The extension is part of the current contract. Any break in the contract will trigger a procurement process for going out to tender for a new contract, following the necessary procurement regulations.
- 6.3 **Equality implications** – An equality assessment was undertaken when the contract was awarded.
- 6.4 **Environmental impact** – There are no environmental impacts.
- 6.5 **Crime and disorder** – With the steps detailed above crime and disorder is currently not an issue.
- 6.6 **Risks** – No further risks than mentioned in the report.

7 CONCLUSION

- 7.1 The officers are recommending the extension to the current contract is accepted as detailed above.

8 RECOMMENDATIONS

- 8.1 Overview and Scrutiny Committee recommend that the Finance Portfolio Holder agrees to continue with extension arrangements for the current contract

or
- 8.2 The Committee recommends that the extension is not agreed to and give reasons to support this recommendation.

Background Papers

None