

# Overview & Scrutiny Committee

## Agenda

### Date

Tuesday 20 March 2018

### *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  
Mrs J K Coplestone  
Mr G Everett  
Mr R F Grady  
Mrs L H Hempsall

Mr G K Nurden  
Mr G Peck  
Mr V Ray-Mortlock  
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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**If any Member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Head of Service.**

### **The Openness of Local Government Bodies Regulations 2014**

Under the above Regulations, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify an officer prior to the start of the meeting. The Council has a protocol, a copy of which will be displayed outside of each meeting room and is available on request.

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

**A G E N D A**

**Page No**

- |           |  |                |
|-----------|--|----------------|
| <b>1</b>  | <b>To receive declarations of interest under Procedural Rule no 8</b>  |                |
| <b>2</b>  | <b>Apologies for absence</b>   |                |
| <b>3</b>  | <b><u><a href="#">Minutes of meeting held on 27 February 2018</a></u></b>  | <b>3 – 6</b>   |
| <b>4</b>  | <b>Matters arising therefrom (if any)</b>  |                |
| <b>5</b>  | <b>Chairman’s Announcements</b>  |                |
| <b>6</b>  | <b>Public Speaking</b><br>To consider representation from the members of the public who have expressed the wish to convey their views on items on this agenda.<br>In accordance with the Constitution a period of 3 minutes is allowed per member of the public. |                |
| <b>7</b>  | <b>Resilience Update</b><br>To receive a verbal update from the Emergency Planning Manager.  |                |
| <b>8</b>  | <b><u><a href="#">Community Safety Update</a></u></b><br>To receive a report from the Community Safety Manager.  | <b>33 – 41</b> |
| <b>9</b>  | <b>Police and Crime Panel Update</b><br>To receive an update from the Member representative on the progress and activities of the Norfolk Police and Crime Panel.  |                |
| <b>10</b> | <b><u><a href="#">Overview and Scrutiny Annual Report 2017-18</a></u></b><br>To receive a report from the Overview and Scrutiny Research Officer.  | <b>7 – 23</b>  |
| <b>11</b> | <b><u><a href="#">Norfolk Health Overview and Scrutiny Committee Update</a></u></b><br>To receive an update from the Committee’s Member representative.  | <b>24 – 29</b> |
| <b>12</b> | <b>Corporate Equalities Group</b><br>To receive an update from the Committee’s Member representative.  |                |
| <b>13</b> | <b><u><a href="#">Overview and Scrutiny Committee Work Programme</a></u></b><br>To consider the Committee’s Work Programme.  | <b>30 – 31</b> |

P C Kirby  
Chief Executive

Minutes of a meeting of the **Overview & Scrutiny Committee – Review of Cabinet Agenda** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Tuesday 27 February 2018** at **10.00am** when there were present:

Mr D G Harrison – Chairman

Mr D Buck

Mr J J Emsell

Mr G K Nurden

Mrs J K Coplestone

Mr R F Grady

Mr D C Ward

Also in attendance were the Head of Finance and Revenue Services, Head of Planning, Local Taxation Manager, Corporate Finance Manager, Planning Projects and Landscape Manager and the Committee Officer (JO).

### **147 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mr Adams, Mrs Bannock, Mr Everett, Mr Peck, Mr Tapp and Mrs Vincent.

### **148 MINUTES**

The Minutes of the meeting held on 30 January 2018 were confirmed as a correct record and signed by the Chairman.

### **CABINET REPORTS**

#### **149 COUNCIL TAX – LOCAL DISCOUNT FOR CARE LEAVERS**

The report explained that the Council, as a Billing Authority, was being encouraged to offer a reduction in Council Tax for young people between 18 to 21 years age who were leaving care. The discount was intended to allow them to live independently and give them more time to learn how to manage their finances at a vulnerable stage in their lives.

Norfolk County Council, as a corporate parent, had a responsibility to support care leavers and had agreed, in principle, to fund 75 percent of the cost of the discount. The Children and Social Work Act 2017 would come into force on 1 April 2018, which would also place duties on Broadland in relation to the welfare of children and young people including care leavers.

At present there were five care leavers in the district that were solely responsible for Council Tax. If the discount was agreed the net cost to Broadland would be approximately £1,074 in this financial year, with Norfolk County Council bearing the remaining £3,221 of the costs.

If the County Council did not provide the funding the gross cost for Broadland would be £4,295.

Members supported the proposal and noted that the initiative would assist a particularly vulnerable group of people for a relatively small cost, even if the Council had to fund the discount fully.

It was also noted that this was a discretionary local discount that could be revisited if the costs became excessive and that the discount could even be extended to an older age group, if it was felt appropriate.

### RECOMMENDED TO CABINET

Options (1 and 2)

to

- (1) support adoption of the Policy with effect from 1 April 2018 *providing* Norfolk County Council agree on 13 March 2018 to fund 75 percent of the cost of the discount; or
- (2) agree that, should Norfolk County Council *not agree* to financially support the discount, then the Policy be adopted with effect from 1 April 2018 with the *full cost* borne by Broadland District Council (approximately £4,295 per year).

### 150 LOCAL GOVERNMENT ASSOCIATION MUTUAL FOUNDING MEMBER

The report set out a proposal by the Local Government Association for developing an alternative to conventional insurance market products for local authorities, by forming a new Mutual for local government which would be owned and controlled by its members.

It was proposed that the Council participated in the scheme as a Founding Member of the Local Government Mutual. The financial liability of the Council would be limited to a £100 guarantee and there would be no contribution to the set up costs of the new Mutual. There would also be no obligation for the Council to use the Mutual in the future.

It was emphasised that the Council's current insurance arrangements were not due to expire until 31 May 2020 and that any proposals for taking up the services of the Mutual would need to be agreed by Cabinet following the presentation of a business case.

The Committee supported the proposal and noted that utilising a Mutual could be an effective means of making savings as well as income if the Council became a Founding Member.

### **RECOMMENDED TO CABINET**

Options (1, 2 and 3)

to

- (1) support the Council's participation as a Founding Member of Local Government Mutual and nominate the Council's Leader, Finance Portfolio Holder or relevant elected Member to be a Founding Member Committee Member and agree that attendance at any meetings be an approved duty under the Council's Members' Allowances Scheme; and
- (2) authorise the Head of Finance and Revenue Services to share the Council's relevant risk transfer and protection data with the LGA officers working on the project on a strictly confidential basis; and
- (3) agree to instruct officers to consider the business case for utilising the Mutual at the appropriate time and to report accordingly to Cabinet with a recommendation.

### **151 NORTH RACKHEATH MASTERPLAN**

The report presented the North Rackheath masterplan, which was intended to stimulate development in one of the largest allocations of residential land within the Growth Triangle Area Action Plan and was crucial for the growth strategy of the Greater Norwich area.

The masterplan had been funded by the Council with money that had been allocated to Broadland by the Government for the now defunct eco-town programme and had been overseen by a joint board consisting of representatives from the Council, Barratt / David William Homes and the majority landowner (Manor Farms Ltd).

Members noted that the masterplan only proposed a total of ten percent affordable housing, in contrast with the Council's current planning policy requirement of 33 percent. In response, the Committee was advised that at present the masterplan was only able to progress as a viable proposition if it delivered no more than ten percent affordable housing. It was emphasised that only a very limited number of developers were large enough to deliver the masterplan and they would not commit to it if this figure was higher.

If the masterplan was endorsed it was expected that the developers would progress an application for submission to the Council later this year, with the final decision to be made by the Planning Committee.

Members were also advised that funding might be available through public subsidy, from bodies such as the Local Enterprise Partnership and Homes England, to increase the percentage of affordable homes at the site. An improvement in the economy might also lead to higher levels of affordable housing being achieved as future phases progressed.

### **RECOMMENDED TO CABINET**

Option (1)

to endorse the North Rackheath masterplan.

*The meeting closed at 10.51am*

DRAFT

### OVERVIEW AND SCRUTINY ANNUAL REPORT 2017-18

**Portfolio Holders:** All  
**Wards Affected:** All

#### 1 SUMMARY

- 1.1 Each year the Overview and Scrutiny Committee gathers information about the work it has carried out over the last year and reports to Council its outcomes and achievements. This report presents the Committee's Annual Report for 2017-18 attached at Appendix 1.
- 1.2 The report also includes a record of recommendations that Overview and Scrutiny Committee made between April 2017 and March 2018 when scrutinising Cabinet papers and outlines the final decisions taken. The record is attached at Appendix 2. The Overview and Scrutiny Committee felt that by recording these recommendations it could evidence where scrutiny is making an impact through the decision-making process.

#### 2 BACKGROUND

- 2.1 It is important for the Overview and Scrutiny Committee to ensure it is effective in the reviews it carries out and efficient in holding the Cabinet to account. Through the use of monitoring committee recommendations to the Cabinet in addition to its scrutiny review recommendations, the Committee is able to identify where future work could be focused.
- 2.2 The report is broken down into chapters to clearly show the different areas of work the Committee has undertaken, and as such, it is a summary document to provide an analysis of what the Committee has achieved and delivered. Further details of the Committee's work can be found within the Minutes of meetings, its recommendation reports and the outcome reports made available on the Council's website.
- 2.3 The Annual Report goes further to explain areas of overview and scrutiny outside of the Committee, for example the achievements from joint scrutiny committees, joint budget discussions with the Cabinet and Time and Task Limited Panels.

#### 3 PROPOSED ACTION

- 3.1 The Overview and Scrutiny Committee is asked to discuss this report and its content, suggesting amendments where necessary before it is presented to Council on 17 April 2018. Any amendments will be reported verbally to the meeting.

- 3.2 Once Council has accepted the report it will be made available on the Council's website and shared with other local authorities, parish / town councils and partners.

### **4 RESOURCE IMPLICATIONS**

- 4.1 There are no resource implications directly related to this report.
- 4.2 Resource implications were considered for each review undertaken by the Overview and Scrutiny Committee, outlined in the specific Terms of Reference for each review.

### **5 LEGAL IMPLICATIONS**

- 5.1 There are no legal implications arising from this report.
- 5.2 Article 6.5(4) of the Constitution requires the Overview and Scrutiny Committee to make an annual report to the Council and make recommendations for future Work Programmes.

### **6 RISK IMPLICATIONS**

- 6.1 There are no risk implications arising from this report.

### **7 EQUALITIES IMPLICATIONS**

- 7.1 There are no equality implications arising directly from this report.
- 7.2 The Overview and Scrutiny Committee does, as a matter of course, consider equalities when reviewing all Cabinet reports and has requested copies of Equality Assessments when necessary in order to inform its recommendations to Cabinet or Council.

### **8 OUTCOME**

- 8.1 The Committee is asked to review the content of this report and:
- (1) suggest any amendments ;
  - and
  - (2) recommend the report to be presented to Council once amendments have been made;

or

- (3) recommend the report to be presented to Council unamended.

Martin Thrower  
Head of Democratic Services and Monitoring Officer

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### Background Papers

None

For further information on this report call Stacy Cosham on (01603) 430408 (Monday/Tuesday) or e-mail [stacy.cosham@broadland.gov.uk](mailto:stacy.cosham@broadland.gov.uk)

# Broadland District Council Overview and Scrutiny Annual Report 2017-18



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## Committee Chairman Foreword

The Committees' aims are to provide real benefits to the people of Broadland and through their work bring forward appropriate recommendations to Cabinet and Council.

The topics discussed over the last year have covered various areas of the Council's work and in some cases the work of partner organisations that have significance for our local communities. The reviews carried out by the Overview and Scrutiny Committee and its Panels have gleaned valuable in-sight into the issues facing our communities today, providing recommendations to improve services for residents.

It's worth remembering that the Overview & Scrutiny function of a local authority is not an end in itself. It should be focused on ensuring better outcomes for our communities through constructive engagement with officers, Cabinet, Council and our partners. To reflect this approach we have restyled our meetings to ensure Councillors are able to question fully to clarify a point, and through this approach questions have become short and pertinent, while Officer presentations capped to a synopsis. The level of scrutiny has improved.

I look forward to the next 12 months as the Committee evolves further, while in addition working with our peers at South Norfolk Council as the two authorities consider more collaborative working.

I enjoy my time as Chairman of this Committee. I would like to offer my thanks and appreciation to the Officers and Members who support the Committee, in particular the vice-chairman Cllr Jonathan Emsell and the Overview and Scrutiny Research Officer, Stacy Cosham.



Councillor David Harrison  
**Overview and Scrutiny Committee Chairman**

## Introduction

Broadland District Council adopts the Cabinet system to operate its decision making, therefore an Overview and Scrutiny Committee consisting of non-Cabinet members operates.

Overview and Scrutiny is central to the Council's decision making process and has two main roles.

1. The development and review of policies for a wide range of subjects and services.
2. The critical examination of the Council's performance and effectiveness of its decisions.

The Overview and Scrutiny Committee looks into areas of local concern, it recommends improvements the Council can make to ensure quality of life is improved for all. The main tasks of the Committee are:

- **Performance Monitoring** - We have to meet corporate priorities set out in the Broadland Business Plan and report against those indicators. Scrutiny can examine any aspect of our performance, including services that we deliver through partnerships with other organisations.
- **Holding the Cabinet to Account** - Decisions made by the Cabinet but not yet put into practice can be reviewed by the Overview and Scrutiny Committee and challenged.
- **Policy review and development** - Overview and Scrutiny can propose new policies or review existing policies and recommend changes to the Cabinet.
- **External Scrutiny** - Any issue directly affecting Broadland residents can be scrutinised by the Committee, including services provided by another organisation

In an age of austerity it is only through demonstrating the value and impact that effective scrutiny can have in supporting councils and other organisations to deliver better, more cost-effective services, that scrutiny will endeavour to be a valued element of local democracy.

## Overview and Scrutiny Reviews

An Overview and Scrutiny Committee has responsibility to both scrutinise and monitor on an ongoing basis. To that end, the Committee strives to develop a balanced Work Programme which is published on the Council's website for information.

Reviews conducted this year are as follows:

### Early Help Hub

The Committee completed a review of the Council's Early Help Hub. The Hub is a collaborative partnership between the Council, Children's Services, the Voluntary Sector, Police and other public bodies; its primary purpose is bringing key services together, sharing resources and supporting customers over a range of social issues. For the District Council this includes Housing Options, Environmental Health, Housing Benefits, Debt and Welfare Advice, Tots2Teens, Planning Enforcement and Emergency Planning.

The hub has developed its 'all age' support service so that a broader range of customers can be supported. Monitoring of Early Help Hub intervention concludes that there were a lot of common issues around mental health, as well as parenting skills between adolescents and young people. The Early Help Hub reaches out to commission services from other bodies to facilitate early intervention and in turn there is a wider universal provision of bodies that supported this work and alleviated pressure on the more acute work being done in the Hub.

The review assessed the effectiveness of working arrangements, identified how the partnership model achieved efficiency savings for the benefit of all partner agencies and made 10 recommendations for Cabinet to consider.

## **NORSE Environmental Waste Services (NEWS)**

After receiving a Cabinet report outlining the continuation of the garden waste collection contract, a number of Committee Members raised concerns surrounding the contract. This Panel convened for the purposes of understanding how the Joint Venture Contract was formed and assessed its ongoing effectiveness. The Panel investigated the public accounts and conditions of the contract, broadened their understanding of the partner structure and how the contract is procured. The Review Panel concluded a dissatisfaction with certain elements of the Joint Venture Contract which was reported to Cabinet for further consideration.

## **Scrutiny of Council Finances**

The Committee undertook their scrutiny of Council finances through a preparation workshop with the Head of Finance and Revenue Services and supporting Finance staff. Their preparation consisted of agreeing questions for the Cabinet to respond to at a joint discussion in late November. Throughout the year the Committee considered Council's financial performance in 2017, including its financial support services such as Council Tax Reduction Scheme, Business Retention Pilot and Budget Forward Look. Furthermore, the Committee meeting with Cabinet was successful and informative.

## **Neighbourhood Development Plans**

A number of Committee Members wished to test how successful neighbourhood plans were being delivered across the District and whether more could be done to encourage more parishes to develop a plan. Additionally, looking at how the process of creating a neighbourhood development plan builds community interest, interaction and political interest at parish council level. This review set out to work with the Neighbourhood Planning Officers and spatial planning colleagues to understand more fully how neighbourhood plans were being delivered across the district and met with neighbourhood plan groups to understand their experiences of creating a plan.

## **Overviewing**

In addition to the above stand-alone reviews, the Committee continually monitors certain Council activities. In the past year these have included:

- Monitoring partnership working
- Monitoring a corporate policy register
- Broadland Economy Updates
- Resilience Updates
- Community Safety Updates and, Police and Crime Panel outcomes
- Public Health, Health and Wellbeing Board outcomes, Norfolk Health Overview and Scrutiny Committee outcomes
- Corporate Equalities Group outcomes

## **Scrutiny of the Cabinet**

The Overview and Scrutiny Committee considers Cabinet reports one week before Cabinet meetings. This provides opportunity for Committee to ask Officers questions, broaden their understanding of Council services and schemes and enables the Committee to make recommendations to Cabinet. This practice has kept call-ins to a minimum and built a good working relationship between Cabinet and Officers.

Furthermore, Committee members are able to attend Cabinet meetings when those reports are discussed to make any further comment through the Committee Chairman and to witness how the Cabinet arrives at its decisions.

Over the past year the Committee has called-in the following Cabinet decisions.

### **Green Waste Contract**

The consequence of OSC call in at the latter end of 2016-17 regarding the garden waste collection contract has resulted in two bids being received and the deal secured has resulted in a further £2 per tonne saving for the council and subsequently tax payers.

### **Waste Disposal Contract**

A Portfolio Holder decision was called in referring to the transfer of food waste to a facility in Northampton. Committee felt this was not efficient, cohesive or sustainable. The Committee met with the Head of Service and Portfolio Holder where information was shared and explanation provided to how the decision had been made. Upon considering the further evidence and explanation the Committee agreed to accept the PH decision.

During the scrutiny of Cabinet reports, strong debates took place over the following reports:

### **Greater Norwich Food Enterprise Zone Local Development Order**

In May 2017 the Committee appraised the Cabinet report seeking to set out proposals for a Local Development Order (LDO) associated with the Greater Norwich Food Enterprise Zone (GNFEZ). Committee took the opportunity to fully understand the impact of the LDO on the local community and the districts economy. Community representatives and industry experts attended the meeting to provide statements. The Committee resolved to support the adoption of the proposed GNFEZ which the Cabinet also later supported.

### **Construction of a new Junction at Plumstead Road: Legal Agreement**

Some Members expressed concern that the development could overrun and additional costs could fall on the Council. It was, therefore, proposed that if Broadland was exposed to any financial risk, the additional cost would be underwritten through the Norwich Area Transportation Strategy. The Cabinet however agreed the same options as the Committee except for their amendment that any costs be underwritten through the NATS as Cabinet felt the risks were accounted for and Officers explained that the construction contract was separate from the agreement and if when the construction and design contract was drawn up its budgeted costs exceeded the budgeted amount, either party could withdraw.

### **Footway Lighting**

Following a decision by Norfolk County Council to no longer adopt new footway lighting, Broadland had agreed likewise not to take responsibility for new footway lighting from April 2018; to consult five Broadland parishes as to how to transition future responsibility for lighting currently provided by Broadland District Council and recharge to residents through Special Expenses; and to consult all Broadland parishes to assess the future need for provision of footway lighting from new developments across the District. The Committee were disappointed that the consultation event with the five parishes was cancelled as the two with the majority of lighting did not wish to participate; also disagreeing with the cost recovery plan identified by the Cabinet to cover the cost beyond the use of the Special Expenses by administering a standard £5 increase to all households across the district when others already maintained their own lighting. Committee resolved to invite Portfolio Holders to their meeting to discuss the matter fully.

## Joint meeting with Cabinet to discuss budget

Each year the Committee meets with the Cabinet to discuss the performance of the budget and question what plans are being made for the next budget. In 2017 the Committee set some challenging questions for the Cabinet. Committee took the opportunity during the joint meeting to seek clarifications and press some further points. Overall the Committee felt that Cabinet have managed the budget well and continues to achieve best value for Council services and residents.

## Committee Training

This year the Committee has continued to invest in its member skills. Comprehensive training was provided to all Committee members covering the basics of scrutiny, questioning skills and financial scrutiny by a trainer across 2016-17.

During the 2017-18 programme the Committee's Overview and Scrutiny Research Officer ran short workshops tailored to advanced questioning skills; research skills; communicating scrutiny methods; methods of scrutiny and financial scrutiny; thus taking those initial skills further.

## Communicating Scrutiny

The Overview and Scrutiny Committee recognises that although the scrutiny function is councillor-led, the communities of Broadland can and should influence their Work Programme and involve themselves in scrutiny reviews.

The Committee have maintained their ambition to communicate with parish and town councils and residents in a transparent way; utilising the Council's social media accounts to promote scrutiny reviews and introducing a quarterly e-newsletter sent to subscribers.

You can get involved by joining us on Twitter via [@BDCDemServices](#)

You can also subscribe to our quarterly newsletter "[Broadland Scrutiny News](#)"

## Membership of the Overview and Scrutiny Committee

Cllr David Harrison (Chairman)	Cllr Jonathan Emsell (Vice-Chairman)	
Mr A D Adams	Mr G Everett	Mr V Ray-Mortlock
Mrs C Bannock	Mr R Grady	Mr V Tapp
Mr D Buck	Mrs L Hemsall	Mrs K Vincent
Mrs J Copplestone	Mr G Nurden	Mr D Ward

## Have your Say

Members of the public are welcome to attend any of the Overview and Scrutiny Committee meetings. Public speaking is allowed on any matter on the agenda, excluding the Minutes of the previous meeting. Speakers must advise the Head of Democratic Services and Monitoring Officer of their wish to speak two clear working days before the Committee. Members of the public can also make their views known to their local District Councillor or any member of the Overview and Scrutiny Committee.

Members of the public may also write to the Head of Democratic Services and Monitoring Officer to request that a relevant subject or issue be investigated by the Overview and Scrutiny Committee. Contact information is as follows:

[scrutiny@broadland.gov.uk](mailto:scrutiny@broadland.gov.uk)

Broadland District Council

Democratic Services

Thorpe Lodge

Yarmouth Road, Norwich

NR7 0DU

Alternatively you will find a suggestion form within the scrutiny section of the Council's website: [www.broadland.gov.uk/scrutiny](http://www.broadland.gov.uk/scrutiny) and can be emailed to [scrutiny@broadland.gov.uk](mailto:scrutiny@broadland.gov.uk)

All suggestions will be considered by the Chairman and Vice Chairman. You will then be informed by the Head of Democratic Services and Monitoring Officer of the outcome.

## Overview and Scrutiny Committee Recommendations to Cabinet Record of progress

Cabinet Papers for:	Topic	OSC Recommendation	Cabinet Decision	Alignment	Comment
11 April 2017	Business rates update	Options 1 and 2	Options 1 and 2	Agreed	
11 April 2017	Service Improvement Programme update	Option 1	Option 1	Agreed	
11 April 2017	Highways England A47 Consultation Response	Option 1	Option 1	Agreed	
11 April 2017	Consultation Response on the UK Industrial Strategy Green Paper	Option 1	Option 1	Agreed	
23 May 2017	Greater Norwich Food Enterprise Zone Local Development Order	Option 1 (amended) Option 2	Options 1 2 3	Varied	No challenge made. Subsequently this was deferred for more public consultation.
23 May 2017	Bid to the Community Infrastructure Fund from Rackheath Parish Council	Option 1	Option 1	Agreed	
23 May 2017	Greater Norwich Joint Five Year Investment Plan	Option 1	Option 1	Agreed	
23 May 2017	Community at Heart – Communications and Engagement Strategy	Options 1 and 2	Options 1 and 2	Agreed	
20 June 2017	Possible use of Compulsory Purchase Order (CPO) to acquire land for recreation use in Brundall	Options 1 and 2	Options 1 and 2	Agreed	

<b>Cabinet Papers for:</b>	<b>Topic</b>	<b>OSC Recommendation</b>	<b>Cabinet Decision</b>	<b>Alignment</b>	<b>Comment</b>
20 June 2017	Staff Resources in the Planning Department	Option 1	Option 1	Agreed	
20 June 2017	Performance Related Pay 2017	Options 1 and 3	Options 1 and 2	Varied	No further challenge
20 June 2017	Re-modelling Temporary Accommodation	Option 1	Option 1	Agreed	
20 June 2017	Council Owned Land	Option 1	Option 1	Agreed	
20 June 2017	Disposal of Council Owned Land	Defer decision	Options 1 2 3	Varied	Agreed with reasoning. No further challenge
20 June 2017	Apprenticeships Broadland Service Review	Option 2	Options 1 and 2	Varied	No challenge made
18 July 2017	Construction of a new Junction at Plumstead Road: Legal Agreement	Option 1 Option 2 amended	Options 1 and 2	Varied	No challenge made
18 July 2017	Council Performance 2016/17 – Broadland Business Plan and Service Plan Updates	Option 1	Option 1	Agreed	
18 July 2017	Council Tax Reduction Scheme Update 2018/19	Option 1	Option 1	Agreed	
18 July 2017	Treasury Management Performance for 2016/17	Option 1	Options 1 and 2	Varied	No challenge made
18 July 2017	Handyperson Plus and Better Care Fund	Options 1 2 3	Options 1 2 3	Agreed	
18 July 2017	Private Sector Housing Enforcement	Options 1 and 2 a, b, c, d	Options 1 2 3 4	Agreed	
18 July 2017	Broadland Waste Depot Provision	Option 1	Option 1	Agreed	
18 July 2017	Waste Collection Contract Procurement	Options 1 4 5 6 7 8	Options 1 2 3 4 5 6	Varied	This decision was called in

<b>Cabinet Papers for:</b>	<b>Topic</b>	<b>OSC Recommendation</b>	<b>Cabinet Decision</b>	<b>Alignment</b>	<b>Comment</b>
18 July 2017	Community Grants Programme Review 2016/17	Options 1 2 3 4 5	Options 1 2 3 4 5 6	Agreed	
15 August 2017	Norwich Airport Masterplan – Council response to the consultation	Option 1	Option 1	Agreed	
15 August 2017	Discretionary Business Rates Revaluation Relief Scheme	Options 1 3 4	Options 1 2 3	Varied	No challenge made
12 September 2017	Proposed Allocation of a Commuted Sum to Affordable Housing Delivery at Rosebery Road, Gt Plumstead	Option 1	Option 1	Agreed	
12 September 2017	Housing Briefing	Options 1 2 3	Options 1 2 3	Agreed	
12 September 2017	Report on NEWS Joint Venture Company following Annual Shareholders' Meeting	Options 1 and 2	Options 1 2 3	Varied	The issues were delegated to be addressed through the NEWS Time and Task Limited Panel.
10 October 2017	Budget Look Forward 2018-2021	Options 1 2 3 4	Options 1 2 3 4	Agreed	
10 October 2017	100% Business Rates Retention Pilot	Options 1 2 3	Options 1 2 3	Agreed	
10 October 2017	Endorsement of the Norfolk and Suffolk Economic Strategy – A Strategy for Growth and Opportunity	Options 1 and 2	Options 1 and 2	Agreed	

<b>Cabinet Papers for:</b>	<b>Topic</b>	<b>OSC Recommendation</b>	<b>Cabinet Decision</b>	<b>Alignment</b>	<b>Comment</b>
10 October 2017	Economic Development Department – Future Direction	Options 1 and 2	Options 1 and 2	Agreed	
10 October 2017	Broadland Growth Limited Update	Options 1 and 3	Options 1 and 2	Varied	No challenge made
7 November 2017	Capital Strategy	Options 1 2 3 4	Options 1 2 3 4		
7 November 2017	Council Tax Reduction Scheme 2018/19	Options 1 and 3	Options 1 and 2	Varied	No challenge made
7 November 2017	Council Tax Discretionary Relief Fund Update	Options 1 and 2	Options 1 and 2	Agreed	
7 November 2017	Council Tax, Non-Domestic Rates and Temporary Accommodation – Position at 30 September 2017	Option 1	Option 1 Noted the council's position	Agreed	
7 November 2017	Procurement Strategy 2017-2021	Options 1 and 2	Options 1 and 2	Agreed	
7 November 2017	Functions Delegated to Town and Parish Councils	Options 1 and 3	Option 3	Varied	No Challenge
7 November 2017	Interim Management Arrangements in the Housing and Environmental Services Department	Options 1 and 2	Options 1 and 2	Agreed	
7 November 2017	Systems Thinking Review of Waste Collection Service	Option 1	Option 1	Agreed	

<b>Cabinet Papers for:</b>	<b>Topic</b>	<b>OSC Recommendation</b>	<b>Cabinet Decision</b>	<b>Alignment</b>	<b>Comment</b>
7 November 2017	Waste Collection, Street Cleansing and Grounds Maintenance Service	Option 2	Option 2	Agreed	
7 November 2017	ICT Strategy 2017-2021	Options 1 and 2	Options 1 2 3	Varied	No challenge
5 December 2017	Publication of Greater Norwich Local Plan Consultation	Options 1 and 2	Options 1 and 2	Agreed	
5 December 2017	Footway Lighting in Broadland	Options 1 2 3	Options 1 2 3 4	Varied	Much challenge from Committee and Parishes
5 December 2017	Council Performance	Option 1	Option 1	Agreed	No identification of reviews
5 December 2017	Treasury Management Report to 30 Sept 2017	Option 1	Options 1 and 2	Varied	No Challenge
5 December 2017	Annual Audit Inspection Letter	Option 1	Noted	Agreed	
5 December 2017	Scrutiny review of NEWS	All recommendations	Agreed to send letter to Director for further clarification	Varied	Cabinet challenged for clarification and later approved remaining recommendations
9 January 2018	Budget and Medium Term Financial Plan 2018-21	Options 1 2 3 4 5	Options 1 2 3 4 5	Agreed	
9 January 2018	Council Owned Bridges on the Bure Valley and Marriott's Way Routes	Option 1	Options 1 and 2	Varied	No Challenge
9 January 2018	Broadland and South Norfolk - Collaborative Working Opportunities	Options 1 2 3 4	Options 1 2 3 4 5	Varied	Challenge from Committee on timescale and costs
9 January 2018	Update Report on NEWS Joint Venture Company	Option 1 2 3	Options 1 and 2	Varied	No Challenge

<b>Cabinet Papers for:</b>	<b>Topic</b>	<b>OSC Recommendation</b>	<b>Cabinet Decision</b>	<b>Alignment</b>	<b>Comment</b>
6 February 2018	Financial Monitoring to 31 Dec 2018	Option 1	Option 1	Agreed	
6 February 2018	Treasury management Strategy 2018-19	Options 1 and 2	Options 1 and 2	Agreed	
6 February 2018	Joint 5 Year Infrastructure Investment Plan	Option 1	Option 1	Agreed	
6 February 2018	Norfolk Strategic Planning Framework	Option 1	Option 1	Agreed	
6 February 2018	Public Sector Equality Duty Update	Option 1	Option 1	Agreed	
6 February 2018	Asset Management	Option 1	Option 1	Agreed	
6 February 2018	Waste Collection: Street Cleansing and Grounds Maint. Services Contract Update	Option 3	Option 4	Varied	Cabinet debated the merits of options 3 and 4 agreeing that option 4 gave the better value for money for residents and enables the recycling services to roll out to more households.

**Outcomes and Actions  
Norfolk Health Overview and Scrutiny Committee (NHOSC)  
22 February 2018**

Agenda Item Number	Report Title	Outcomes and Actions	Action By Whom
6.	Physical health checks for adults with learning disabilities	<p>NHOSC requested:-</p> <ul style="list-style-type: none"> <li>• Evidence to show how the CCGs have received the views of people with learning disabilities into account in the Transforming Care work</li> <li>• A quarterly breakdown of numbers of patients who received a learning disabilities health check in 2014-15, 2015-16 &amp; 2016-17 in:- <ul style="list-style-type: none"> <li>○ Each of the 5 CCG areas</li> <li>○ Each GP practice</li> </ul> </li> <li>• Evidence of the CCGs' monitoring of the uptake of mandatory capacity &amp; consent training and awareness training by provider staff.</li> </ul> <p>NHOSC recommended to the CCGs:-</p> <ul style="list-style-type: none"> <li>• That the local target for percentage of patients on the GP Learning Disability register who receive a health check should be 100% of those eligible.</li> </ul>	Alison Leather & Parveen Mercer

		<p>NHOSC agreed to:-</p> <ul style="list-style-type: none"> <li>• Write to NHS England (with a copy to the Secretary of State for Health) to:- <ul style="list-style-type: none"> <li>○ seek an explanation of the rationale for setting the national target of patients on the GP Learning Disability register who receive a health check at just 50%</li> <li>○ express the opinion that the national target should be 100%.</li> </ul> </li> <li>• Ask the CCG representatives to update NHOSC in 6 months time (i.e. at 6 Sept 2018 meeting) on progress with the 'next steps' referred to in the report (i.e. data cleansing; audit of practices on Learning Disability register completion; increasing LD health check take up; ensuring practices apply the Accessible Information Standard when communication with LD patients, etc.)</li> </ul> <p>The opportunity was offered for a Member to visit the Learning Disabilities Transforming Care Board. (Offered to Cllr J Brociek-Coulton during response to a question)</p>	<p>Alison Leather / Maureen Orr (<i>to arrange invitation</i>)</p>
7.	Continuing healthcare	<p>Norfolk Continuing Care Partnership (NCCP) representatives undertook to consider ways of introducing real-time feedback from Continuing Healthcare service users (in response to a service user speaker at the meeting).</p> <p>NHOSC noted that NCCP is a newly formed partnership and that Healthwatch Norfolk has very recently been asked to work with it to improve communication with service users.</p> <p>NHOSC asked the NCCP representatives to update the committee on</p>	<p>Jill Shattock / Rachael Peacock / Steve Ham / Jeanette Patterson</p>

		progress in 9 months time.	
8.	Norfolk Health Overview and Scrutiny Committee appointment	Cllr G Middleton was appointed as NHOSC link with Norfolk Community Health NHS Trust .	
9.	Forward work programme	<p>The forward work programme was agreed with the following addition of 'Ambulance performance and turnaround times' on 24 May 2018</p> <p>The report for the 'Norfolk and Suffolk NHS Foundation Trust – mental health services in Norfolk' on 5 April 2018 agenda to include information from the Royal College of Psychiatrists about funding of services.</p>	

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 2018

<i>Meeting dates</i>	<i>Briefings/Main scrutiny topic/initial review of topics/follow-ups</i>	<i>Administrative business</i>
5 April 2018	Children's speech and language services – progress update since 7 September 2017  Norfolk and Suffolk NHS Foundation Trust – mental health services in Norfolk – an update on progress since 7 December 2017	
24 May 2018	Access to NHS dentistry in West Norfolk (including for service personnel's families at RAF Marham)  Ambulance performance and turnaround times	
12 July 2018	Maternity services – delivery of maternity reforms by the Local Maternity System	
6 Sept 2018	Physical health checks for adults with learning disabilities – an update on progress since 22 Feb 2018	
18 Oct 2018		

**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 2018

- May 2018 Briefing**
- evaluation of the District Direct pilot (follow-up to 11/1/18 NHOSC)
  - Progress against the trajectory for improvement in waiting times for assessment and diagnosis for autistic spectrum disorders (follow-up to 11/1/18 NHOSC)

**To be scheduled** –Implementation of the Suicide Prevention Action Plan 2016-21 (relating to the county-wide Suicide Prevention Strategy) - progress by service providers. **Note** – Communities Committee is due to receive an update on the Action Plan on 7 March 2018. NHOSC may wish to decide where to focus after that date.

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

**Clinical Commissioning Groups**

- |                         |   |  |
|-------------------------|---|--|
| North Norfolk           | - | M Chenery of Horsbrugh<br>(substitute Mr D Harrison) |
| South Norfolk           | - | Dr N Legg<br>(substitute Mr P Wilkinson)             |
| Gt Yarmouth and Waveney | - | Mrs M Fairhead<br>(substitute Mr A Grant)            |
| West Norfolk            | - | M Chenery of Horsbrugh<br>(substitute Mrs S Young)   |
| Norwich                 | - | Ms E Corlett<br>(substitute Ms B Jones)              |

**NHS Provider Trusts**

- |  |   |  |
|--|---|--|
| Queen Elizabeth Hospital, King's Lynn NHS Foundation Trust     | - | Mrs S Young<br>(substitute M Chenery of Horsbrugh) |
| Norfolk and Suffolk NHS Foundation Trust (mental health trust) | - | M Chenery of Horsbrugh<br>(substitute Ms B Jones)  |
| Norfolk and Norwich University Hospitals NHS Foundation Trust  | - | Dr N Legg<br>(substitute Mr D Harrison)            |
| James Paget University Hospitals NHS Foundation Trust          | - | Mrs L Hemsall<br>(substitute Mrs M Fairhead)       |
| Norfolk Community Health and Care NHS Trust                    | - | Mr G Middleton<br>(substitute Mrs L Hemsall)       |



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## OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017-18

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
	Corporate Equalities Update	Committee Representative	To receive an update on the progress of equalities at the Council including any specific work delivered by the Corporate Equalities Group (CEG)	Bi-Monthly
	NHOSC Updates	Committee Representative	Committee to receive updates from their representative on the Norfolk Health Overview and Scrutiny Committee and agree recommendations as appropriate	Bi-Monthly
<b>03 April 2018</b>	<b>Scrutiny of Cabinet Papers</b>	<b>NA</b>	<b>To scrutinise Cabinet reports</b>	<b>Monthly</b>

### Identified Scrutiny Reports to be brought forward

Topic	Objectives and Desired Outcomes	Lead Officer Portfolio Holder
Parking Enforcement and Free parking arrangements	<p>Receive a report that addresses the following points:</p> <ul style="list-style-type: none"> <li>• Explanation of existing/current parking enforcement arrangements that also highlights whether the practice pays for itself</li> <li>• Discusses whether parking enforcement fines could it be used for local income generation for localised services/projects</li> <li>• Outlines how much income was generated by the previous parking enforcement service</li> <li>• Explain the jurisdiction of a parking enforcement officer (particularly explaining whether it includes yellow lines or restricted to car parks/parking bays)</li> <li>• Explain whether any research has been undertaken as to whether free parking attracts visitors to market town and how it has been used.</li> <li>• Clarify whether there are any areas in Broadland not providing free car parking arrangements</li> </ul>	Head of Economic Development

## Time and Task Panel reviews

Topic	Objectives	Lead Officers	Month
Neighbourhood Development Plans	<p>Undertake a review that considers the following points:</p> <ul style="list-style-type: none"> <li>Investigate ways that Neighbourhood Plans can gain more community involvement in the planning process. Explain to Communities how a NP can influence the JCS review.</li> <li>Seek to get parishes with NDP to showcase to those who don't and demonstrate how it empowers them</li> <li>Formulate a generic NDP for parishes to start with and build upon (cost saving on consultants)</li> </ul>	<p>Head of Planning</p> <p>Spatial Planning Manager</p> <p>Community Liaison Officer</p> <p>Neighbourhood Planning Officer</p>	3 October 2017

## Workshops

Topic	Objectives	Lead Officers	Month
Work Programme Identification	<p>To identify subjects to be included in the replacement work programme. Considering suggestions received from members of the public and parish/town councils.</p> <p>Agreeing membership of identified review panels and outlining their Terms of Reference.</p>	Scrutiny Research Officer	3 April 2018

## OVERVIEW & SCRUTINY COMMITTEE

20 March 2018

### Final Papers

Item	Details	Page No
8	<u><a href="#">Community Safety Update</a></u> To receive a report from the Community Safety Manager	33 – 41

#### DEMOCRATIC SERVICES

**Broadland District Council**  
Thorpe Lodge, 1 Yarmouth Road, Norwich, NR7 0DU  
Tel: 01603 430428  
Email: [cst@broadland.gov.uk](mailto:cst@broadland.gov.uk)

## COMMUNITY SAFETY UPDATE

**Portfolio Holder:** Policy  
**Wards Affected:** All

### 1 SUMMARY

- 1.1 This paper seeks to update the Overview and Scrutiny Committee on the Council's community safety work to reduce crime and disorder in Broadland since the last update in September 2017.

### 2 BACKGROUND

- 2.1 Section 17 of the Crime and Disorder Act 1998 places a duty on councils to do all they reasonably can to reduce crime and disorder locally and improve peoples' quality of life as a result.
- 2.2 'Keep people safe and secure' is one of the ambitions of the Broadland Business Plan 2015 -2019 and particular focus will be given to:
- Earlier interventions that prevent incidents of crime, abuse and anti-social behaviour from escalating;
  - Working across departments to ensure all of our work contributes to crime prevention and/or reduction;
  - Increase collaboration across multiple agencies to enable the delivery of targeted and stream-lined support.
- 2.3 Broadland District Council continues to maintain its strong reputation as a leader in addressing crime and disorder through innovative projects and initiatives which deliver positive results for victims, perpetrators, communities and partner agencies.

### 3 UPDATES

***Earlier interventions that prevent incidents of crime, abuse and anti-social behaviour from escalating***

- 3.1 The project to protect vulnerable people from financial scamming via telephones has been in place since October 2017. Utilising the Community Safety Budget, 12 telephones with built-in True Call system technology were purchased and to date six units have been installed in the homes of vulnerable individuals identified by the Handyperson Plus officer. The

approximate cost for each single unit is £32 and £60 for the double unit. The average level of financial loss to victims of scams is £3,000 so it is felt that this is an appropriate and proportionate level of spend for prevention work.

- 3.2 It is anticipated that it will be possible to measure success in two ways:
- Survey the residents who receive a unit to identify if the level of nuisance calls has reduced and if their feelings of safety and security have increased since receiving the unit. This monitoring will be done no earlier than six months following the installation of the unit.
  - Over a longer period of time (at least 12 months), figures from the National Scams Team should show a decline in the number of scam victims with Broadland addresses.

***Working across departments to ensure all of our work contributes to crime prevention and / or reduction***

- 3.3 The Community Safety Manager is currently reviewing how anti-social behaviour issues are dealt with within the Council with a view to producing a chart to guide the process and prompt officers to engage other teams (if appropriate) when delivering interventions.
- 3.4 This is to ensure that relevant departments are engaged and involved in cases where it is appropriate to do so to ensure the root cause of the issue is identified and tackled. This will improve the service to residents and prevent duplication of effort and repeat callers.
- 3.5 Residents will also be able to see how their complaints of anti-social behaviour will be dealt with, irrespective of which department receives the initial complaint.
- 3.6 It is envisaged that a draft document will be ready for consultation by early March 2018.

***Increase collaboration across multiple agencies to enable the delivery of targeted and stream-lined support***

**Project Root Causes**

- 3.7 Root Causes was developed in late 2016 and has been running since early 2017. Through this work issues of hoarding and/or extremely unkempt gardens have been identified as contributing to the problem of people who have mental health and/or substance misuse problems. It has been very well evidenced that these issues can make an individual more likely to either commit anti-social behaviour or be targeted and become a victim of crime.

However, when an individual is a property owner, there is little or no help available to them without payment.

- 3.8 In the cases identified thus far, the individuals do not have the financial ability to make payment and neither are they receiving or engaging with support services and so the problem continues to worsen.
- 3.9 We are continuing with the project to provide a solution by engaging with the Community Payback Scheme to clear the unkempt and overgrown gardens and declutter the property. This will improve the look of the area for the immediate neighbours and reduce the individual from being identified as vulnerable. The work will be done free of charge by the Community Payback Team, however, we will incur the costs of providing a skip (£100 each) and portable toilet provision (£60) at the location.
- 3.10 In exchange for this work, the individual will be encouraged to engage with the appropriate and relevant support services to prevent the issue reoccurring in the future and to reduce their vulnerability of further becoming a victim. Additionally, family and friends are also encouraged to engage and support the individual moving forward.
- 3.11 A total of six individuals have been assisted with this project and all are continuing to maintain their properties and reduce their hoarding.
- 3.12 Three more individuals are currently being worked with (one is a female who is fleeing domestic abuse who is also being supported by a Family Practitioner from the Early Help Team). Where possible, individuals are making a financial contribution towards the costs of providing skips.
- 3.13 The project process is also being piloted to assist a housing association tenant. Whilst the process was not originally designed for housing association tenants, because it is streamlined and effective and the individual has engaged well, consequently, Clarion has agreed to reimburse the Council for the costs of the skips and toilet facilities.
- 3.14 The project continues to be monitored by:
- revisiting each person who has been assisted to assess whether they are maintaining their property
  - monitoring their calls for assistance
  - receiving updates from support services about their continued engagement.

### Walk, Bike, Scoot Project

- 3.15 This project was developed as a response to reduce the number of vehicles being used to transport children to school and increase walking, cycling and scooting. However, it has been marketed as a health improvement piece of work to reduce childhood obesity and increase attainment levels because research of other projects run elsewhere to tackle this issue were shown to have a high failure rate when promoted as a traffic reduction initiative.
- 3.16 Kinsale Infant and Junior Schools agreed to participate along with Norfolk County Council Road Safety, Police Safer Neighbourhood Team, Hellesdon Parish Council and the Broadland.
- 3.17 Parents were engaged within both schools at the outset of the project in December 2016 with a questionnaire being completed face to face with officers from Broadland, the Police and County Road Safety Team. At the same time, the schools asked pupils how they usually travel to school, and this was subsequently followed up by asking them how they would prefer to travel to school.
- 3.18 There was an overwhelming message from pupils that they would prefer to walk, bike or scoot to school and the majority of parents agreed that they wished their child to be healthy and would do what they could to help this be achieved.
- 3.19 The project included identifying alternative locations for parking away from the school which would enable pupils to walk some of the journey. The Parish Council provided space at the Community Centre and maps were provided to parents showing alternative roads where they could park. Parents and pupils were encouraged to sign up to make at least three active journeys to school per week and in exchange for this, the pupils received a certificate and badge.
- 3.20 The schools changed their uniform policy to include the requirement for all children to wear hi-visibility clothing during the autumn and winter terms to ensure they were visible to traffic during their journey to school. These were provided by Broadland District Council and were branded with the Walk, Bike Scoot logo.
- 3.21 Additionally, to address concerns about children running into the road when exiting a walk-way from a nearby road that had been identified as an alternative place to park, Broadland paid for a barrier to be installed and the County Council undertook this work free of charge.
- 3.22 Parents are also being encouraged to work together which has resulted in some parents who live nearby, offering other parents who make the journey by car to drop their children at their house, so they can walk the remainder of the journey. Additionally, one parent has offered to become a cycling

champion and another is looking into setting up a 'walking bus' from the community centre.

- 3.23 The initial period from September to December has shown that the number of children arriving at the Infant School by car has decreased from 48 to 21 percent. Figures from the Junior School have not yet been provided due to staff shortages however, regular contact is being maintained with the schools so those figures will soon be available and the situation will be monitored over the coming year by the Community Safety Manager.
- 3.24 There have also been fewer complaints to the schools about parking and vehicle issues in and around Kinsale Avenue at the start and finish of the school day.
- 3.25 Hemblington Primary School and the Parish Council have been working with the County Road Safety Team to deliver the Bike, Walk, Scoot project to address similar issues. The County Road Safety Team is delivering pedestrian training at the school using the route from the community centre to the school so parents and pupils alike feel safer making that journey. In addition to this, local businesses who have vehicle fleets are being approached with a request to support the project by asking their drivers to avoid driving past the school during the morning and afternoon drop off/pick up times. This again will serve to make the walk to school feel safer.
- 3.26 The Community Safety Manager and the Communications Team are now working on developing a pack for the project which will be offered to all Infant, Junior and Primary Schools in Broadland.
- 3.27 Early discussions are taking place with Norfolk County Council Road Safety Team to engage them with assisting schools to roll out the project on behalf of Broadland as part of their road safety work with schools.

### **Crucial Crew 2018**

- 3.28 Members will recall that Crucial Crew is a week-long event where up to ten agencies each deliver an interactive eight minute workshop on specific safety issues. This is offered to all Year 6 pupils in Broadland Schools.
- 3.29 Broadland has already secured The Space which has already been reserved for 21 to 25 May to host Crucial Crew 2018. Payment for this is provided from the Community Safety budget and equates roughly to less than £2 per child.

### **4 ANTI-SOCIAL BEHAVIOUR, CRIME & POLICE ACT 2014**

#### **Community Protection Notice (CPN) – Pinebanks**

- 4.1 A modified CPN was issued against Ocubis in relation to the issues being experienced by those living in the immediate vicinity of Pinebanks. There have not been any reports of anti-social behaviour at the site since the CPN was agreed in July 2017. Confirmation has been received that the demolition works element of the CPN have now been completed and security continues to be provided at the site. The CPN remains in place until the site is fully developed in order to protect the surrounding community.

#### **Community Protection Notice – Salhouse**

- 4.2 A Community Protection Notice was issued against an individual on 10 August 2017. An Appeal was lodged at the Magistrates' Court.
- 4.3 Legal advice was sought and it was identified that the behaviour was no longer 'persistent and continuing' in nature, which is one of the legal criteria that must be met for a CPN to be valid.
- 4.4 As this would have given Magistrates a valid reason to quash the CPN, it was agreed that it was not good use of tax payers' money to defend the Appeal and thus, the CPN was withdrawn.
- 4.5 As is usual in these instances, it was agreed that the Council would pay the legal costs for the appellant. This amounted to £808 solicitor fees and £205 Court fee.

#### **Public Spaces Protection Order**

- 4.6 Early scoping has taken place at Broadland Business Park in relation to repeat complaints of noise from racing vehicles, including motorbikes and cars to see whether it would be appropriate to consider making an Order to try and reduce this.
- 4.7 Since the opening of the new sections of the NDR the complaints have ceased so the situation is being monitored by the Operational Partnership Team to see if the issues are moving to those stretches of road. As these are devoid of properties, it may well put a stop to the issue and negate the need for such an Order.

### **5 EARLY HELP HUB**

- 5.1 In December 2017, colleagues from across the Council and external partners participated in a work-shop with the aim of clarifying the vision, mission and

service offer of the Hub.

- 5.2 It was a well-attended event led by two external facilitators who both have previous experience of working with multi-agency Hubs. Prior to the workshop, one facilitator met with 17 individuals (a mix of Broadland District Council officers and partners) to gain their views on the strengths and weaknesses of the Hub. These discussions, which took place in September 2017, were used to inform the content of the workshop.
- 5.3 There was an overwhelming message that the Hub was seen in a positive light, that it operates well and is inclusive, respectful and values everyone. Time was taken to reflect on the journey the Hub had been on, which was a very rewarding experience for everyone, irrespective of how long they had been engaged with it.
- 5.4 The outcome from the preliminary discussions and workshop itself was that all partners were committed to the continued development of the Hub but wanted it to become *more inclusive* by recreating it into a Hub Network. This would prevent agencies feeling that it was necessary to be working in the Hub to be part of it. Further, there needed to be clarity on what we were trying to achieve and how this would be done.
- 5.5 This resulted in the development of our Future Focus:

*Our Vision:* To have highly resilient and self-reliant communities in Broadland who no longer need us.

*Our Mission:* To work in a highly connected way that ensures that individuals get the right help, from the right people, at the right time. There are no wrong doors.

*Our Offer:* A highly networked approach between our organisations, built on relationships, trust and inclusivity. To continue to work together to develop new ways of working to improve our services and create ways of working which foster community resilience and self-reliance.

- 5.6 There are a number of actions that need to take place to ensure we work towards achieving the vision:
- Create a stronger identity and brand for the Hub Network – with appropriate and accessible media to inform/publicise (website, leaflets, social media etc.).
  - Understand the demand – review data to understand both predictable and exceptional demands on the service.

- Develop 'customer journey mapping' to identify what works and what needs to be redesigned.
- Recognise the different levels of commitment from partners – make the offer more attractive to smaller organisations.
- Connect more to our communities – what else can we do to build resilience.

5.7 Moving forward, the Community Safety Manager will review all the documentation from the event and develop an action plan which will be overseen by the Early Help Hub Steering Group. Future updates on progress will be included in these reports.

### **6 RESOURCE IMPLICATIONS**

6.1 All work can be delivered within existing resources, either directly employed by the Council or in partnership and within budget. Where possible external supporting or match funding will be sought to expand existing interventions or to set up new projects.

### **7 LEGAL IMPLICATIONS**

7.1 The Council continues to meet its statutory obligations contained within Section 17 of the Crime and Disorder Act 1998 and Section 26 of the Counter-terrorism and Security Act 2015.

7.2 The Community Safety Manager will be undertaking training in investigation, interviewing, statement writing and court preparation techniques to further strengthen her skill base and this will take place over the course of the next 12 months.

### **8 RISK IMPLICATIONS**

8.1 There are no known risk implications at this time.

### **9 EQUALITIES IMPLICATIONS**

9.1 There are no known equalities implications at this time.

### 10 CONCLUSION

- 10.1 It is hoped that the Overview and Scrutiny Committee is reassured of the effectiveness of the work of the Community Safety Manager, Early Help Hub and Operational Partnership Team to deliver against the Community Safety Strategy and Business Plan, both of which run until 2019.

Leigh Booth  
Housing Manager

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### Background Papers

None

For further information on this report call the Community Safety Manager ,Teri Munro on 01603 430510 or email [teri.munro@broadland.gov.uk](mailto:teri.munro@broadland.gov.uk)