

# Environmental Excellence Policy Development Panel

## Agenda

### Members of the Panel:

Cllr K S Kelly (Chairman)

Cllr N J Harpley

Cllr N J Brennan (Vice Chairman)

Cllr K E Lawrence

Cllr D J Britcher

Cllr G K Nurden

Cllr A D Crotch

Cllr S M Prutton

Cllr J Davis

Cllr J M Ward

Cllr J F Fisher

Cllr J Leggett (ex officio)

### Date & Time:

Thursday 20 October 2022 at 6.00pm

### Place:

Council Chamber, Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich

### Contact:

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Email: [committee.bdc@southnorfolkandbroadland.gov.uk](mailto:committee.bdc@southnorfolkandbroadland.gov.uk)

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### PUBLIC ATTENDANCE:

If a member of the public would like to attend to speak on an agenda item, please email your request to [committee.bdc@southnorfolkandbroadland.gov.uk](mailto:committee.bdc@southnorfolkandbroadland.gov.uk), no later than 5.00pm on Monday 17 October 2022.

# AGENDA

1. **To receive declarations of interest under Procedural Rule no 8;**
2. **Apologies for absence;**
3. **Minutes of the meeting held on 25 August 2022;** (minutes attached page 5)
4. **Anti-social Behaviour Policy;** (report attached page 10)
5. **Environmental Strategy and Delivery Plan;** (report attached page 33)

## DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. affect yours, or your spouse / partner's financial position?
2. relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

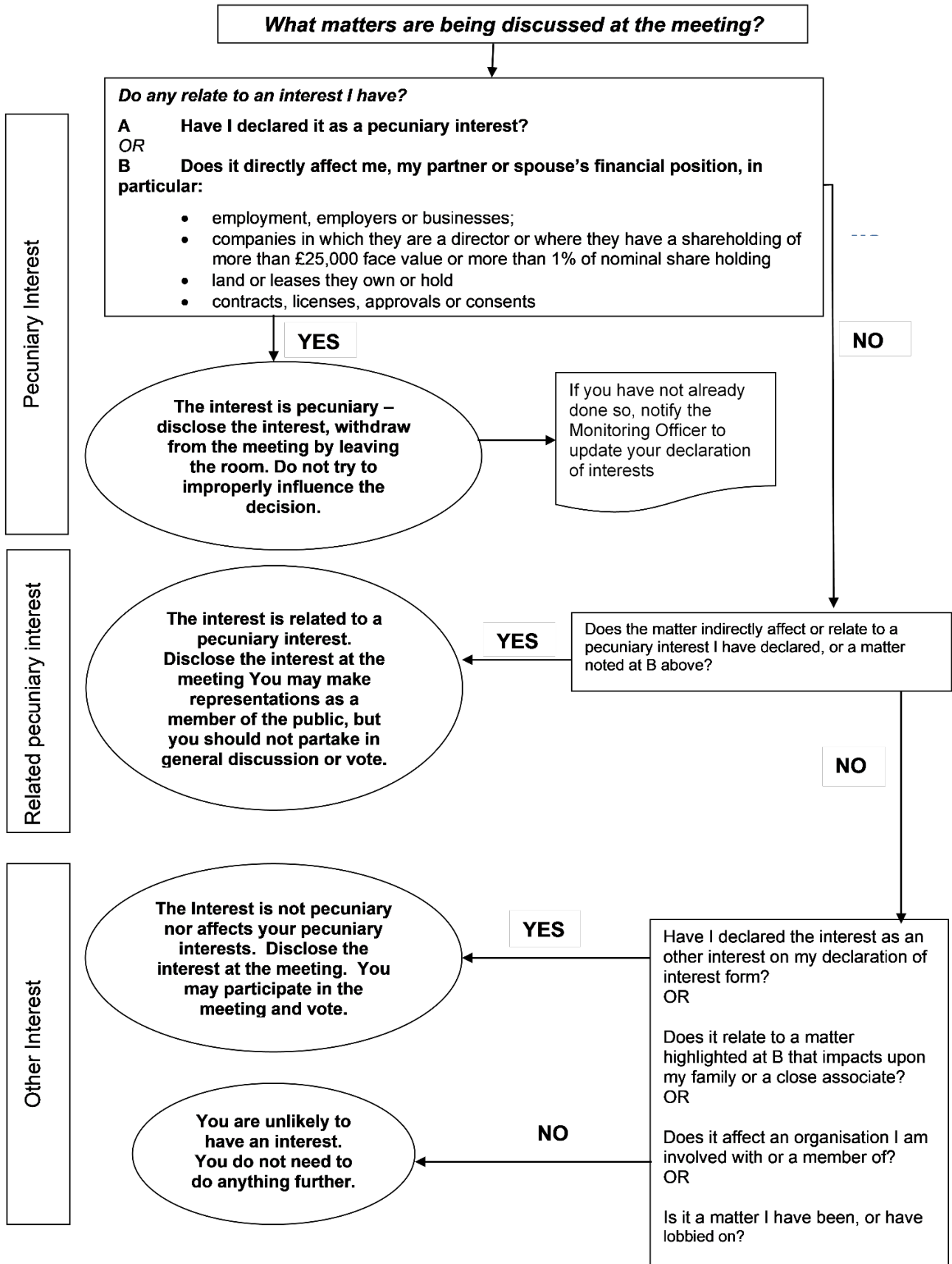
If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but you should not partake in general discussion or vote.

Is the interest not related to any of the above? If so, it is likely to be an other interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

**FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF.  
PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST  
INSTANCE**

**DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF**



Agenda Item: 3

## **ENVIRONMENTAL EXCELLENCE POLICY DEVELOPMENT PANEL**

**Minutes of a meeting of the Environment Excellence Policy Development Panel of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Thursday 25 August 2022 at 6.00pm.**

**Committee Members Present:** Councillors: N Brennan (Vice-Chairman, in the chair), A Crotch, J Davis, J Fisher, K Lawrence (for part of meeting), G Nurden and S Prutton

**Apologies** Councillors: D Britcher, K Kelly and J Ward

**Cabinet Member Present:** Councillor: J Leggett

**Officers in Attendance:** The Assistant Director - Regulatory (N Howard), the Community Safety Interventions Lead (T Munro), the Flood and Water Management Officer (N Harris) and the Democratic Services Officer (J Hammond)

### **1 DECLARATIONS OF INTEREST**

No declarations of interest were received.

### **2 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllrs Britcher, Kelly and Ward.

### **3 MINUTES**

The minutes of the meeting held on 23 June 2022 were confirmed as a correct record and signed by the Chairman.

### **4 PUBLIC SPACE PROTECTION ORDER – DOG FOULING**

*Cllr K Lawrence arrived at the meeting during the consideration of this item.*

The Assistant Director for Regulatory introduced the report which presented the proposed new dog fouling and dog restrictions Public Space Protection Order (PSPO) under the Anti-social Behaviour, Crime & Policing Act 2014. Members

were informed that the proposed PSPO, if approved by Cabinet, would establish a like-for-like replacement of the existing PSPO, and would run for a period of up to three years.

It was highlighted that a formal public consultation was carried out between 6 May 2022 and 17 June 2022, where Town and Parish Councils, the Police, Police & Crime Commissioner, Norfolk Highways and the public were all consulted and no objections to the proposed PSPO were received. One member highlighted the lack of response from the Police and queried whether they had received the consultation. The Assistant Director for Regulatory explained that the Police operated a response by exception policy, which meant that they would only respond to consultations if they had concerns to raise.

Conversation turned to the number of instances of dog fouling reported and the Assistant Director for Regulatory explained that relatively low levels of reports were received in Broadland, the Council had received seven in the last twelve months, none of which resulted in a fixed penalty notice being served. However, discussions with residents had shown that dog fouling remained an issue which the public was concerned about. In response to a query on why only twelve months of data were reported, the Assistant Director for Regulatory explained that the last twelve months had been representative of previous years.

In response to a query on prosecuting dog fouling offences, the Assistant Director for Regulatory explained that no cases had progressed to the prosecution stage. He added that for the first offence, if the perpetrator could be identified, a fixed penalty notice (FPN) would be issued. If there was a further offence or if the FPN was not paid, then the Council may seek to prosecute. With regard to the FPN, one member queried whether the FPN fine amount was suitable to deter potential offenders. The Assistant Director for Regulatory explained that if set too high, offenders might prefer to challenge in court, which would not deter further offences and that in most cases the receipt of the FPN itself acted as a deterrent to others. He also reminded members that the Council had recently reviewed its environmental enforcement penalties.

It was noted that for a FPN to be issued, the identity of the perpetrator needed to be known. This was more easily achieved if they were 'caught in the act' and questioned. Given the impossibility for officers to patrol all areas of the District members queried the possibility and legality of appointing Town and Parish Councils to act as enforcement officers. The Assistant Director for Regulatory noted the benefit of localised empowerment, but at the same time did not want to put the staff of Town and Parish Councils at risk. He added that a legal view of the legislation would need to be sought and he agreed to look into this option.

Members were advised that despite the low rate of FPNs served, the PSPO signage and bins acted as a reminder to dog owners of the penalties of not complying with the order. Members queried whether Town and Parish Councils could easily obtain replacement signage. The Community Safety Interventions Lead informed members that Town and Parish Councils only need contact the

Council with the request and new signage would be delivered to them, often within a couple of days. In response to the suggestion that the Council provide all Town and Parish Councils with spare signage, the Assistant Director for Regulatory highlighted the cost that this would have on the Council, when several Town and Parish Councils did not require replacement signage so would only put it in storage. It was then agreed that officers would contact all Town and Parish Councils advising them that replacement signage was available and how it could be obtained.

It was then

## **RESOLVED**

To recommend that Cabinet approves the Public Space Protection Order No.3 as proposed in paragraph 4.5 and Appendix 1 over the geographical areas identified in Appendix 2 for a period of three years.

## **5 ANNUAL RE-RATIFICATION OF STRATEGY FOR NORFOLK STRATEGIC FLOOD ALLIANCE**

Members considered the report of the Assistant Director for Regulatory, which presented the updated Norfolk Strategic Flood Alliance's (NSFA) Strategy for annual re-ratification by Cabinet. The report also provided an outline as to how the Council and wider Alliance was delivering against the Strategy and against the wider needs of communities which faced potential threats of flooding.

Members were advised that, chaired by Lord Dannatt, the NSFA was established in early 2021 following the flooding experienced across Norfolk over Christmas and New Year in 2020 which caused widespread impacts, highlighted how the resources of responding agencies were severely stretched, inconsistencies in the responses of different local authority areas and public confusion over which agency to contact as well as the level of response they could expect. The NSFA was made up of strategic lead officers and Leaders from a range of agencies involved in flood response and water management across Norfolk, these agencies included:

- The Environment Agency
- Anglian Water
- The Association of Drainage Authorities
- The Water Management Alliance
- Water Resources East
- The Norfolk Resilience Forum
- The Broads Authority and Norfolk's Local Authorities (including Broadland District Council)

With regard to the work to be carried out by Broadland District Council, the Assistant Director for Regulatory explained that the key planned activities for the

Regulatory Service, and in particular the Flood and Water Management Officer were to:

- Identify and map the flood risk threatened areas and past incidents, including surface water flooding.
- Prioritise higher risk flood-threatened local areas within the district for close attention, engaging with local communities and representatives.
- Deliver high quality planning consultation responses to maximise positive influence on flood prevention, mitigation, protection and resolution of significant issues and concerns. Doing this internally on non-major proposed new developments and working with the Lead Local Flood Authority (LLFA) to maximise bespoke consultation on major proposed developments.
- Develop and deliver flood prevention and preparedness education and advice as a phased programme of activity to equip local people and ensure responsibilities are understood and exercised.
- Pursue a prioritised work programme to promote, inspect compliance with and enforce where necessary the responsibilities of riparian owners, prioritising for close attention and working through the areas of greatest risk. This will involve practical inspection and community work by a practical inspector gathering information to enable informal and formal enforcement.
- Enable better local community outcomes through flooding and water management policy and funding, strategic and partnering focus, strong positive relationships with stakeholders and key partner agencies.
- Promote local community resilience (flood action groups, community emergency plans, etc.).

Members echoed the importance of identifying and mapping watercourses and areas at a higher flood risk within the Broadland District, but it was noted that this exercise could be very difficult in some areas, as some areas had not previously been mapped and a number of maps had not been digitised. Officers explained that the additional role of a Riparian Responsibilities Officer had been created, whose role would be to work closely with Town and Parish Councils to GPS map all flood risk areas and waterways, as well as work with riparian owners to provide guidance on their responsibility to maintain the watercourse.

In response to questions, the Assistant Director for Regulatory explained that the majority of the legislative powers for the enforcement of riparian rights rested with the LLFA, however, only Local Authorities such as Broadland District Council had the right to access private land to inspect culverts, and this demonstrated the importance of multi-agency cooperation to effectively tackle flooding. The Flood and Water management Officer added that the Council could exercise anti-social behaviour powers, such as fly tipping, dependant on the situation.

Discussion turned to the use of sandbags to control the flow of surface water flooding and minimise the effect it could have on properties. The Assistant Director for Regulatory advised the Committee that sandbags were not the most effective form of flood protection/prevention. As sandbags were difficult to store they were mostly used after the flooding had begun which lowered their



effectiveness, they were also difficult to carry when wet and hard to dispose of, which resulted in the majority being left in place until they disintegrated. Members were informed that whilst the Council did currently distribute sandbags to the worst affected areas once a flooding emergency had been declared, officers were investigating more suitable alternatives which could be utilised in the future, for example gel bags, which were more environmentally friendly, easier to store and could be disposed of in the refuse bin.

One member highlighted their residents' concerns over the Norfolk Highways handling of culverts, as a number of residents had complained of the lack of routine maintenance of culverts as well as a lack of engagement. The Flood and Water Management Officer explained that in some of cases, the resident and not Norfolk Highways may be responsible for the maintenance of the culvert, adding that the Norfolk Highways engineers would be able to confirm the riparian ownership. With regard to the lack of engagement with members and residents, the Flood and Water Management Officer could liaise with Norfolk Highways on the member's behalf, in cases where communication had stalled.

A number of members raised concerns over the lack of communication from both the NSFA and the Council with regard to flooding advice and in publicising achievements or actions undertaken. Members suggested that the Council publish a guide or compiled a list of resources both on its website and regularly in the Broadland News magazine. The Assistant Director for Regulatory advised members that a flooding advice page had been added to the Council's website which included links to the resources provided by both Norfolk County Council and the Government. Members were also reminded that a flooding advice leaflet had been distributed to residents and included in the autumn edition of the Broadland News magazine. Members suggested that officer consider adding the leaflet to the Council's website and in all editions of the Broadland News magazine. The Assistant Director for Regulatory then agreed to pass on the Committee's recommendation to the NSFA that it publicise its achievements to the public, provide reassurance and promote engagement.

After further in-depth discussion, it was unanimously

### **RESOLVED**

To recommend that Cabinet ratify the Norfolk Strategic Flood Alliance Strategy 2022 as set out at Appendix 1, and note the progress being made.

(The meeting concluded at 7:28pm)

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Chairman

## **Anti-social Behaviour Policy**

**Report Author(s):** Nick Howard  
Assistant Director Regulatory  
01508 533787  
nick.howard@southnorfolkandbroadland.gov.uk

**Portfolio:** Environmental Excellence and Communities, Housing and Planning

**Ward(s) Affected:** All Wards

**Purpose of the Report:**

This report presents a proposed new Anti-social Behaviour Policy for adoption.

**Recommendations:**

1. Environmental Excellence Policy Development Panel to recommend to Cabinet to recommend to Council to agree the adoption of the proposed Anti-social Behaviour Policy at Appendix 1.

## **1. Summary**

- 1.1 This report and the proposed new overarching Anti-social Behaviour Policy at Appendix 1 set out arrangements applicable to a range of the Council's services referred to in paragraph 2.1.
- 1.2 If adopted, the proposed Anti-social Behaviour Policy will:
- a) Be a new addition to the Council's broad policy framework.
  - b) Set out the Council's principles and broad policy for ASB investigation, intervention and robust enforcement.
  - c) Support both informal early intervention and efficient enforcement where it is needed.
- 1.3 There is no legal or statutory requirement to put in place a formalised Anti-social Behaviour Policy. The Council is however a primary agency responsible (1) for dealing with anti-social behaviour as it affects our communities, and (2) for exercising enforcement powers including those under the Anti-Social Behaviour, Policing and Crime Act 2014. The Anti-social Behaviour Policy is designed to clarify what communities can expect from the Council, to endorse and support partnership working, and to clarify how intervention / enforcement approaches will be pursued in appropriate cases.
- 1.6 It is proposed that a common Anti-social Behaviour Policy approach is adopted with that of South Norfolk Council as a collaborating partner. This would see a common set of ASB policy provisions being adopted by both Councils, reflecting common geographic and community concerns about ASB in both districts, as well as providing clarity and certainty to common officer teams in how they approach and administer ASB advice and support, investigation and intervention / enforcement services.

## **2. Background**

- 2.1 The Council has statutory responsibilities under the Crime and Disorder Act 1998 (as amended) and the Anti-Social Behaviour, Policing and Crime Act 2014. Neither of these Acts require the Council to document its Anti-social Behaviour Policy.
- 2.2 The Council is responsible for administering a wide range of planning and design, prevention, diversionary activity, licensing and regulatory, intervention and enforcement services to address the potential for anti-social behaviour to have harmful impacts on our communities. The proposed Anti-social Behaviour Policy at Appendix 1 will have specific implications for the Council's help and intervention services (help hub, community protection, community safety, environmental protection, licensing, housing standards, housing management, homelessness, and planning enforcement).
- 2.3 Documenting the Council's Anti-social Behaviour Policy serves two key purposes:

- a) To establish a documented policy framework informing the Council's approaches, decision-making and practices for dealing with ASB and its causes, working with key partner organisations (principally, housing associations and Norfolk Constabulary).
  - b) To provide information and assurance about the Council's policy approach to those people and communities afforded protection from ASB under the Policy, so that they can know what to expect and can assure themselves when facing potential enforcement.
- 2.3 The Environmental Excellence Policy Development Panel has considered prevailing ASB service delivery experience, ASB principles, appropriate prevention and enforcement approaches, and a range of policy implications during the development of this proposed Policy.

### **3. Current position/findings**

- 3.1 Following the informal considerations by the Environmental Excellence Policy Development Panel, elected member support was expressed for the proposed Anti-social Behaviour Policy at Appendix 1, to formalise the Council's position on tackling ASB and relevant portfolio holders have been consulted.
- 3.2 During the development of the proposed Policy, Council services have been:
- a) Responding to a wide range of ASB incidents, intervening to nip them in the bud
  - b) Using the Council's informal and formal ASB powers to challenge unacceptable behaviours.
  - c) Forging partnerships with Norfolk Constabulary, the Office of the Police and Crime Commissioner, and partners in the Norfolk County Community Safety Partnership (CSP).
  - d) Putting closer working and enforcement coordination arrangements in place.
  - e) Developing the Council's existing hub-style approach to further co-locate Council and police colleagues who will jointly monitor, respond and act on ASB incidents, patterns and themes.
- 3.3 In common language, various matters tend to be described as 'anti-social'. It is important to define the matters proposed to be addressed by the Council as anti-social behaviour (ASB). The proposed Policy identifies some matters that will be deemed not to fall within the scope, or to fall below the threshold for, an ASB concern being acceptable for action by the Council. This is helpful to ensure that the Council's resources are directed towards the right cases. Policy panel members and partner agencies have commented favourably on this definitive clarity.
- 3.4 The Council's overarching Enforcement Policy has recently been updated and it will be necessary for the proposed Anti-social Behaviour Policy to operate smoothly and consistently with it.

3.5 The approach proposed in the development of the Anti-social Behaviour Policy is to enable services to respond quickly and accountably to emerging ASB incidents and threats.

#### **4. Proposed action**

4.1 The draft Anti-social Behaviour Policy at Appendix 1 is proposed as suitable for consideration and adoption by both Broadland and South Norfolk Councils, preferably as a common policy to support its implementation by officers.

4.2 The council's progressive and robust approach to ASB is supported in the proposed Policy by:

- a) Clear ASB definitions, policy aims and objectives.
- b) A systematic way of prioritising ASB cases proportionately.
- c) Assigned responsibilities for coordinating and responding to ASB.
- d) Commitments around victim support, vulnerability and safeguarding.
- e) Preventative and enforcement measures.
- f) Arrangements for partnership working, including with housing providers and Norfolk Constabulary.

4.3 Whilst this proposed new Policy adopts a fresh and more documented format, many of the considerations are consistent with and codify the Council's existing policy principles and approaches for service delivery.

4.4 As previously stated, there would be a minimum threshold below which intervention by the Council might be inappropriate. However, the Policy proposes an early intervention approach in cases that do warrant the Council's involvement. Early intervention can have the desirable effect of nipping problems in the bud and can prevent problems from escalating and requiring more extensive and complex investigation and enforcement.

4.5 The key requirements in any formalised intervention / enforcement consideration under the Policy will be that under the delegations in place (1) the Council is satisfied that the legal tests are met for the use of a specific legal power to intervene, and (2) if and when an enforcement consideration is required, there is sufficient evidence and public interest, and that it is necessary and proportionate, to carry out enforcement. There is therefore a strong link with the overarching Enforcement Policy that has recently been adopted by the Council and which is published on the Council's website.

4.6 Adopting the proposed Anti-social Behaviour Policy will provide supportive documented policy foundations going forwards. It is proposed that a common Anti-social Behaviour Policy approach corresponds with that of South Norfolk Council as a collaborating partner, and this would see a common set of ASB policy provisions being adopted by both councils. This would give the clarity and certainty to common officer teams in how they approach and administer ASB advice and support, investigation and intervention / enforcement services. This is recommended by officers because, from an ASB services perspective, both districts share similar characteristics, profiles of ASB issues and impacts, and

enforcement requirements. No significant ASB policy distinctions or special requirements have been identified that would affect the adoption of the proposed Anti-social Behaviour policy.

## 5. Other options

5.1 **Option 1 – Do Nothing.** The council is not legally obliged to document its Anti-social Behaviour Policy, however doing nothing would fail to reflect opportunities identified in this report and the management of reasonable expectations on the Council.

5.2 **Option 2 – Pursue a different policy.** The Council could decide to document its policy but to take a different line on anti-social behaviour principles, approaches and detailed considerations than those proposed in Appendix 1.

## 6. Issues and risks

6.1 **Resource Implications** – No new budget implications have been identified. The existing approach of balanced prevention, early intervention and robust intervention and enforcement manages service demands, with attendant benefits for managing officer time and legal costs, is confirmed in this documented Policy. In other respects, the proposed Policy contains no changes raising significant new resource implications.

6.2 **Legal Implications** – The adoption of the proposed Policy is supportive of robust and enforcement. Legal advice has been taken on the draft policy and no new legal implications have been identified.

6.3 **Equality Implications** – The proposed Policy includes specific considerations concerning balanced engagement with vulnerable people, whether as victims or perpetrators of ASB. There are no identified impacts on any specific individuals or groups having protected characteristics.

6.4 **Environmental Impact** – Positive service delivery under the proposed Policy to tackle ASB is protective of the environment. No adverse implications have been identified.

6.5 **Crime and Disorder-** Positive service delivery under the proposed Policy to tackle ASB is protective of our communities from crime and disorder. No adverse implications have been identified.

6.6 **Risks** – Adopting the Policy as proposed raises no identified risks beyond the matters covered in this report.

## 7. Conclusion

7.1 The proposed Anti-social Behaviour Policy will meet the expectations of recognised good practice. Adopting the Policy will document the council's position,

supporting communities with balanced prevention, intervention and positive enforcement.

## **8. Recommendations**

- 8.1 Environmental Excellence Policy Development Panel to recommend to Cabinet to recommend to Council to agree the adoption of the proposed Anti-social Behaviour Policy at Appendix 1.

## **Background papers**

None.

# Anti-Social Behaviour Policy

## 2022 - 2025

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## 1 Introduction

- 1.1 The Broadland district enjoys relatively low levels of anti-social behaviour (ASB) and crime, high levels of safety, and generally good quality of life. However, the Council recognises the damage that persistent ASB can cause to the stability, cohesiveness and health of communities that experience it. There are vulnerable people living in local communities and there are victims of ASB, ranging from low level, often unintentional neighbour nuisance to belligerent, targeted behaviours that pose serious and escalating threats to individuals and households.

Whilst in the Broadland district the ASB incidence rate is relatively low, when people are vulnerable or victimised then the consequences can be just as devastating and lasting as anywhere else in the country.

The Council has key duties and responsibilities for tackling local ASB, which is a cross-cutting theme for its frontline services. Alongside other local agencies, the Council occupies a key position in offering local community leadership.

This Policy will support a shift in the way the Council tackles ASB, moving from a reactive service to a combination of pro-active and re-active actions, designed to make the Council's services efficient and effective at preventing ASB from occurring in the first place.

- 1.2 Although ASB can be difficult to define because of its impact being perception led, the Council has set out in section three of this Policy the definition and general principles it will work to when addressing issues and service requests about ASB. The perception-led nature of ASB has required the Council to acknowledge the possibility of unjustified or unreasonable service requests being made and that under such circumstances an investigation would not be offered or would be halted.
- 1.3 The Council acknowledges the disproportionate impact that ASB can have upon vulnerable members of local communities, the connection with safeguarding, the need for effective partnerships to exist, and that the primary responsibility is always to protect victims from further harm or distress. The Council is committed to working with partners to ensure all victims, especially vulnerable victims, are listened to, kept informed and supported during any investigation.
- 1.4 This Policy provides an overview of the action(s) that the Council will take to deal with ASB and what route a person can take if they are not satisfied with the service they have received.
- 1.5 The Council will not tolerate incidents of anti-social behaviour (ASB). The Council will intervene appropriately where possible under this Policy and enforce matters relating to ASB when required. This approach will be made clear to all residents within and visitors to the district.

- 1.6 This Policy will apply to how anti-social behaviour services are offered to all Broadland residents, their families and any other occupants or visitors. The Policy will be observed by members of staff and any other persons working on behalf of the Council.
- 1.7 The Council has a responsibility to protect staff members whilst they are undertaking Council business. The Council will not tolerate anti-social behaviour directed towards staff and robust action will be taken against those that engage in such behaviour.

## 2 Policy Context

### 2.1 Relationship with the Council's Strategic Plan and Delivery Plan

Our Council's joint Strategic Plan 2020-2024 contains four key priorities:

1. Growing the economy
2. Supporting individuals and empowering communities
3. Protecting and improving the natural and built environment, whilst maximising quality of life
4. Moving with the times, working smartly and collaboratively

We operate a two-year Delivery Plan to deliver against and achieve these priorities, and the Delivery Plan specifically address a range of services dealing with anti-social behaviour.

- 2.3 The ASB Policy directly contributes to a number of the above objectives and should be read alongside the Council's enforcement policies and published service commitments.

- 2.4 The Council is an active member of the Norfolk County Community Safety Partnership (NCCSP) which brings together a number of organisations to work together with local people to build safer and stronger communities.

### 2.5 Safer Norfolk Plan

Resilience and cohesion help communities to look out for and help each other, which is key to communities thriving. Communities need to be able to withstand, adapt to and recover from adversity and residents need to feel they belong and are comfortable mixing and interacting with others. Everyone has the right to feel safe in their local neighbourhood.

Within the Safer Norfolk Plan there is a commitment to further develop the multi-agency evidence base regarding anti-social behaviour affecting communities, enabling targeted interventions to be developed. Communities will be empowered to increase their resilience to anti-social behaviour through Community Connectors.

### 3 What is Anti-Social Behaviour (ASB)?

3.1 There is no single definition of what is meant by ASB. For the purpose of this Policy, the Council has adopted the definition applied by the Anti-Social Behaviour Crime and Policing Act 2014:

- a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.
- b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- c) Conduct capable of causing housing-related nuisance or annoyance to any person, or iv. conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of business premises.

3.2 ASB covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. Anti-Social Behaviour may include but is not limited to the following:

**Noise:**

- a) Loud music
- b) Persistent, unnecessary or excessive noise
- c) Shouting or yelling
- d) Persistent Alarms
- e) Excessively loud or persistent parties
- f) Dogs persistently barking

**Intimidation and harassment:**

- a) Verbal or written abuse including via social media
- b) Threats of violence
- c) Damage or threats to damage property
- d) Keeping or failing to control an aggressive dog

**Environmental:**

- a) Graffiti
- b) Dumping rubbish and littering
- c) Dog fouling
- d) Fly posting
- e) Abandoned vehicles
- f) Vandalism

- g) Anti-social behaviour as a result of alcohol or drug misuse, including street drinking
- h) Inconsiderate or inappropriate use of vehicles e.g. off-road motorbikes

3.3 What is not deemed by the Council to be Anti-Social Behaviour and will not normally be accepted for investigation by officers of the Council under this Policy includes:

- a) The use of leaving of vehicles outside schools, homes or businesses, including traffic that is stationary or otherwise, unless satisfied that of a potential statutory nuisance or that the Council's powers to deal with abandoned vehicles apply.
- b) Children playing in the street or communal areas.
- c) Young people gathering socially unless they are being intimidating.
- d) Being able to park outside your own home.
- e) Parking related issues on a highway or shared access drive.
- f) DIY and car repairs unless they are taking place late at night.
- g) Civil disputes between neighbours, i.e. boundary disputes or disputes over shared driveways.
- h) Reasonable day to day noise, i.e. children within a household, appliance noise.
- i) One-off service requests about noise, e.g. parties.
- j) Clashes of lifestyle differences between residents, except where they constitute significant anti-social behaviour or a potential statutory nuisance.
- k) Service requests about controlled drug usage in a domestic setting, unless deemed a potential statutory nuisance or forming part of wider anti-social behaviour.

3.4 It is important to acknowledge that some service requests about ASB might be considered malicious, vexatious, trivial, or unreasonable. Children playing in an area designed for play, for example a skateboarding park or multi use games area, may fall within this category. Other examples may be someone having a one-off event such as a milestone birthday party with some associated noise, a baby crying for attention, or a misplaced wheelie bin temporarily blocking access or egress. Although the incident may be annoying at the time, it is the role of the Council's officers when assessing new requests for service to decide whether or not each request is reasonable and acceptable under the terms of this Policy. An investigating officer will advise a complainant if they believe the service requests is unreasonable or cannot be accepted. Persistent unreasonable service requests can often be perceived as harassment by the subject, and/or lead to a counter-complaint being made. In the event of any remaining uncertainty about whether a new service request should be accepted or an ongoing service request should be closed, the relevant service manager will be consulted, and they will have the discretion afforded under this Policy to decide accordingly.

- 3.5 The Council will work together with partners to utilise the resources and legal powers it is provided with to reduce environmental crimes, problematic street drinking, graffiti, vandalism and all other types of ASB. The Council will endeavour normally to respond to an initial ASB service request within five working days.
- 3.6 The Council's activity to tackle ASB is intended to help make people in Broadland's communities feel safe, welcome and secure that they have a pleasant place in which to live, work and visit.

## 4 Policy Objectives

### 4.1 The Council aims and is committed to:

1. Preventing anti-social behaviour where it can and, where it happens, to minimise it as far as possible.
2. Responding promptly and nip problems in the bud, discouraging them from escalating.
3. Intervening assertively with enforcement action in cases of serious or persistent anti-social behaviour.
4. Working across Council services and with partner agencies to maintain vigilance, coordinate support and offer reassurance to affected communities.

Across the Council's district a core focus will be adopted on prevention and response to incidents of anti-social behaviour involving:

- a) Close working between Council services (e.g. community connectors, early help and support referrals, housing standards regulation, homelessness assistance and housing options, community and environmental protection, environmental offending including fly tipping and dog fouling, premises licensing, and various community safety functions) and with partner agencies including Norfolk Constabulary and adult and children social services.
- b) Collective coordinated responsibility for operational information pooling and sharing, coordinated tasking, frequent tactical planning, targeted attention to ongoing problems, and regular strategic review at a sub-county level.

The focus warrants an integrated approach favouring intervening early, taking measured action to stop problems from worsening, and following cases through to closure.

It is not the purpose of this Policy to describe how the Council will deal with anti-social behaviour on a day-to-day basis, nor how it will coordinate with partner

agencies. More detail can be found on anti-social behaviour in pages on the Council's website.

4.2 The six objectives of this Policy are to:

**Objective 1: Deploy a lean and agile joined-up service to incidents and reports of anti-social behaviour.**

We will:

Optimise the Council's reactive and targeted response; assertively challenge ASB and intervene / enforce; demonstrate rapid impact and effective results; cultivate inter-agency shared commitment, communications and information sharing; engage close joint working with operational policing's response / neighbourhood / beat manager teams; exploit opportunities for profitable co-location and extended service delivery hours; operate clear and strong intelligence, prioritisation and exit strategies; aim to dispel community tensions and apply restorative justice and reassurance.

**Objective 2: Adopt a preventative early intervention approach, where possible getting to and tackling the underlying and root causes, and a focussed strategic commitment.**

We will:

Engage full support from Community Safety Partnership partners and from housing associations; promote referral pathways for perpetrators and victims into early help and support services (social care, mental health, substance abuse, youth offending); maintain strong safeguarding vigilance.

**Objective 3: Develop and optimise close partnership working, founded on solid and rounded collective awareness of ASB.**

We will:

Reinforce existing partnership working; grow new partner agency relationships; develop highly effective tactical and operational partnering.

**Objective 4: Closely work with local people and ensure ASB services are delivered with and not to them, recognising the shared community responsibility for building strong communities.**

We will:

Encourage elected member facilitation and early reporting of ASB symptoms and concerns; work with and encourage existing community networks and resources; promote community-led and self-sustaining solutions.

**Objective 5: Focus programmed, intelligence-led and targeted operational ASB activity in support of tactical planning, aims and objectives arising over time.**

We will:

Inform tactical planning with annual strategic assessments and quarterly assessments collated from inter-agency data.

**Objective 6: Drive down avoidable and wasteful demands, impacts and costs on public services, local communities and community assets.**

We will:

- a) Work with partners to support and protect victims of ASB
- b) Deliver a range of appropriate early interventions when responding to incidents of ASB
- c) Use enforcement and legal powers with partners to target those who continue to cause ASB

#### 4.3 Prioritisation

Many kinds of impact from one person's activities on another person can cause irritation or annoyance. As statutory agencies the Council will seek to ensure its activities are prioritised and undertaken with regard to clear evidence of need, sound consideration of how effective the work to be undertaken is likely to be, and a clear understanding of the agreed outcomes. The Council must be satisfied that it is justified, necessary and proportionate for it to become involved in each new case.

The starting point for an accepted new case will be that, based on an assessment of risk and vulnerability of the parties involved, the Council determines which initial rating should be applied as outlined in the Table 1 below. This grading may affect how quickly the Council can respond, assess and deal with the case, however officers will keep an open mind and will periodically review and change the rating if, based on the evidence available, the case has become more or less serious than it previously appeared to be.

Table 1 Prioritisation rating ASB cases according to risk and vulnerability

<p>High</p>	<p>Cases involving acute threats of serious and imminent harm or victimisation to individuals or a community (as identified in the risk assessment).</p> <p>Reports where acute needs for support are identified.</p> <p>Reports where individuals with care needs (as set out in the Care Act 2014) are involved and there is a serious and imminent risk of victimisation.</p> <p>Reports originally classed as ‘Medium Risk’ where the risk has escalated sufficiently to be classed as ‘High’.</p> <p><i>Notes:</i></p> <p><i>Incidents such as serious threats of violence or abuse, assault, violent criminal activity, drug-related activity, sexual abuse and other serious crimes should be reported to Norfolk Police by dialling 999 if in emergency.</i></p> <p><i>Non-emergency incidents should be reported by dialling 101 or Norfolk Constabulary on-line.</i></p>
<p>Medium</p>	<p>Cases involving a likelihood of significant and potentially serious harmful consequences, or aggravated anti-social behaviour.</p>
<p>Routine (<i>with due consideration for early intervention, resources permitting</i>)</p>	<p>Reports of continuing or persistent, unreasonable anti-social behaviour or nuisance to individuals not of the same household. This could include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Intimidating or harassment of people (including verbal abuse, aggressiveness).</li> <li>• Statutory Nuisance.</li> </ul> <p>The Council can only deal with what it considers to be actionable* matters, include environmental offences.</p> <p><i>Note: The Council must be satisfied that a routine case is potentially actionable, within its responsibilities, policies and procedures, and resources.</i></p>

General note:

Registered Social Landlords (housing associations) have their own policies and powers for dealing with anti-social behaviour. If a concern relates to a tenanted property where the landlord is a housing association, that should be where the report is made.



If the behaviour of concern includes commission of a crime for which the police is the enforcing authority, then it should be reported to the Police by dialling 101 (in an emergency dialling 999).

## 5 Responsibilities

5.1 We will use a range of mechanisms to coordinate the Council's ASB services and activities:

- a) Joined-up service-specific enforcement strategies
- b) Internal tactical coordinating group and a partnership working equivalent
- c) Operational enforcement coordinating group
- d) ASB action group (ASBAG)
- e) Safety advisory group (SAG)
- f) Partnership problem solving forums as appropriate, for example with housing providers

5.2 The response to ASB incidents is provided across the Council's areas and responsibilities are outlined as follows:

**Assistant Director Regulatory** – Responsibility for ensuring that the Council's ASB Policy is in place and is being delivered effectively. The Assistant Director Regulatory has responsibility for the authorisation of high level ASB enforcement including service of a Closure Notice or legal proceedings.

**Environmental Protection Manager** – Responsible for the maintenance and monitoring of the ASB Policy, and authorisation of some formal interventions. The Manager is responsible for the monitoring of any raised risk ASB cases and any Community Triggers made to the Council. Together with the **Community Protection Team Leader**, the Environmental Protection Manager is responsible for managing operational service delivery.

**Senior Community Protection Officers** – Qualified environmental health officers with responsibility for all cases involving statutory nuisance. They will tend to lead the investigation of complex, serious and protracted cases and provide support to Community Protection and rapid response ASB Officers to effectively perform their roles.

**Community Protection Officers** – Responsible for dealing with all cases of ASB. They have delegated authority to take forward any enforcement action, except cases of statutory nuisance.

Rapid response, **Early Intervention ASB Officers** (where appointed) – Responsible for providing an initial rapid response to reports of low level ASB and delivering the Council's door-stepping approach to nip issues in the bud. Assist with tasked actions in ongoing cases led by more senior officers.

## 6 Supporting the Victims of ASB

6.1 In accordance with the principles of the Anti-Social Behaviour, Crime and Policing Act 2014, the Council will give priority to supporting victims of ASB. To support the focus on victims, the Council will carry out the following actions:

- a) Refer cases to the commissioned service in the Broadland district for offering support to victims of ASB and crime. This is provided by Victim Care at the time of writing this Policy.
- b) Set up multi-agency meetings as to identify how vulnerable victims could be best supported and take agreed actions.
- c) Train staff to identify vulnerability and feel confident to take appropriate action.
- d) Work closely with other agencies to share information where appropriate so that victims do not get overlooked.

6.2 The Council takes the welfare and support of victims of ASB seriously and will continue to work with local communities to ensure that victims feel that they are listened to and supported. Service requests regarding ASB can be made online, by telephone, or in person and referrals are often made through partner agencies and services, e.g. Community Protection, Police and schools. These reporting options are important to ensure that victims can access the services they need as easily as possible.

## 7 Vulnerability and Safeguarding

7.1 Whilst accepting that being a victim of ASB is distressing for anyone who is affected, the Council recognises that for some people the impact may be far worse because of an identified vulnerability.

Vulnerable victims are likely to be disproportionately affected by ASB and vulnerabilities can be caused by a wide range of factors, such as isolation, a mental health condition, physical disability, age, or substance misuse.

7.2 Sometimes it will be necessary to make a safeguarding referral and cases that require this course of action will be additionally recorded as part of safeguarding procedures. Concerns about ASB and safeguarding often overlap which reinforces the necessity for strong partnership working.

## 8 Actions and Enforcement (in conjunction with the Council's enforcement policies)

8.1 To deal effectively with ASB the Council recognises that it is necessary to affect a long-term change in people's behaviour so that individuals are able to make alternative behavioural choices that are more acceptable to the communities within which they live.

8.2 However, the Council recognises that behavioural change can be achieved in many other ways and will therefore explore all reasonable interventions that could bring about the desired change in behaviour. This will generally be the initial approach whilst

reserving the option to take early enforcement action, where appropriate. The Council will take an assertive approach to the initiation of enforcement action for cases of ASB in order to protect victims.

8.3 The Council will take an approach to dealing with ASB that is proportionate and appropriate to the behaviour being produced or complained about and Table 2 below outlines some of the main actions it will take. The Council will endeavour within reason to prevent ASB, and will pursue proportionate enforcement action in appropriate case whilst employing any preventative measures deemed necessary.

8.4 The Council has reviewed working practices in relation to enforcement and as a result have moved to an evidenced-based methodology using tried and tested problem-solving methods to identify root-cause behaviour. This is supported by a set of service commitments for Regulatory services and an overarching Enforcement Policy.

Table 2 Preventative Measures (this is not intended as an exhaustive list).

<b>Diversions activities</b>	We will collaborate internally and externally to take advantage of opportunities to attract external funding to support diversionary activities. For example, in an area where youth related ASB is identified, funding could be utilised to provide temporary youth out-reach work to engage with and identify the needs of young people in that locality and ensure they are involved in the delivery process.
<b>Other preventative services and measures</b>	We will utilise Community Connectors to support victims and perpetrators of ASB to seek behaviour change.  As a planning authority, the Council will work to identify where changes to the built environment can prevent ASB. For example, using conditions to ensure car parks on retail parks are closed after hours to prevent their use for unlawful gatherings, vehicles stunts and general places of congregating.
<b>Mediation</b>	The Council will use qualified experts in mediation to try to resolve issues and come to agreements on a way forward.
<b>Referral to support services</b>	A range of support services is available via the Help Hub.
<b>Warnings</b>	Often it is appropriate to issue a warning, which could be either verbal or in writing. Warnings would be issued by the Council's officers, another individual agency e.g. Police, social landlord.

- 8.6 If early intervention and preventative measures are not successful in resolving issues, then proportionate enforcement actions will be considered. Enforcement may be taken, for example, under powers provided by the Anti-Social Behaviour, Crime and Policing Act 2014. Given the broad legal definition of ASB, this legislation and the powers it contains may in individual cases be more appropriate to consider, and enable earlier intervention, than other legislation such as the Environmental Protection Act 1990.
- 8.7 Prosecution for breaches of formally imposed anti-social behaviour controls can result in fines, the issue of court orders, lead to injunctions, and even imprisonment. In all cases these powers will be used only where they are judged to be necessary and proportionate in individual cases, and only when considered appropriate. Whenever enforcement powers are used, they will be in accordance with the Council's Enforcement Policy. The Council may decide to pursue preventative measures before or alongside taking formal enforcement action.

Table 3 Enforcement Measures – People

<b>Community Protection Warning</b>	To challenge a person, business or organisation causing anti-social behaviour which spoils the community’s quality of life. A Community Protection Warning can be issued by police or authorised officers of the Council with delegated powers to do so. The officer must be satisfied that the behaviour has a detrimental effect on the quality of life of those in the locality, be persistent in nature, and be unreasonable.
<b>Community Protection Notice</b>	To intervene formally with a Community Protection Notice may be issued if there is evidence that a Community Protection Warning is not adhered to.  The Notice can direct any individual over the age of 16, business or organisation responsible to stop causing the problem. It could require the person responsible to take reasonable steps to ensure that it does not occur again.  It is a criminal offence if a person served with a Notice does not comply, subject to fixed penalty notice enforcement or prosecution for non-compliance.
<b>Criminal Behaviour Orders</b>	These are Court orders, normally following prosecution, typically made when evidence satisfies the Court beyond reasonable doubt that the individual has engaged in behaviour that has, or is likely to cause, nuisance, harassment and distress to any person(s) and that an Order is necessary and proportionate to correct the individual’s behaviour.
<b>Civil Injunctions</b>	Civil injunctions are issued in the County Court for over 18’s or in the Youth Court for under 18’s. They must meet legal tests and reflect evidence that, on the balance of probabilities, the individual has engaged or likely to engage in behaviour that causes nuisance or annoyance and the Court finds it just to impose an Injunction to legally stop or prevent individuals from engaging in anti-social behaviour.

Table 4 Enforcement Measures – Places

<b>Closure Order</b>	An Order which provides the police or Local Authority to close a premises, which is being used, or likely to be used, to commit nuisance or disorder. An initial Closure Order can close a premises for 48 hours however, if the disorder is of such a level, the police or Local Authority can apply to the Magistrates Court for an Order for up to a period of maximum 6 months, which can see a premises closed and access to the premises restricted.
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<b>Public Space Protection Order (PSPO)</b>	A Public Space Protection Order is a formal Order made by the local authority to render unlawful specific types of antisocial behaviour in public places by individuals or groups of people. Local authorities have the powers to make such Orders however they must be satisfied that the behaviour has had a detrimental effect on the quality of life of those in the locality, and has been both persistent in nature and unreasonable.
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8.8 Where appropriate the Council will publish enforcement action outcomes in the press or via the Council’s social media platforms on a case per case bases, taking into account public interest, and the level of enforcement taken.

8.9 Although the Council will employ a range of measures to tackle ASB its **overriding principle is that victims must be protected from those who perpetrate ASB, and the Council is committed to reducing ASB in its communities.** This means that the Council will use all legal powers at their disposal and encourage partners to do likewise. The Council may use various techniques including collation of evidence using both covert and overt CCTV, diary records and witness statements.

## 9 Partnership Working

9.1 To ensure that it tackles ASB effectively, the Council will work with a number of external partners and is committed to effective partnership working. Partners include:

- a) Norfolk and Suffolk Police.
- b) Registered providers of social housing.
- c) Norfolk County Council.
- d) Victim Care.
- e) Probation.
- f) Health.
- g) Change, Grow, Live (commissioned drug and alcohol service)
- h) Schools and educational facilities.
- i) Norfolk Fire and Rescue Service.
- j) Other local authorities, including town and parish councils.
- k) The Environment Agency.
- l) Voluntary agencies and the third sector.

9.2 By working with partners and sharing information, the Council is able to adopt the best method to deal with each individual case and in many cases enforcement action is jointly taken forward. Sometimes the Council may be the lead enforcement agency whereas on other occasions it may play a supporting role. This depends on the nature of the ASB and the matters being enforced.

9.3 The Council is an active partner of the Norfolk County Community Safety Partnership (NCCSP) and will support this partnership to improve community safety generally and tackle ASB across the districts.

## 10 Working with other Housing Providers

Those social housing tenants responsible for behaving in an anti-social manner put themselves at risk of tenancy enforcement action. Those who live in accommodation provided by private landlords may put themselves at risk of similar action. The Council will share information and support other Housing providers to enable the use of early intervention tools and offer guidance and support to them in developing effective policies in order to deal with anti-social behaviour. The use of legal remedies by other housing providers will be the responsibility of that landlord, however the Council will provide supporting evidence to them subject to the provisions of the Data Protection Act 1990, as amended and other relevant legislation.

## 11 Community Trigger

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that service requests of anti-social behaviour are dealt with.

The Community Trigger (also known as the ASB Case Review) gives victims of persistent antisocial behaviour reported to any of the main responsible agencies (such as the Council, police, housing provider) the right to request a multi-agency review of their case where a local threshold is met.

The Community Trigger process is different from a single agency Complaints process which looks at faults in the way an agency has responded. The Community Trigger aims to bring agencies together to take a joined up, problem solving approach, to find a solution and ultimately stop the anti-social behaviour.

More information about the Community Trigger is on the Norfolk County Council website.

## 12 Equalities

12.1 The Council has made a commitment to ensuring that it complies with the requirements of the Equalities Act 2010. Part of this commitment requires an understanding of how policies may affect people with 'protected characteristics' under the legislation.

12.2 The Council recognises that people with 'protected characteristics', such as those who are older or younger, who have disabilities or who are from a minority ethnicity, may be particularly vulnerable to ASB. The Council will work to ensure that any risk assessments or consultation takes this into account and that its response is tailored accordingly.

Hate motivated ASB or behaviour that is malicious in nature, offensive, or targeted towards a particular group of society will be dealt with as a high priority because of the elevated risk.

### 13 Policy Review and Updates

- 13.1 This Policy will be reviewed at least once every three years. However, interim amendments may be required to reflect any legislative or procedural changes.

### 14 Complaints and Feedback

- 14.1 Please contact the Council with any complaint about service such as how a case has been dealt with, or with comments regarding this Policy.
- 14.2 The Council operates a Complaints procedure that can be accessed through the Council's website, via the customer service teams or by writing to the Council. More information on how to make a formal complaint about the service you have received from the Council can be found on the Council's website.

### 15 Legal Framework

As a minimum, the Council's approach to anti-social behaviour will be compliant with the following legislation:

General Data Protection Regulations

Data Protection Act 1998 and 2003

Human Rights Act 1998

Freedom of Information Act 2000

Equalities Act 2010

Mental Health Act 1983 (amended 2007)

The Crime and Disorder Act 1998 (as amended)

Anti-Social Behaviour, Policing & Crime Act 2014

Housing Act 1996

Environmental Protection Act 1990

The Noise Act 1996 (as amended by Antisocial Behaviour Act 2003, and the Clean Neighbourhoods and Environment Act 2005)

Children's Act 2004

Harassment Act 1997

Homelessness Act 2002

Police Reform Act 2020

Police and Criminal Evidence Act

Criminal Justice and Police Act 2001

End.



## **Environmental Strategy & Delivery Plan**

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**Portfolio:** Environmental Excellence

**Ward(s) Affected:** All

### **Purpose of the Report:**

The purpose of this report is for the Environmental Excellence Policy Development Panel to outline changes to the Environmental Strategy and recommend to Cabinet the approval and adoption of an updated Environmental Strategy and associated Delivery Plan.

### **Recommendations:**

To recommend to cabinet:

1. Approve and adopt an updated Environmental Strategy (Appendix 1)
2. Approve and adopt the Delivery Plan (Appendix 2)

## **1. Summary**

- 1.1 The current Environmental Strategy and Action Plan was adopted in 2020.
- 1.2 A revised strategy has been drafted, to demonstrate our achievements to date and to set more ambitious targets.
- 1.3 The revised strategy includes two new key commitments; 2030 Net-Zero target for organisational emissions and a commitment to align to the government's 2050 target for wider district decarbonisation.
- 1.4 A delivery plan has been created as a companion document to outline the activities taking place over the next two years support these commitments.
- 1.5 The Environmental Strategy and Delivery Plan will continue to be living documents, updated regularly to ensure they continue to address local priorities and opportunities. Progress against activities will be presented to members as part of the existing performance management structure.

## **2. Background**

- 2.1 The existing Environmental Strategy and Action Plan was adopted in 2020.
- 2.2 To complete a baselining activity and coordinate progress against the Strategy, an Environmental Coordinator and Environmental Projects Assistant were appointed.
- 2.3 The Environmental Reserve was set up in 2021 to fund environmental projects.
- 2.4 Members of this panel were invited for their input into the production of a revised Strategy as informal session in May 2022. Recommendations from this meeting, along with those received from other stakeholders have been integrated into the final documents.
- 2.5 The revised Strategy and Delivery Plan are underpinned by a series of evidenced based plans including annual carbon footprints and a decarbonisation plan, which will be published online alongside the strategic documents.

## **3. Current position**

- 3.1 The strategy has been redrafted and restructured to a more streamlined document and recognise the achievements to date. The addition of a delivery plan as a companion document simplifies the process of tracking progress against objectives.
- 3.2 The structure of the strategy has been revised as follows:

- 3.2.1 Leading by example: focuses on actions that will reduce the Council's carbon footprint.
  - 3.2.2 Enabling & Encouraging: focuses on actions to reduce emissions in the district.
  - 3.2.3 The remaining sections cover warm homes, sustainable communities, biodiversity and greenspace, clean and safe environment and waste minimisation.
- 3.3 The updated Delivery Plan will be the published document to communicate the aims and outcomes with Broadland's residents.
- 3.4 Once the content has been finalised, the documents will be reformatted by the communications team before the Delivery Plan is published online.

#### **4. Proposed action**

- 4.1 This report proposes that Environmental Excellence Policy Development Panel recommend to Cabinet to approve the adoption of the revised Environmental Strategy and the use of the Delivery Plan as an external facing document to outline the Council's commitment to protecting and improving the local environment.

#### **5. Other options**

- 5.1 Members could choose not to adopt the new version of the Environmental Strategy and Delivery Plan, but this misses an opportunity to move to a more streamlined strategy with a delivery plan, and to reference the achievements to date.

#### **6. Issues and risks**

- 6.1 **Resource Implications** – The updated Environmental Strategy and Delivery Plan within existing resources. Resource implications will be considered as individual work streams are developed and will be brought to Members as required.
- 6.2 **Legal Implications** – N/A based on current recommendations
- 6.3 **Equality Implications** – N/A based on current recommendations
- 6.4 **Environmental Impact** – The purpose of the Environmental Strategy and Delivery plan will allow the council to have a greater positive effect on the environment.
- 6.5 **Crime and Disorder** – N/A based on current recommendations
- 6.6 **Reputational Risk** – The updated Environmental Strategy includes an organisational and district net zero target; failure to adopt these commitments is likely to expose the Council to negative public perception.

## **7. Conclusion**

- 7.1 The updated Environmental Strategy and Delivery Plan demonstrate the Council's commitment to the environment, confirming the aspiration to meeting net zero as an organisation by 2030, and committing to an area-based target of net zero by 2050.
- 7.2 The updated documents are more streamlined, the delivery plan is a clear and concise plan and the document allows the Council to demonstrate the success of achievements so far.

## **8. Recommendations**

- 8.1 To recommend to cabinet:
1. Approve and adopt an updated Environmental Strategy (Appendix 1)
  2. Approve and adopt the Delivery Plan (Appendix 2)

## **Background papers**

[broadland-council-environmental-strategy-document \(southnorfolkandbroadland.gov.uk\)](https://www.southnorfolkandbroadland.gov.uk/broadland-council-environmental-strategy-document)

### Environmental Strategy with Delivery Plan

#### Our commitment

Broadland District Council is committed to continuous environmental improvement; playing our part in tackling environmental damage and improving the quality of the local environment.

Our first environmental strategy was published in 2020, this revision in 2022 demonstrates our achievements to date and sets more ambitious targets.

We have a corporate responsibility to comply with all environmental legislation and aim to influence suppliers and partners to do likewise and encourage good practice. We will seek to promote the conservative and sustainable use of natural resources and aspire for Council activities to be net zero by 2030.

We are ideally placed to lead by example and ensure our own activities and the services we provide protect and enhance the local environment.

We will use our partnerships and deliver projects to enable residents and community groups to achieve positive environmental change.

We will also use indirect influence to encourage and inspire the wider community and businesses to get involved and make a difference.

Our Key priorities for Broadland:

- Reduce carbon emissions from the council's activities and meet our ambitious target of net zero carbon emissions by 2030.
- Work together to reduce carbon emissions across the district and align to the Government's 2050 target for wider district decarbonisation.
- Ensure that our green spaces, streets and public places are biodiverse, clean and safe
- Help our residents to upgrade their properties to minimise demand for fossil fuels and grid electricity, reducing emissions and energy bills.
- Work with our residents, communities and businesses to support behaviour and lifestyle changes.
- Work with partners to deliver a local plan which protects the best of what we have and shapes the area's future to create sustainable communities
- Provide a comprehensive waste collection service and strive to increase recycling rates.

#### National and local policy context

##### National Strategy & Policy

The Environment Act, which became law in 2021, acts as the UK's new framework of environmental protection. It provides the Government with powers to set new binding targets, including for air quality, water, biodiversity, and waste reduction. The Act also established a new environmental watchdog, the Office for Environmental Protection (OEP), which will hold the Government and other public

bodies to account, and ensure that environmental laws are complied with. In 2023 the government will publish new long term environmental targets.

## **Regional Strategy & Policy**

In November 2019, Norfolk County Council adopted a new Environmental Policy building on the 25-year Environment Plan and their current business plan. The document sets out key policy aims of conserving and enhancing the local environment whilst exploring new ways to make the countryside and coast as accessible as possible to improve health and wellbeing. There is also a focus on increasing resource efficiency and reducing pollution and waste which we can support at a district level.

We will be working in partnership with Norfolk County Council on a number of projects including Tree Planting.

Our membership of the Norfolk Climate Change Partnership<sup>1</sup> allows us to participate in projects that cover Norfolk including Hydrogen Transport feasibility, local energy asset mapping and community energy feasibility work.

## **The Local Environment**

The Government produces a National Atmospheric Emissions inventory, which assesses the emissions from Local Authority areas broken down by different sectors.

The charts below show that since 2005 there has been a 25% reduction in emissions in Broadland. There has been a decrease in all sectors except transport.

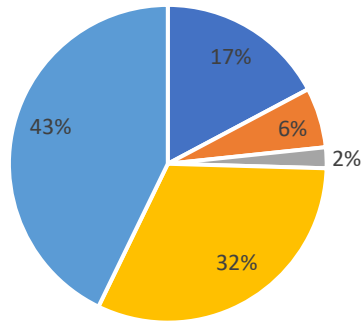
Broadland's per capita emissions are 4.7 tonnes per capita, compared to the national average for England in 2019 of 4.2 tonnes per capita and Norfolk average is 5.1 tonnes per capita.

There are a few key challenges for Norfolk, the rural nature of the county causes reliance on cars. There are also large numbers of properties which are of solid wall construction and reliant on heating oil and solid fuel due to limited gas connectivity, however - these are areas where we can support improvement.

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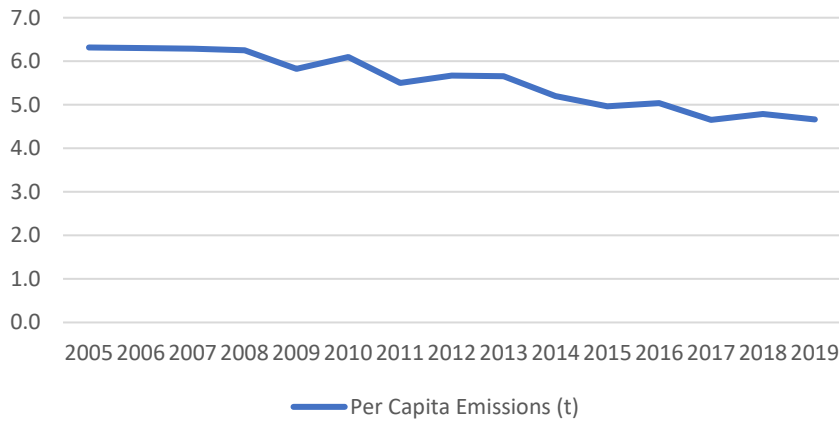
<sup>1</sup> The NCCP is a partnership of district and county councils, the Broads Authority, the New Anglia LEP and the UEA.

2019 - emissions by sector



■ Industry Total   ■ Commercial Total   ■ Public Sector Total  
 ■ Domestic Total   ■ Transport Total

Per Capita Emissions (t)



Broadland

CO <sub>2</sub> emissions (kilotons)	2019	2014	Change over 5 years
Industry & Commercial	225.4	336.6	33% reduction
Domestic	193.5	229.9	15.8% reduction
Transport	263.7	222.7	18.41% increase
<b>Total emissions</b>	<b>723.4</b>	<b>833.1</b>	<b>13.2% decrease</b>

## A note on the layout

This document splits up the actions that we will take into those that affect our organisation where we are leading by example and those that affect our whole district where we are enabling and encouraging others to act.

This strategy sits alongside our delivery plan which sets out our objectives, outcomes and timescales. This strategy provides more details on the background behind each objective and our achievements to date.

## Net Zero 2030 Council – leading by example

The council is committed to achieving net zero emissions by 2030. We have committed to this to lessen our impact as an organisation on the environment. Reducing emissions is key to reducing the impacts of climate change.

The emissions reductions are based on our published carbon footprints, these include emissions from our buildings, waste fleet, staff business travel and streetlights.

We are working on a decarbonisation plan which sets out the key actions that we need to take to decarbonise our activities. Our approach will be to follow widely accepted hierarchy of avoiding emissions, upgrading properties, onsite renewables, renewable energy tariffs and finally carbon offsetting.

This section of our strategy sets out our objectives and outcomes to enable us to achieve our net zero by 2030 emissions.

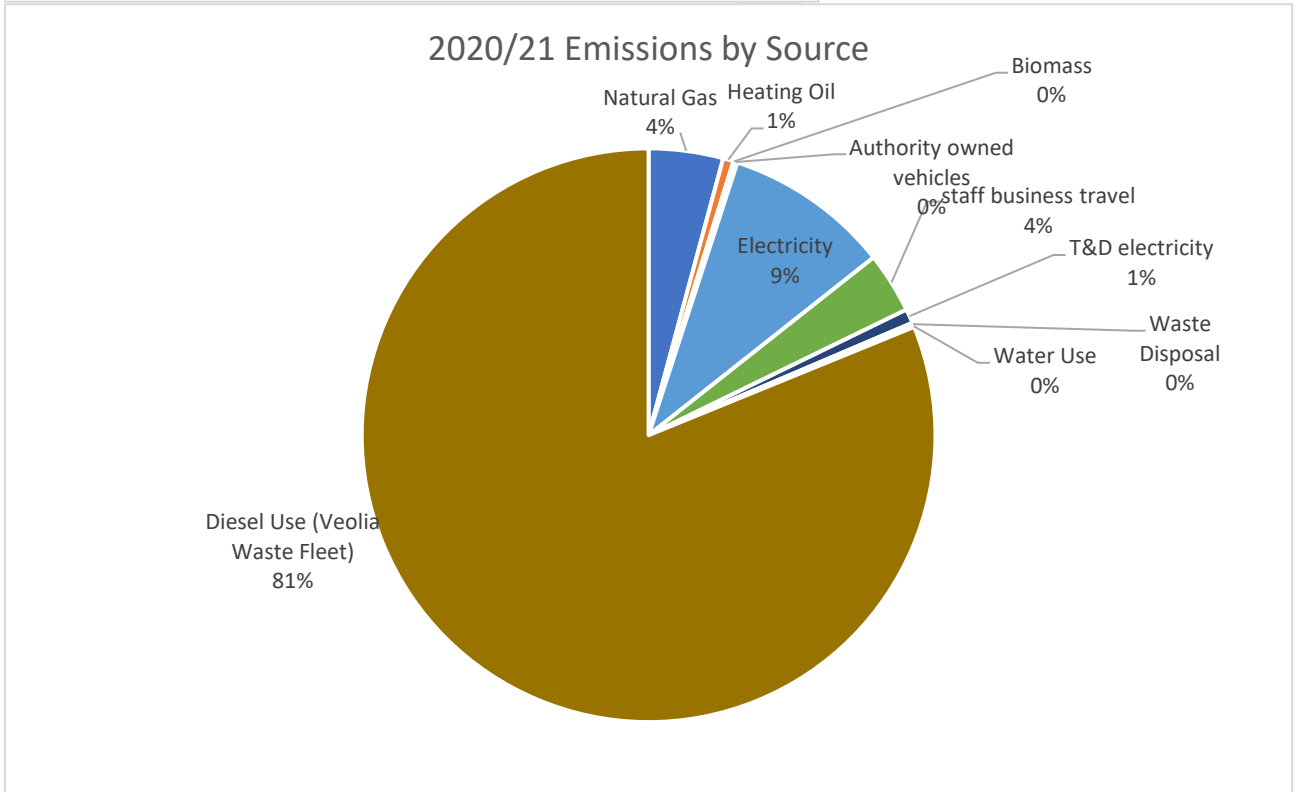
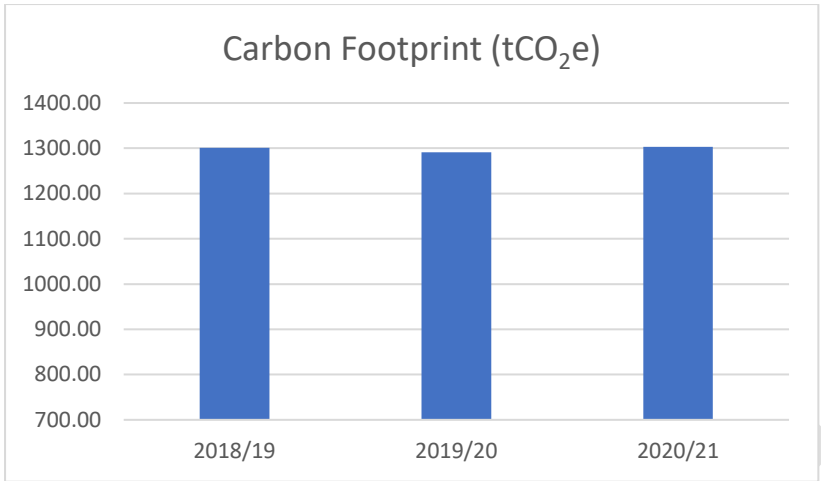
Through this work we will adopt a whole council approach to reducing emissions. Decarbonising our estate will allow us to be an exemplar, leading by example and encouraging others in the district.

### **NzC1 – our objective**

#### **Provide clear data and information regarding the actions the council is taking to reduce its carbon emissions**

We are committed to producing a carbon footprint report for our organisational activities each year. We have used 2018-19 as our baseline year. Our emissions have remained stable since the baseline year, but this analysis of our carbon footprint has enabled us to determine the largest emitters.





**Achievements to date – in text box**

We have also made improvements to Thorpe Lodge (our main office site) that have reduced emissions such as: upgrading lighting to LEDs, more efficient IT equipment and automatic light switches in meeting rooms. A significant reduction in heating times and temperatures have reduced emissions from gas use.

We have decided to move our main office base to the Horizon building with South Norfolk Council, this building is well insulated, has LED lighting and a significant solar array. It is estimated that this move will reduce our carbon emissions from office accommodation by 84%.

**Outcomes**

Establish a process for publishing carbon footprints and reporting on emission reduction trajectories. Our carbon footprint reports will be published annually on our website.

### **NzC2 – our objective**

**Create a pathway to achieve net-zero emissions by 2030 across the council's estates and operations.**

We are producing a decarbonisation plan for all our buildings and activities. This will set out the actions and upgrades needed for our organisation to reach net zero. This will allow us to plan in the upgrades needed to reduce our emissions.

Actions from the decarbonisation plan will include:

- Behaviour change
- Upgrades to improve energy efficiency
- Switching to different energy sources
- Renewable generation
- Offsetting residual emissions

Outcomes

Publish a decarbonisation plan and net-zero 2030 route map

### **NzC3 – our objective**

**To embed a 'whole council' approach to reducing carbon emissions by ensuring that all decisions take into consideration the issues presented by climate change**

Policies and decisions in all departments of the council will affect our carbon emissions. Therefore it is important for us to make sure that our councillors and staff are knowledgeable about climate change and understand the impact of our policies.

Outcomes

For all Cabinet Members and all staff within the council's Corporate Leadership Team to attend carbon literacy training sessions.

Run a series of carbon literacy courses open to all staff and councillors within the council - align these sessions to other staff CPD opportunities such as 'Learn-Fest'

Develop a tool or mechanism to embed environmental consideration into council decision making processes.

### **NzC4- our objective**

**Providing low carbon travel options for council staff including sustainable travel planning, cycle to work scheme, electric pool cars and lift sharing.**

Staff travel makes up 3% of our annual carbon footprint. This has decreased recently with more online meetings. We will continue to encourage our staff to use online meetings where possible and explore more sustainable travel options.

At present we are not able to calculate staff commuting emissions and include them in our carbon footprints but we will work with partners to enable us to do this.

Outcomes

Provide a sustainable travel planning service for staff with a partner organisation.

Offer a lift sharing opportunity for staff based at the Horizon building

Provide EVCP at council offices

Investigate if electric pool cars are a suitable option for staff

### **NzC 5 – our objective**

**Reduce council emissions and improve air quality by phasing out diesel use within all council operated Refuse Collection Vehicles (RVCs).**

The emissions from the miles travelled by the waste fleet forms the largest proportion of the council's carbon emissions. Therefore, reducing these emissions is a key priority.

#### *Achievements to date – text box*

*In 2020/21 83% of emissions came from the waste depot, mainly from the diesel use in the refuse collection vehicles. Since April 2022 these vehicles use HVO (hydrotreated vegetable oil), this has significantly lower in scope emissions<sup>2</sup> than diesel. We expect to see this reduction in our carbon footprint for 2022/23 which will be published in summer 2023.*

#### Outcomes

Adoption of HVO fuels for all council operated RCVs

### **NzC6 – our objective**

**All new council assets will be highly energy efficient and design standards will promote environmental excellence**

Our decarbonisation plan will cover the buildings that we currently have, but we also need to consider any new builds. By committing to all new buildings meeting BREEAM (Building Research Establishment Environmental Assessment Method) excellent standards, we will ensure that these buildings have lower emissions. BREEAM considers reduced carbon emissions, low impact design, adaption to climate change, ecological value and biodiversity protection.

#### *Key achievements to date*

*The Food Innovation Park has been built to a BREEAM excellent standard.*

#### Outcomes

All council led non-domestic projects shall meet the BREEAM 'excellent' standard

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<sup>2</sup> Reduction of in scope greenhouse gas emissions, as currently calculated by Defra. Biofuels have net zero carbon emissions since the fuel source itself absorbs an equivalent amount of CO<sub>2</sub> during the growth phase as the CO<sub>2</sub> that is released through combustion

## **NzC7 – our objective**

### **Reduce scope 2 (from grid electricity) emissions from council buildings**

Through our decarbonisation plan we will reduce the electricity used in our buildings by behaviour change and installing energy saving measures. We can also reduce our emissions by using renewable technologies to generate electricity. However we will still require grid electricity in our buildings. We intend to switch our electricity supply to a certified renewable electricity tariff. This will also mean that we can remove electricity emissions from our carbon footprint, which will help us reach our net zero by 2030 target.

#### Outcomes

Move to a certified renewable electricity contract for all assets

## **NzC8 – our objective**

### **Ensure that the procurement of goods and services considers environmental impacts and assists in reducing the council's carbon emissions.**

Buying products or contracting for services can have significant environmental impacts.

Sustainable Procurement is a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and the economy, whilst minimising damage to the environment.

Sustainable procurement can ensure that these impacts are lessened, and associated carbon emissions reduced. Additionally, it increases environmental awareness and sets an example.

Our new sustainable procurement policy will consider the options when selecting goods and services; is the service required, could recycled/reclaimed products be used, does the product have an impact on depletion of natural resources and biodiversity, is it provided by a local company – this can reduce emissions from travel and does the supplier have an environmental policy.

We have a shared procurement service with other local authorities in Norfolk, so this work will be as a partnership.

#### Outcomes

Develop a new Sustainable Procurement Strategy

## **NzC9 – our objective**

### **Understanding the carbon offsetting options available to the council**

To achieve net zero emissions by 2030 we will need to offset our residual emissions. There are different ways to do this, we will investigate the options available and develop a set of options to choose from.

#### Outcomes

To develop a set of offsetting options

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## **Our wider environment**

Net Zero Broadland – enabling and encouraging our residents, businesses and communities.

Our per capita carbon emissions for the district of Broadland have been decreasing gradually since 2005 in all sectors except transport. The UK government has set a target of being net zero by 2050. The council cannot achieve this alone so we will work with others in our district to reduce emissions. This section of the strategy looks at actions that we will take on a wider district level beyond our organisational boundaries.

### **NzB1 – our objective**

#### **Create a clean growth and sustainability strategy that considers district wide emissions.**

Reducing emissions in the district will require a coordinated approach from many partners. The council has direct influence over a small number of sources, and can enable and encourage other organisations in the district. To bring this work together we will create and publish a ‘Clean Growth and Decarbonisation Strategy’. This will use a targeted approach to tackling the key emitting sectors with Broadland (primarily the transportation sector and domestic and industrial emissions, respectively)

Outcomes

Adopt a ‘Clean Growth and Decarbonisation Strategy’

### **NzB2 – our objective**

#### **Support the ongoing work of the Norfolk Climate Change Partnership.**

The NCCP is a partnership of district and county councils, the Broads Authority, the New Anglia LEP and the UEA. The aim of this partnership is to help develop Norfolk into an exemplar in tackling climate change and protecting and enhancing its natural environment.

*Achievements to date – text box*

*The Norfolk Climate Change Partnership (NCCP) has commissioned a Hydrogen Feasibility Study and a Community Energy Kickstarter and will develop a plan to implement the recommendations following the final reports.*

Outcomes

Attend all Norfolk Climate Change Partnership meetings and provide leadership on the Community Renewal Fund, ‘Net Zero Norfolk’ project.

## NzB3 - Our objective

**To assist our residents and communities to make the switch to electric vehicles by increasing the provision of Electric Vehicle Charging Points (EVCP) within the district.**

Infographic

Indicator	Broadland	Trend	National/Norfolk	Data Source
Number of publicly available EV charging points	14.9 per 100,000 (July 2021)	Increasing	Norfolk 30.7 England 36.4	DfT <a href="https://www.gov.uk/government/statistics/electric-vehicle-charging-device-statistics-july-2021">https://www.gov.uk/government/statistics/electric-vehicle-charging-device-statistics-july-2021</a>

Vehicles in the UK are predominantly petrol or diesel powered, producing greenhouse gases and other air pollutants. Switching to a zero-emission capable vehicle can save money on fuel costs, reduce harmful vehicle emissions and improve local air quality.

For this reason, we support a move from combustion engine vehicles to more sustainable ones such as electric or hydrogen.

The uptake of electric vehicles has surged over the last four years. In 2021 there were over 900,000 electric and plug-in hybrid cars on the road in the UK

There are over 32,000 public charging points across the UK supporting the switchover to electric vehicles. Local authorities have a key role to play in expanding the electric vehicle infrastructure network, supporting local groups to install and manage public charging points. Broadland is below the current national and county average for charging points, so work needs to be done to increase provision in the district.

*Achievements to date – text box*

*It has been agreed by the Council that all newly licensed taxi vehicles will be powered without hydrocarbons by 1 April 2030.*

Outcomes

- We will install EVCP at our council owned car parks
- The council will work with taxi drivers to help them to meet the 2030 deadline<sup>3</sup>.

<sup>3</sup> In 2021 the council's licensing committee agreed that all newly licensed vehicles from 1 April 2030

## **NzB4 – Our Objective**

**Identify and work alongside the largest emitters in Broadland to identify ways in which they can reduce their carbon emissions.**

Industry accounts for 17% of emissions in Broadland.

We will work with the LEP to engage with the largest emitters in the district. We can explore creating net zero plans with them and share the best practise of our decarbonisation work.

Outcome

Engage with the top five largest emitters within Broadland and establish a joint approach to working towards net-zero 2050

## **NzB5 – Our Objective**

**Support businesses to reduce their carbon emissions to align with the net zero carbon emission 2050 target.**

As we move towards Net Zero by 2050, organisations will need to consider their carbon emissions. Our Economic Growth team works with local businesses offering a range of advice and support, we will ensure that advice on reducing emissions is added to this.

We will promote schemes that help businesses to calculate and reduce their carbon footprints, we can also use our decarbonisation work as best practice.

We will commission a series of training sessions and events at our training centre, designed to give businesses the knowledge and tools needed to reduce their emissions.

Outcome

Develop 'Net-Zero Go' training sessions and events at Carrowbreck Training Centre.

## **NzB6 – Our Objective**

**Promote the businesses within Broadland who are taking steps to reduce their carbon emissions and encourage others to follow their lead.**

Continue to promote the Carbon Charter accreditation scheme to encourage businesses to have their environmental credentials recognised and receive expert advice on how to improve

We have engaged with the Carbon Charter certification scheme and some Broadland businesses have become members. The scheme has three certification levels; bronze, silver and gold, it helps businesses to improve their environmental performance, and the certification is good for publicity with customers.

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will be powered without hydrocarbons (e.g. fully electric or hydrogen fuel cell).



Outcome

Promote the Norfolk Carbon Charter to businesses.

### **NzB7 – our objective**

#### **Improve understanding and raise awareness of climate change and environmental issues to drive positive behavioural changes.**

Engaging and educating our communities and residents is essential in the journey towards net zero. As a council we can provide information and expertise to encourage people to take positive actions in their communities. We will work with communities to help to become more aware of climate change and how their actions have an influence.

We will provide carbon literacy training to parish councils and community groups – and using this time to help them to consider the makeup of their parish footprint.

Outcome

10 sessions of carbon literacy training for town and parish councils.

Monthly communications on climate awareness messages on social channels

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## Warm Energy Efficient Homes

Reducing emissions from energy used in buildings is an essential part of our environmental strategy. This can be achieved by reducing energy demand through efficiency measures and behaviour change and using renewable energy. This is combined with rising energy costs which are taking an increasing proportion of household incomes, so retrofitting homes is necessary to protect the health, welfare and prosperity of our residents.

### Infographic

Indicator	Broadland	National/Norfolk
Energy Efficiency of housing stock EPC score of all dwellings	65	66 East of England
Percentage of homes rated C or above on EPC <sup>4</sup>	36.98%	42.77%
Tonnes CO2e per year per home	4.2 existing 1.5 new 3.8 all	3.7 existing 1.4 new 3.4 all

32% of Broadland district's emissions come from the domestic sector (BEIS 2019). The overall emissions from domestic properties have reduced significantly since 2005

To reduce emissions from the domestic sector we must consider decarbonising heat, insulating properties and renewable generation.

This is a sizeable challenge and Broadland has an above average proportion<sup>5</sup> of hard-to-treat homes (those with solid walls and off the gas grid).

On 31st March 2021, 37% of properties in Broadland with an Energy Performance Certificate were rated as C or above. The national ambition is for all properties to be rated as C or higher by 2035. Approximately 48% of Broadland's households have an EPC

The Council's role in tackling fuel poverty focusses on assisting residents on low incomes who cannot heat their homes at reasonable cost.

As a council we must ensure that our support for residents to tackle both carbon emissions and fuel poverty.

<sup>4</sup> Approximately 48% of homes in Broadland have an EPC

<sup>5</sup> 3.6% of homes in the UK are hard to treat - [https://www.cse.org.uk/downloads/reports-and-publications/insulation-and-heating/building-performance/analysis\\_of\\_hard-to-treat\\_housing\\_in\\_england.pdf](https://www.cse.org.uk/downloads/reports-and-publications/insulation-and-heating/building-performance/analysis_of_hard-to-treat_housing_in_england.pdf) and 7.4% in Broadland – Home Analytics dataset

## **Wh1- our objective**

### **Seek funding to continue the proactive enforcement of 'Private Rental Sector Minimum Energy Efficiency Standards'.**

In 2020 the minimum energy efficiency standards in the private rented sector<sup>6</sup> came into effect, making it illegal for a landlord to let a domestic property<sup>7</sup> with an EPC rating of F or G.

*Achievement to date- text box*

*Our Housing standards team have participated in a funded project on proactive enforcement of this regulation. This has resulted in 157 homes being improved. This means that the tenants will have a property that is warmer and more energy efficient.*

Outcome

Investigate and apply for funding to continue the proactive enforcement action on the Minimum Energy Efficiency Standards in the private rented sector.

## **Wh2 - Our objective**

### **Encourage residents to switch to clean energy**

Renewable generation of electricity using solar panels is popular amongst residents. It is key in our journey to net zero. It is also of benefit to the residents as it reduces electricity bills.

*Achievements to date – text box*

*The council promotes the Solar Together scheme, this is a collective buying scheme which allows residents to install solar panels at a discounted cost. Solar together schemes have helped 109 households to install solar PV panels, and 24 households install battery storage in 2020 and 2021.*

We will continue to offer this scheme annually, and promote it to our residents. We have also launched a solar loan scheme, this sits alongside the Solar Together scheme. We are able to offer a small number of interest free loans to residents to help with the upfront costs of the solar panels. We intend to expand this offer if our pilot project is successful.

Outcome

Delivery of a 'Green Loan' pilot scheme to support residents with the purchase and installation of solar panels

Increase of residents signed up to the 'Solar Together' promotion, based on 2021 scheme.

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<sup>6</sup> Data from 2016 shows that there are 4,916 privately rented domestic properties in Broadland.

<sup>7</sup> Please note holiday rentals are not included in this legislation.

### **Wh3 – Our Objective**

#### **Apply for external funding to run projects to improve energy efficiency in homes**

We have been part of the Norfolk Warm Homes team, working on externally funded projects to improve the efficiency of resident's homes. The projects have been targeted at fuel poor households and have helped to install central heating, air source heat pumps and insulation. We will continue to bid for funding to deliver similar projects in the future and will continue to work through the Norfolk Warm Homes partnership.

#### Outcomes

There is 2 BEIS funded projects currently running. We aim to fully utilise all funding from these projects. We will apply for new funding streams as they open.

### **Wh4 – Our Objective**

#### **Advise and support households in fuel poverty, helping them to maximise their incomes and achieve the most suitable energy tariffs and heating types.**

#### Background/rationale

#### *Achievements to date – text box*

*Through the Norfolk Warm Homes project, our support officers have worked with households in fuel poverty. They have provided advice and support to these households with reducing bills, applying for extra assistance from energy suppliers and apply for benefits to maximise income. Through these interventions an additional £1,247,947 has been brought into these households since 2018.*

#### Outcome

Assist grant applicants with energy saving advice and income maximisation.

Work alongside the Early Help Hub to develop a financial package for the most vulnerable residents in the District

## Sustainable Communities

To create sustainable communities we need to plan for housing and economic growth in a way that celebrates our natural environment. Our local plans need to take a proactive approach to mitigate and adapt to climate change. We must continue our work to develop inclusive, resilient and safe communities.

### Sc1 – Our Objective

**Council officers to support the development of neighbourhood and community led plans which encourage a proactive approach to mitigating and adapting to climate change by considering issues such as, flooding, water supply and biodiversity.**

Sustainable communities are places where people want to live and work, now and in the future. They meet the diverse needs of their residents, are sensitive to their environment, and contribute to a high quality of life. They are safe and inclusive, well planned, and offer equality of opportunity and good services for all.

Much of our work will involve local communities and will help them to become more sustainable by helping them to appreciate and protect the local environment.

Extreme weather events such as rain, storms, drought and heat waves are becoming more frequent and intense. These have the potential to damage property and infrastructure and have health implications through increased sun exposure, air pollution and insect-borne diseases.

We must ensure our local plans take a proactive approach to mitigating and adapting to climate change considering the long-term implications for flood risk, water supply, biodiversity, and the risk of overheating from rising temperatures.

This might be via;

- The use of sustainable drainage systems in new developments
- Rainwater conservation and re use
- Enhancement of greenspace to promote greater biodiversity
- Rewilding and tree planting

Outcome

5 new, or updated, neighbourhood and community plans developed by parish and town councils which consider the impacts of climate change and mitigation.

## Sc2 – Our Objective

### **Celebrate buildings that have a really low environmental impact e.g. PassivHaus or BREEAM standards**

Create positive news stories to encourage others to build to these high standards.

- *In a text box – A PassivHaus is built to very high energy standards; they have very insulation standards, an airtight building fabric and a mechanical ventilation heat recovery system. Therefore they hardly require any heating if at all.*

*BREEAM sets the standard for best practice in sustainable building design, construction and operation. BREEAM assessment uses recognised measures of performance to evaluate a buildings specification, design construction and use across: Energy and water use, Pollution, Transport, Materials, Waste and Ecology.*

Outcome

Annual case studies on most sustainable developments

## Sc3 – Our Objective

### **Ensure suitable greenspace and Green Infrastructure is provided to support new growth**

The Greater Norwich Growth Board is creating a new Green Infrastructure strategy and action plan, we will be participating in the development of this. This piece of work will also include baseline surveys to assess the current levels of biodiversity, this allows us to follow progress and target particular areas. Once this strategy has been published we will assess if we require an additional action plan for Broadland.

*Achievements to date – text box*

*Drayton to Horsford Greenways – a project is being developed in partnership with Norfolk County Council and Broadland Country Park to improve the walking and cycling access from and to the two parishes. Creating safe crossing points, creating new paths and links into the cycle network along the Broadland Northway, Marriott's Way, Drayton Drewry Woods, Felthorpe Common and into the Country Park. This will encourage more residents to use the country park and to travel there sustainably.*

*Working with Blofield and Brundall Parish Councils – we are providing advice and support on the best way to manage an area of land, which will be known as a country park. The two Parish Councils will oversee the development and future management of the site.*

Outcome

Delivery of new 9 Green Infrastructure projects across the district

## Biodiversity and Greenspace

Ecosystems like wetlands and woodlands contribute to managing risks to economic and social activity, helping to minimise flood risks, regulating the local climate and maintaining the supply of clean water and other resources.

Healthy biodiversity supports sustainable communities and benefits not only by providing us with clean air, water, food, energy, medicine and building materials but also provides jobs and places for recreation and employment. Biodiversity conservation is not just about protecting those species that are rare or we find especially attractive; it is about enhancing species and bringing benefits to local communities.

Green infrastructure includes natural green spaces colonised by plants and animals and dominated by natural processes and man-made managed green spaces, such as areas used for outdoor sport and recreation including public and private open space, allotments, and urban parks and designed historic landscapes as well as their many interconnections like footpaths, cycle ways and waterways.

Housing growth within the district provides opportunities for green infrastructure enhancements which will cater for informal recreation requirements of new and existing populations and the migratory and habitat requirements of local wildlife. It will also help to mitigate any negative impacts on particularly sensitive environmental assets within the area.

Threats to our biodiversity include habitat loss and fragmentation, pollution, invasive non-native species and climate change.

*Canopy Cover Infographic – Broadland Canopy cover is 19.8% compared to 14.5% for England*

### **BaG1 - Our objective**

#### **Plant trees to increase biodiversity, community wellbeing and engagement and carbon sequestration.**

Trees have a positive impact on biodiversity, carbon sequestration and community wellbeing. We will plant trees on our own land, and support residents, communities and businesses to plant trees with financial support and advice. We must always make sure that the land is suitable for planting and the right tree goes in the right place.

*Achievements to date – text box*

#### *Tiny forests*

*We are working with Norfolk County Council to create tiny forests in Sprowston and Hellesdon. These tiny forests are a trial of the Miyawaki planting technique, which has prepared soil and plants very densely. Initial monitoring of these sites have shown that the Miyawaki method leads to stronger growth than the conventional planting. These tiny forests will become a hotspot for biodiversity, and have had positive reactions from local residents using the recreation grounds.*

### *Community Tree Grant case study*

*In 2021, hundreds of trees were planted by volunteers using our community tree grants of up to £500. Orchards, hedging and single trees were planted throughout the district enhancing our natural environment and increasing biodiversity by providing habitats and food for wildlife.*

*In Old Catton, volunteers of all ages came together to plant a community orchard in the heart of the village. Thirty trees, a mix of apple, plum, cherry and pear, were planted by volunteers of all ages. They also planted an edible, native hedgerow around the boundary of the orchard with lots of gaps to make it welcoming to people and accessible for wildlife.*

*The project was funded by the Broadland District Council's Community Tree Grant and ward funding a local councillor.*

*The project has been such a success that the community is hoping to add spring bulbs and wild flowers to further increase its biodiversity and amenity value.*

*In Sprowston our funding helped 60 volunteers including children and their families helped to plant a new hedgerow in Diamond Field*

*270 whips were planted to soften the appearance of a chain link fence and provide screening for the sports field users. As well as the practical purpose, the hedge adds to the biodiversity of the area with much needed bird and insect habitat. As with Old Catton's orchard, the community are eager to carry on planting.*

#### Outcome

Engage with community groups, partner organisations and town and parish councils to plant 130,000 new trees within the district.

### **BaG2 – Our Objective**

Improve the biodiversity of council owned woodland and greenspace sites

We own and manage a number of sites, from small areas of amenity grassland to Broadland Country Park. If carefully managed these can be diverse landscapes. We will work with residents and partners to ensure that these sites are well managed for biodiversity.

#### Outcome

Adopt a 'Biodiversity Plan' for council owned woodlands and green spaces

### **BaG3 – Our Objective**

Encourage residents within the district to think about their natural environments and to promote biodiversity action at a local level



## Background/rationale

Broadland Country Park is a beautiful 140 acre mosaic of heath, woodland and marshy grassland, nestled between Horsford and Felthorpe it is perfect for walkers, horse riders and cyclists to explore and enjoy.

### *Achievements to date – text box*

*We have purchased the land and set up the country park. We are managing the country park in the best way for the wildlife, and are working to encourage residents to visit and volunteer. We are also working to attract further funding to develop the visitor provision and access to the country park. We have a regular volunteering group and have organised family events in school holidays.*

We are going to encourage more visits to the country park encourage more people to volunteer

We are working to increase external funding into the country park to allow us to expand the visitor provision, improve sustainable travel options and for good habitat management.

### Outcome

'Biodiversity for Broadland' - 'Biodiversity for Broadland' - a series of events held at Broadland Country Park where residents can find out more about the habitats and species found in Broadland. This information will help residents to take action in their neighbourhoods or gardens.

## **BaG4 – Our Objective**

### **Work alongside suppliers to phase out the use of peat products in council owned land management.**

Healthy peatlands trap carbon helping to tackle climate change. They also play an important role in preventing flooding, and host an array of plant and animal life. Peatlands lose these functions if the peat is damaged, for example by being dug up and removed for sale, and emit carbon instead.

We are managing Broadland Country Park to actively preserve peat. We also use peat free compost on our sites, in particular on the wildlife friendly planting at our office.

We are going to continue to purchase peat free compost and use bare root trees which are not grown in peat. As a council we still purchase some plants and trees that may have been grown in peat. There are not always options to use our own compost or bare root plants.

We are going to work with our suppliers to phase out our remaining peat use.

We are going to encourage residents and community groups to use peat free compost. We will do this through promotional campaigns and when we are working with parishes and community groups on planting and biodiversity projects.

Outcome

Become a 'peat free' council

### **BaG5 - Our Objective**

**Explore opportunities for nature-based solutions within Broadland considering issues such as Biodiversity Net Gain, carbon sequestration and nutrient neutrality**

The Environment Act of 2021 introduced the requirement for developments to achieve a 10% increase in biodiversity, this is based on a metric calculator produced by Natural England. In some cases it will be possible to achieve the 10% gain on site, where this isn't possible it must be offset elsewhere. This means that areas of different habitats will be managed as these offsets. This will have a benefit for biodiversity compared to allowing developments without the net gain, and we will implement it in the most effective way.

One of the many ways our waterways are being polluted is through rising nutrient levels, caused by the way nearby land is being used, either because of sewage or agricultural run-off. Wastewater and sewage from new housing developments adds to this pollution. The pollution raises levels of nutrients like phosphorus and nitrogen which can speed up the growth of algae in water. This process, called 'eutrophication', degrades the quality of the water and harms wildlife. Natural England issued advice making it clear that no developments should be permitted near these sites unless it can be proved that they are 'nitrate and phosphate neutral'.

Through the carbon footprints for our organisation we can track our reductions in carbon emissions. Our decarbonisation plan will set out the actions that we need to improve our buildings. There will be emissions that we can't reduce these need to be offset, we could use a nature based solution such as tree planting to sequester our remaining emissions.

Outcome

To understand if a feasible project exists within Broadland to deliver on biodiversity net gain, carbon sequestration and nutrient neutrality

### **BaG6 – Our Objective**

**Increase area rewilded on council owned amenity land.**

The UK's pollinators are in trouble: 50% of bumblebee, 66% of moth and 71% butterfly species are in decline. The most significant factors leading to their decline are habitat loss, pesticides and climate change. Pollinators need food, shelter and nesting areas. Gardening and managing land in the right way can help provide these

for pollinators. We are considering pollinators with our land management techniques and are encouraging residents to do the same.

*Achievements to date – text box*

*In 2020/21 30 council managed sites had a rewilded area. In 2021/22 31 council managed sites will have a rewilded area. At present 20% of regularly cut grassland is now being managed as meadows.*

Outcome

Increase the area managed as long meadows from 20% (2022) to 25%

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## Clean and safe environment

We all want to live in a neighbourhood in which we feel happy, healthy and safe. Our streets matter. If we look after them well, we can create clean, safe and vibrant districts that people are proud to call home. Well-designed and well-maintained streets can encourage people to be more active, improve health and well-being, reduce pollution, bring neighbours together and discourage crime. They create a better environment in which to run a business and reduce pressures on public services.

Protecting and enhancing the environment for future generations is a key priority for us. This ambition must drive our work to promote growth of the local economy, attract visitors, create jobs and provide opportunities for businesses and communities to develop sustainably and to prosper.

### **CsE1 – Our Objective**

#### **Reduce the amount of litter within the district.**

Keeping our streets free of litter has a positive impact on our communities. Therefore we will encourage and support social action to keep streets clean and tidy and work with Parish Councils, Town Councils and businesses to improve our urban streets, high streets and market towns.

#### Outcome

Carry out 30 community litter pick events across Broadland, co-ordinating these with a social media campaign to raise awareness of the issue which litter causes.

### **CsE2 – Our Objective**

#### **Reduce occurrences of fly tipping**

Environmental Crime has a negative impact on our communities as well as costing the taxpayers (both communities and businesses) a lot of money each year to clean up. We have a wide remit and deal reactively and proactively to issues including littering, fly tipping and dog fouling

We will increase enforcement action against waste crimes such as fly tipping, littering, graffiti and dog fouling. We will continue to work with local stakeholders to increase intelligence to tackle environmental crime.

#### Outcome

A decrease in number of fly tips, no more than 500 per year.

### **CsE3- Our Objective**

**To reduce the impact of oil spillages by proactively reaching out to oil users in vulnerable locations and providing advice on fuel security and spill prevention.**

Over the last few years there have been a number of serious domestic heating oil pollution incidents. Incidents of oil pollution can, by their nature, cause serious environmental damage, through the pollution of rivers and groundwater, threatening drinking water supplies, fish and other aquatic life, not to mention potentially harming health and property. The investigation and clean-up costs can also be very expensive

#### Outcome

Direct advice issued to all residents and businesses who are considered to be in 'oil vulnerable' locations.

Information and guidance on the council website which provides guidance on fuel security and spill prevention.

### **CsE4 – Our Objective**

**To raise awareness of air quality issues and promote understanding of new legislation, such as a wood burning. To maintain our record 0 Air Quality Management Areas on our annual report to government.**

Clean air is a basic requirement of a healthy environment for us all to live in. District Councils have a statutory obligation to monitor Air Quality and work with partners where a breach of national standards is identified. Through working with our partners there are no areas that are above the national objectives. However, there are areas where air quality is poorer than is desirable and there is still plenty we can do to improve air quality and enable residents and businesses to make informed choices.

#### Outcome

Bi-annual social media campaigns which provide tips and information on how residents can reduce air pollution

Use National 'Clean Air Days' to raise awareness in schools.

## **CsE5 – Our Objective**

**Conserve water resources by promoting knowledge of rainwater re-use and conservation.**

Residents and communities can take action by conserving water and re-using rainwater. This will become increasingly important as climate change increases water scarcity issues.

We are raising awareness of drought and water security with Private Water Supply users. We will promote rainwater reuse and water conservation.

Outcome

Bi-annual social media campaigns which provide tips and information on how residents can conserve water.

## **CsE6 – Our Objective**

**To work alongside the planning department to ensure that all new developments consider ‘clean and safe’ environmental issues such as litter, air quality, water usage, land quality and fly tipping.**

The environmental protection team are assessing and responding to planning applications to mitigate impact on air quality, land quality, water quality and flooding. We are going to improve the guidance by providing pre planning support for more applications. We will develop planning guidance on these topics which will be available as part of the planning process.

Outcome

Environmental protection officers will provide comment, guidance and advice, where applicable, on all planning applications and will provide comments when consulted on all planning applications.

## Waste minimisation and recycling

Our recycling rate puts us among the top performing authorities in England but we are striving to meet a recycling rate of 60% by 2025. To achieve this we need to work with residents to reduce waste produced and ensure that recycling and food waste collections are well utilised.

### WmR1 – Our Objective

#### Address issues created by plastic waste

We are committed to reducing the waste produced in our buildings and recycling what is collected. We have set a target of becoming a single use plastic free authority by 2024. We know that plastic waste is something our residents feel very strongly about, and we intend to look at how we can tackle this locally.

*Achievements to date – text box:*

*We have removed plastics from the hot drink provision at the council.*

We are working on a plan to remove all unnecessary single use plastics from our council buildings. We are conducting an audit of our sites and will start to look at alternative options to these plastics. We are working with our events team to remove the use of single use plastics from these events.

There are some aspects of recycling and waste minimisation that we don't have direct influence over, but we can still work with communities to encourage residents for example by promotion of the Refill scheme and Plastic Free Communities.

*Achievements to date – text box:*

*There are already 2 plastic free communities in Broadland in Acle and Lingwood and three Refill schemes.*

We will work with local communities and Norfolk County Council to raise awareness and support the extension of Refill scheme and we'll promote and recognise local projects to reduce single use plastics – encourage by publicising good practice.

#### Outcome

Promoting the Refill scheme across the district to residents and businesses

Become a single use plastic free council and publish a 'how to guide' to support other companies and organisations wishing to do the same

Support parish/town plastic free communities in the district

## **WmR2 – Our objective**

**We are striving to meet a target of 60% recycling rate by 2025**

**Educate residents on the recycling system to help them to make the right recycling choices.**

**Support and encourage the uptake of schemes and services which increase take up of food waste and garden waste collections.**

### **Launch initiatives on waste minimisation**

Our recycling rates put us among the better performing local authorities in England, however, we are determined to recycle even more in the lifetime of this strategy. We are committed to ensuring that materials with proven markets are collected for recycling and that wherever practicable, waste is sent to facilities within the UK for treatment or disposal<sup>8</sup>.

#### *Achievements to date:*

- *Food Waste: In April 2021 we expanded the food waste service to a further 1,700 households. We plan to roll out food waste collections across the whole district from October 2022.*

*We have organised promotional campaigns to encourage those with access to the food waste service to use it.*

- *Waste Minimisation: We have trialled waste prevention in 3 areas of Broadland encouraging residents to produce less rubbish through leaflets, bin stickers, Facebook adverts, social media posts and prize draws.*
- *Expanded kerbside collection: We have expanded our kerbside collection service to include small electricals, textiles, and batteries. The first month of April 2022 was very successful with 10 tonnes of small electricals, 7 tonnes of textiles and 971kg of batteries collected. Much of this could have gone into residual waste*
- *Our new bins are made from recycled materials and when the supplier takes back unusable bins these are recycled. We provide starch-based bags to use with the food waste caddies.*

We are striving to meet a target of 60% recycling rate by 2025

To achieve this, we need to reduce waste produced and increase the amount recycled.

- We will work with residents to increase the uptake of the food waste service. We will achieve this in two ways, by expanding the service to offer food waste collections to all households in the district. We will also work with residents to

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<sup>8</sup> Deciding on waste processing locations is outside BDC's remit as Norfolk County Council is the disposal authority



encourage them to minimise food waste and ensure that they use the food waste collection service.

- We are going to encourage residents to use the garden waste service, this will increase recycling rates and reduce contamination of other waste streams.
- We will work with residents to minimise waste, by ensuring that we are providing the information, assistance, and infrastructure for residents to make the right decisions about recycling.
- We are investigating the development of a new phone app which provides residents with instant, accurate information about which materials they can recycle and the bin collection days.

#### Outcome

Achieve a 60% recycling rate

- Increase participation rate of food waste collection - target 75%
- Increase gross tonnage of garden waste collected and recycled
- Reduce residual waste per household
- Release App to help residents find out current information about recycling and collection services

## Environmental Strategy: **Delivery Plan – 2022 – 2024**

### **A foreword by the Portfolio Holder for Environment**

The enormous challenge presented by climate change and biodiversity loss are felt across the globe. At Broadland District Council we know that we cannot solve these challenges alone, but we recognise that we are in a unique position to make a significant difference.

We know we must take a lead on projects and innovations which lessen the impacts of climate change and protect our amazing natural environment, so we will work in partnership with our communities, businesses, and individual residents to safeguard, enhance and improve our District for generations to come.

Our Environmental Strategy is a living document and encompasses work which we started some time ago. This companion document, our Delivery Plan, outlines in simple terms our **commitments** to you, our **key achievements** to date, how we are going **measure success**, and the **next steps** we are going to take on our journey towards environmental excellence.



## Our Commitments:

- ✓ We will put environmental considerations at the heart of delivery and, as a Council, will achieve a **net-zero carbon emission position by 2030**
- ✓ Lead the wider decarbonisation agenda within Broadland to **meet the Government's net zero 2050 target**. This will require bold and innovative action so the Council can leverage change and enable a transition to a post-carbon economy.
- ✓ **Engage, inspire, and equip** our residents, businesses, and community groups to take steps to improve their natural environments and reduce their carbon footprints.

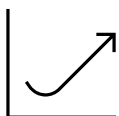


## Our key achievements to date:

- ✓ Switched our refuse collection vehicles from diesel fuels to HVO fuels – this will reduce the greenhouse gas emissions by approx. 90%<sup>1</sup> and improve air quality
- ✓ We have measured and published our carbon emissions for the years 2018 – 2021, our footprint for 2020/21 was 1303.32 tCO<sub>2</sub>e.
- ✓ Developed a tree planting grant scheme so that has planted over 10,000 trees since 2020

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<sup>1</sup> Reduction of in scope greenhouse gas emissions, as currently calculated by Defra. Biofuels have net zero carbon emissions since the fuel source itself absorbs an equivalent amount of CO<sub>2</sub> during the growth phase as the CO<sub>2</sub> that is released through combustion.



### How we will measure success:

- ✓ We will **publish our carbon emissions** on an annual basis
- ✓ We track the progress of each action within this delivery plan and will provide **biannual updates to the council's Environmental Excellence Panel**.
- ✓ **Update the delivery plan annually**, recognising the need to respond to changes which may occur locally, nationally, and internationally.



### Our next steps:

- ✓ We will publish a **Decarbonisation Action Plan** which sets out how we will achieve net zero emissions by 2030
- ✓ Develop a '**Clean Growth and Sustainability Strategy**' - this will outline the steps we will take across the District in order to meet the Governments 2050 net zero target
- ✓ **Consult our residents, communities, and businesses** to understand how we can support community actions in the fight against climate change and biodiversity loss.

## Delivery Plan

### Net Zero 2030 Council – leading by example

#### Summary

- The council is committed to achieving net zero carbon emissions by 2030 across our scope 1, 2, and 3 emissions<sup>2</sup>
- Have switched our refuse collection vehicles to HVO fuels. This will reduce carbon emissions from the waste fleet by over 90%<sup>3</sup>, and reduce particulates.
- Mobilise a whole council approach to reducing emissions and achieving environmental excellence

#### What we will be doing from 2022 – 2024

Ref	Project objectives	Outcome	Timescales	Lead
NzC1	Provide clear data and information regarding the actions the council is taking to reduce its carbon emissions	Establish a process for publishing carbon footprints and reporting on emission reduction trajectories.	Published in October 2022	Economic Growth
NzC2	Create a pathway to achieve net-zero emissions by 2030 across the council's estates and operations.	Publish a decarbonisation plan and net-zero 2030 route map	December 2022	Economic Growth

<sup>2</sup> Scope 1 emissions are from fuels used on site e.g. natural gas, heating oil and diesel. Scope 2 emissions are from electricity used. Scope 3 relates to indirect emissions including staff business travel, waste disposal from council offices and water use.

<sup>3</sup> Reduction of in scope greenhouse gas emissions, as currently calculated by Defra. Biofuels have net zero carbon emissions since the fuel source itself absorbs an equivalent amount of CO<sub>2</sub> during the growth phase as the CO<sub>2</sub> that is released through combustion.

<b>NzC3</b>	To embed a 'whole council' approach to reducing carbon emissions by ensuring that all decisions take into consideration the issues presented by climate change	<p>For all Cabinet Members and all staff within the council's Corporate Leadership Team to attend carbon literacy training sessions.</p> <p>Run a series of carbon literacy courses open to all staff and councillors within the council - align these sessions to other staff CPD opportunities such as 'Learn-Fest'</p> <p>Develop a tool or mechanism to embed environmental consideration into council decision making processes.</p>	All Cabinet Members and CMLT will attend training in 2023	Economic Growth
<b>NzC4</b>	Providing low carbon travel options for council staff including sustainable travel planning, cycle to work scheme, electric pool cars and lift sharing.	<p>Provide a sustainable travel planning service for staff with a partner organisation, including lift sharing for staff based at the Horizon building.</p> <p>Provide EVCP at council offices</p> <p>Carry out feasibility and staff consultation on electric pool cars</p>	<p>October 2023</p> <p>March 2023</p> <p>October 2023</p>	Economic Growth, HR and facilities
<b>NzC5</b>	Reduce council emissions and improve air quality by phasing out diesel use within all council operated Refuse Collection Vehicles (RCVs).	Adoption of HVO fuels for all council operated RCVs	Implemented in April 2022	Contracts and Recycling

<b>NzC6</b>	All new council assets will be highly energy efficient and design standards will promote environmental excellence	All council led non-domestic projects shall meet the BREEAM 'excellent' standard	2024	Economic Growth
<b>NzC7</b>	Reduce scope 2 (from grid electricity) emissions from council buildings	Move to a certified renewable electricity contract for all assets	2023	Facilities
<b>NzC8</b>	Ensure that the procurement of good and services considers environmental impacts and assists in reducing the council's carbon emissions.	Develop a new sustainable Procurement Strategy	2023	Procurement
<b>NzC9</b>	Understanding the carbon offsetting options available to the council in order to deal with any residual/'to-hard-to abate emissions.	Develop an offsetting plan	January 2024	Economic Growth

## Net Zero 2050 Broadland - enabling and encouraging

### Summary

- To support district wide decarbonisation and a transition to low carbon technologies to meet the Government’s 2050 net-zero emissions target
- Identify and actively target the sectors which release the most amount of carbon emissions
- Encourage a vibrant, clean economy which champions innovative technologies and creates a wide range of highly skilled, well-paid jobs.

### What we will be doing from 2022 – 2024

Ref	Project objectives	Outcome	Timescales	Lead
NzB1	Outlines the steps the council needs take to help achieve the Government’s Net Zero 2050 target <i>including</i> a targeted approach to tackling the key emitting sectors with Broadland ( <i>primarily the transportation sector and domestic and industrial emissions, respectively</i> )	Adopt a ‘Clean Growth and Decarbonisation Strategy’	August 2023	Economic Growth
NzB2	Support the ongoing work of the Norfolk Climate Change Partnership.	Attend all Norfolk Climate Change Partnership meetings and provide leadership on the Community Renewal Fund, ‘Net Zero Norfolk’ project.	2023	Economic Growth



NZB3	To assist our residents and communities to make the switch to electric vehicles by increasing the provision of Electric Vehicle Charging Points (EVCP) within the district.	We will install EVCP across our council owned car parks  The council will work with taxi drivers to help them to meet the 2030 deadline <sup>4</sup> .	December 2023  2030	Economic Growth and Regulatory Services
NzB4	Identify and work alongside the largest emitters in Broadland to identify ways in which they can reduce their carbon emissions.	Engage with the top five largest emitters within Broadland and establish a joint approach to working towards net-zero 2050	June 2023	Economic Growth
NzB5	Support businesses to reduce their carbon emissions to align with the net zero carbon emission 2050 target.	Develop 'Net-Zero Go' training sessions and events at Carrowbreck.	The first events held at Carrowbreck by 2023	Economic Growth
NzB6	Promote the businesses within Broadland who are taking steps to reduce their carbon emissions and encourage others to follow their lead.	Promote the Norfolk Carbon Charter to businesses.	20 businesses newly signed up by 2023	Economic Growth

<sup>4</sup> In 2021 the council's licensing committee agreed that all newly licensed vehicles from 1 April 2030 will be powered without hydrocarbons (e.g. fully electric or hydrogen fuel cell).

<b>NzB7</b>	Improve understanding and raise awareness of climate change and environmental issues to drive positive behavioural changes.	10 sessions of carbon literacy training for town and parish councils.	2024	Economic Growth
		Monthly communications on climate awareness messages on social channels	2023	

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## Warm Energy Efficient Homes

### Summary

- Help residents to reduce energy demand by delivering and promoting insulation schemes.
- Assist households in fuel poverty who are struggling to pay their energy bills.
- Address energy insecurity by supporting the transition towards clean energy solutions such as air source heat pumps and solar power generation

### What we will be doing from 2022 – 2024

Ref	Project objectives	Outcome	Timescales	Lead
Wh1	Seek funding to continue the proactive enforcement of 'Private Rental Sector Minimum Energy Efficiency Standards'.  <i>*Current funded proactive enforcement project runs until September 2022</i>	Investigate and apply for funding to continue the proactive enforcement action on the Minimum Energy Efficiency Standards in the private rented sector. 157 properties have been improved through the scheme from April – September 2022.	2023	Housing Standards
Wh2	Encourage residents to switch to clean energy	Delivery of a 'Green Loan' pilot scheme to support residents with the purchase and installation of solar panels  Increase of residents signed up to the 'Solar Together' promotion, based on 2021 scheme.	2022 - 2023  2022 - 2023	Economic Growth and Housing Standards
Wh3	Apply for external funding to run projects to improve energy efficiency in homes	There is 2 BEIS <sup>5</sup> funded projects currently running. We aim to fully utilise all funding from these projects. We will apply for new funding streams as they open.	2024 - ongoing	Warm Homes

<sup>5</sup> Government department for Business, Energy and Industrial Strategy

Wh4	Advise and support households in fuel poverty, helping them to maximise their incomes and achieve the most suitable energy tariffs and heating types.	Assist grant applicants with energy saving advice and income maximisation. Work alongside the Early Help Hub to develop a financial package for the most vulnerable residents in the district.	2024 - ongoing	Warm Homes

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## Sustainable Communities

### Summary

- Plan for housing and economic growth in a way which is sustainable and celebrates the unique nature of our natural environment
- Ensure our local plans take a proactive approach to mitigating and adapting to climate change
- Continue work to develop inclusive, resilient, and safe communities

### What we will be doing from 2022 – 2024

Ref	Project	Outcome	Timescale	Lead
Sc1	<p>Council officers to support the development of neighbourhood and community led plans which encourage a proactive approach to mitigating and adapting to climate change by considering issues such as, flooding, water supply and biodiversity. This might be via;</p> <ul style="list-style-type: none"> <li>• The use of sustainable drainage systems in new developments</li> <li>• Rainwater conservation and re use</li> <li>• Enhancement of greenspace to promote greater biodiversity</li> <li>• Rewilding and tree planting</li> </ul>	5 new, or updated, neighbourhood and community plans developed by parish and town councils which consider the impacts of climate change and mitigation.	2024	Community Planning
Sc2	Celebrate buildings that have a low environmental impact e.g. PassivHaus or BREEAM standards	Publish annual case studies on most sustainable developments on the council's website	2024	Planning

Sc3	Ensure suitable greenspace and Green Infrastructure is provided to support new growth	Delivery of 9 new Green Infrastructure projects across the district	2024	Economic Growth
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## Biodiversity and Greenspace

### Summary

- Enhance our existing natural habitats by managing council owned greenspace in a way which encourages biodiversity to flourish
- Equip communities to improve biodiversity at a local level
- Increase biodiversity through planting trees and hedgerows, adopting a ‘right tree for the right location’ approach

### What we will be doing from 2022 – 2024

Ref	Objective	Outcome	Timescale	Lead
BaG1	Plant trees to increase <ul style="list-style-type: none"> <li>• Biodiversity</li> <li>• Community wellbeing and engagement</li> <li>• carbon sequestration</li> </ul>	Engage with community groups, partner organisations and town and parish councils to plant 130,000 new trees within the district.	2025	Economic Growth
BaG2	Improve the biodiversity of council owned woodland and greenspace sites	Adopt a ‘Biodiversity Plan’ for council owned woodlands and green spaces	2024	Community assets
BaG3	Encourage residents within the district to think about their natural environments and to promote biodiversity action at a local level	‘ <b>Biodiversity for Broadland</b> ’ - ‘Biodiversity for Broadland’ - a series of events held at Broadland Country Park where residents can find out more about the habitats and species found in Broadland. This information will help residents to take action in their neighbourhoods or gardens.	5 events between 2022 - 2024	Community assets
BaG4	Work alongside suppliers to phase out the use of peat products in council owned land management.	Become a ‘peat free’ council	2023	Community assets

<b>BaG5</b>	Explore opportunities for nature-based solutions within Broadland considering issues such as Biodiversity Net Gain, carbon sequestration and nutrient neutrality	Develop feasibility to identify projects within Broadland which enable the delivery of biodiversity net gain, carbon sequestration and nutrient neutrality	2023	Economic Growth
<b>BaG6</b>	Increase area rewilded on council owned amenity land.	Increase the area managed as long meadows from 20% (2022) to 25%	2025	Community Assets

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## Clean and Safe Environment

### Summary

- Ensuring that our streets and communities are clean and safe
- Provide information and guidance for residents on air quality, land quality and water conservation
- Encourage conservative use of our water resources

### What we will be doing from 2022 – 2024

Ref	Project	Outcome	Timescale	
CsE1	Reduce the amount of litter within the district.	Work with communities to carry out 30 community litter pick events across Broadland, co-ordinating these with a social media campaign to raise awareness of the issue which litter causes.	2023	Environmental Protection and Community assets
CsE2	Reduce occurrences of fly tipping by... <ul style="list-style-type: none"> <li>• increasing enforcement action against waste crimes such as fly tipping, littering, graffiti, and dog fouling</li> <li>• increasing joint working with local stakeholders to increase intelligence to tackle environmental crime.</li> </ul>	A decrease in number of fly tips to under 500 incidents per year.	2023	Environmental protection
CsE3	To reduce the impact of oil spillages by proactively reaching out to oil users in vulnerable locations and providing advice on fuel security and spill prevention.	Direct advice issued to all residents and businesses who are considered to be in 'oil vulnerable' locations.  Information and guidance on the council website which provides guidance on fuel security and spill prevention.	2024	Environmental protection

<b>CsE4</b>	To raise awareness of air quality issues and promote understanding of new legislation, such as a wood burning.  To maintain 0 Air Quality Management Areas <sup>6</sup> on annual report to government.	Bi-annual social media campaigns which provide tips and information on how residents can reduce air pollution  Use National 'Clean Air Days' to raise awareness in schools.	2023	Environmental protection
<b>CsE5</b>	Conserve water resources by promoting knowledge of rainwater re-use and conservation.	Bi-annual social media campaigns which provide tips and information on how residents can conserve water.	2023	Environmental protection
<b>CsE6</b>	To work alongside the planning department to ensure that all new developments consider 'clean and safe' environmental issues such as litter, air quality, water usage, land quality and fly tipping.	Environmental protection officers will provide comment, guidance and advice, where applicable, on all planning applications and will provide comments when consulted on all planning applications.	2023	Environmental protection

<sup>6</sup> An Air Quality Management Area (AQMA) is declared for an area where the local air quality is unlikely to meet the Government's national air quality objectives.

## Waste minimisation and recycling

- Strive to achieve a 60% recycling rate by 2025
- Encourage residents to reduce and reuse as much as possible
- Lead by example by becoming a single use plastic free council by 2023

Ref	Project	Outcome	Timescale	
WmR1	Address issues created by plastic waste	<p>Promoting the Refill scheme across the district to residents and businesses</p> <p>Become a single use plastic free council and publish a <b>'how to guide'</b> to support other companies and organisations wishing to do the same</p> <p>Support parish/town plastic free communities in the district</p>	2023	Recycling and Economic Growth
WmR2	<p>We are striving to meet a target of 60% recycling rate by 2025</p> <p>Educate residents on the recycling system to help them to make the right recycling choices.</p> <ul style="list-style-type: none"> <li>• Run campaigns which increase take up of food waste and garden waste collections.</li> <li>• Launch initiatives on waste minimisation</li> </ul>	<p>Achieve a 60% recycling rate</p> <ul style="list-style-type: none"> <li>• <i>Increase participation rate of food waste collection - target 75%</i></li> <li>• <i>Increase gross tonnage of garden waste collected and recycled</i></li> <li>• <i>Reduce residual waste per household</i></li> <li>• <i>Release App to help residents find out current information about recycling and collection services</i></li> </ul>	<p>2025</p> <p>2023</p> <p>2023</p>	Recycling

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