

Communities Committee

Date: **Wednesday 18th June 2014**

Time: **10am**

Venue: **Edwards Room, County Hall, Norwich**

SUPPLEMENTARY A g e n d a

5. Communities Committee Plan

(Page A3)

Report by the Head of Business Intelligence, and Performance Service,
and Corporate, Planning and Partnerships Service

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Date Supplementary Agenda Published: 12th June 2014



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Communities Committee

Item No 5

Report title:	Communities Committee Plan
Date of meeting:	18 June 2014
Responsible Chief Officer:	Debbie Bartlett, Head of Business Intelligence and Performance Service, and Corporate Planning and Partnerships Service
Strategic impact Committee plans bring together the core information Members require to inform decision-making in relation to the services within the remit of the Communities Committee. These are: Customer Services; Community Relations and Engagement; the Registration Service; Norfolk Fire and Rescue Service; Trading Standards; Emergency Planning and Resilience; Public Health; the Library and Information Service; the Museums Service; Norfolk Record Office; the Arts Service; Adult Education; Active Norfolk. They enable Members to focus on priorities, without the need to constantly refer to many different background documents. Committee plans also support the Council's transparency agenda, because they provide service users and the public with clear information about key committee business.	

Executive summary

This report presents the Communities Committee Plan. The Plan draws together the core information that Members require to inform decision-making on all services relating to the Communities Committee. It includes the Committee's focus, overview of services, current departmental priorities, details of key plans and strategies driving the Committee's work, risks, challenges, anticipated business and overview of performance. This information has been identified by Members as critical to the operation of the new committees.

Each of the Council's new committees has its own plan. Although they are a key tool for decision-makers, their clear and straightforward format also makes them easily accessible by members of the public who are interested in finding out more about the work of the committee.

The Plan is a working document for the Committee. This means it will be updated during the course of the year to reflect the Committee's work and progress. For example, this might include priorities the Committee wishes to progress, so that Members can maintain a clear overview of progress and communicate this to the public.

The Plan will also be used by the Policy and Resources Committee to monitor the Committee's overall progress against the Council's key priorities and targets for those services within the remit of the Communities Committee.

Members are asked to note that over the course of the year, the Plan will be e-enabled, to enable easier access Members.

The Plan is attached at annex 1.

Recommendations:

- 1. Identify any additional information the Committee would like to be included in the Plan at this stage.**
- 2. Note that at the end of each financial year, the Chairman, on behalf of the**

Committee, will provide an overview of the Committee's progress in achieving key priorities for Communities in Norfolk. This information will assist the Policy and Resources Committee to monitor overall progress against the Council's key priorities and targets for Communities in Norfolk.

Proposal (or options)

1. This report presents the Communities Committee Plan. The Plan draws together the core information that Members need to inform decision-making on the services within the remit of the Communities Committee:
 - The Committee's focus
 - Overview of services
 - Current departmental priorities
 - Details of key plans and strategies driving the Committee's work
 - Comments from service users about those services within the remit of Communities Committee
 - Risks, challenges
 - Anticipated business/forward plan
 - Overview of performance.
2. This information has been identified by Members as critical to the operation of the new Committees. Members have requested that this information be kept concise so that it can be quickly referred to at meetings and is easily accessible by members of the public who are interested in finding out more about the work of the committee.
3. Members will be particularly interested to note the section on 'challenges' which sets out the main challenges the Committee will need to address over the course of the first three years of the new Committee's operation.
4. Each of the Council's new committees has its own plan. The plans will be used by the Policy and Resources Committee to assist with monitoring overall progress against the Council's key priorities and targets for those services within the remit of the Communities Committee.
5. For the early rounds of committee meetings, plans will be made available to Members in hard copy. However, it is intended that plans will be e-enabled as soon as possible. This means they will become a live interface between Members and 'critical business' - through which key information can be easily accessed. For example, the 'performance' page would provide an immediate link to the latest performance dashboard.

Evidence

6. Members have requested concise information about each committee, to support their work on committees and maintain pace of decision-making at a particularly challenging time for the Council, with new and emerging challenges for the Communities Committee.

Financial Implications

There are no significant financial implications arising from committee plans. The cost can be met within existing budgets and this is confirmed with the Chief Finance Officer.

Issues, risks and innovation

7. Committee plans are a new way of working and bringing together complex information. They are concise plain English documents which promote access for all.

Officer Contact

If you have any questions about matters contained or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

If you have any questions about matters contained in this paper please get in touch with:

Officer Name: Jo Richardson Tel No: 01603 223816

Email address: jo.richardson@norfolk.gov.uk



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Communities Committee Committee Plan 2014/17



Welcome to the Committee's Plan. In this you will find...

About the Committee, what it wants to achieve and why

Committee Membership

The politicians who make the decisions
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About Communities Committee

What the Council wants for Norfolk
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County Council Plan

Overview of the strategic planning framework
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Environment and operating context

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Community life in Norfolk

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Challenges

The challenges we face in delivering our ambitions
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Resources & budget

Current resource allocation & savings to be achieved
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Risks and Innovation

A snapshot of risks and innovation related to services
Page 21

Performance and actions—what's happening to achieve our ambitions for people in Norfolk.

Performance

A snapshot of performance against current priorities
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Forward Plan

Anticipated business the Committee will need to consider
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Work to progress priorities

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Working with other Committees

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Committee membership

These are the elected Members responsible for decision-making on services for communities in Norfolk

In alphabetical order:



Paul Smyth
Chairman



Margaret Wilkinson
Vice - Chair



Colin
Aldred



Jonathon
Childs



Emma
Corlett



Hilary
Cox



Adrian
Dearnley



Margaret
Dewsbury



Nigel
Dixon



Harry
Humphrey



Jason
Law



Wyndham
Northam



Daniel
Roper



Mike
Sands



Nigel
Shaw



David
Thomas



John
Ward ³

About Communities Committee



Communities Committee oversees services which together aim to improve community life.

The Committee is responsible for:

- Norfolk Fire and Rescue Service
- Libraries, museums, record office and arts
- Trading Standards
- Adult Education
- Public Health
- Emergency Planning and community resilience
- Active Norfolk
- Customer Services
- Registration Service
- Community relations and engagement

Committee decisions must take the following plans into account:

- Norfolk Fire and Rescue Integrated Risk Management Plan 2014-17
- Customer Services Strategy
- Health and Wellbeing Strategy
- Trading Standards Service Plan
- Enforcement of Age Restricted Sales Plan
- Food and feed enforcement plan

County Council Plan

Norfolk County Council is the democratically elected body representing everyone living in Norfolk.

Our ambition is for everyone in Norfolk to succeed and fulfil their potential. By putting people first we can achieve better, safer future, based on education, economic success and listening to local communities

Good infrastructure

We will make Norfolk a place where businesses can succeed and grow.

We will promote improvements to our transport and technology infrastructure to make Norfolk a great place to do business.

Excellence in education

We will champion our children and young people's right to an excellent education, training and preparation for employment because we believe they have the talents and ability to compete with the best.

We will fulfil our ambition through three priorities

Real jobs

We will promote employment that offers security, opportunities and a good level of pay. We want real sustainable jobs available throughout Norfolk.

We will fulfil these priorities by:

- Standing up for the interests of people in Norfolk
- Promoting prosperity by championing the best practices, ideas and innovation for local economic success
- Working to increase life opportunities so that everyone can fulfil their potential
- Listening to and learning from our communities so local solutions can improve the quality of life
- Ensuring people get high quality services and clear information about them
- Improving the effectiveness of the Council by being more open and getting bigger input from your local representatives

The Committee's focus

The Committee has responsibility for a range of service areas. There is no hierarchy as every area has a vital role to play in achieving our ambitions for Norfolk. Achievement of these ambitions will require sound, long term planning as well as working with others.



Norfolk Fire and Rescue Service – we want Norfolk to be a safe place. We try to prevent fires and emergencies from happening and aim to reduce the impact of emergencies that do occur. We respond quickly and assist appropriately when our services are needed.



Libraries, museums, record office and arts – we recognise the importance of being able to access information for learning and pleasure. We want as many people as possible to be able to experience and enjoy the rich culture and history of Norfolk.



Active Norfolk – the County Sports Partnership for Norfolk seeks to increase participation in sport and physical activity in the County.



Adult Education – we want Norfolk to be a place where you can continue to learn and experience new things even after school. Whether for pleasure or to gain a qualification this can help improve people's quality of life.



Trading Standards - We want to protect consumers and safeguard our business community from the detriment caused by rogues, unfair competition and detrimental practices. Supporting businesses to comply with important legal requirements gives them access to UK and world markets that build our economy and provide local jobs. Consumers need to be confident in a fair and safe trading environment and a particular focus is on the health and wellbeing of vulnerable adults and children.

The Committee's focus

The Committee has responsibility for a range of service areas. There is no hierarchy as every area has a vital role to play in achieving our ambitions for Norfolk. Achievement of these ambitions will require sound, long term planning as well as working with others.



Public Health – we want to support people living in Norfolk to lead healthier, happier lives with access to the right care and support when they need it. To achieve this we need to influence everyone from individuals, communities and businesses to voluntary and public sector organisations.



Emergency planning and community resilience – We work with partner to produce plans that enable Norfolk agencies to respond to emergencies. we encourage and help people and businesses to take the necessary steps to be prepared for incidents that could affect their lives, well-being or property. We hope that being prepared will minimise disruption and keep people safe when incidents and emergencies occur.



Customer services - we help the county's residents to find information about our services and access them as simply and easily as possible. We handle and collate customer feedback so that services can use this to improve.



Community relations and engagement - good community engagement can help give people of all ages and backgrounds a voice - and make sure it is heard and acted on. Engagement creates opportunities to involve people in decisions that affect them and the services they receive.



Registration Service – registering the landmark events in our lives: births, deaths, civil marriages and partnerships , whilst also providing a range of ceremonies, the Registration Service aims to be there when people need it.

Voice of service users

What Norfolk residents and service users in Norfolk have said they would like the Communities Committee to bear in mind when making decisions.

Important

Libraries are the only community centre for most towns and villages other than the church ...they provide not only knowledge and informationbut also space just to be with staff who make time for the more vulnerable in our society.
Respondent to budget consultation 2013

"When I moved to Norfolk I lived on a really nice street with lots of old people on it. They were so supportive to me, so I would gladly go and volunteer my time to go and help them. I think there are people out there who are willing to give back to society."
From resident, Blueprint 2010

"Please do ensure that the voices of the people ARE listened to and after consultation, acted on" Respondent to budget consultation 2013

Norfolk has a stronger local identity and community spirit than any of the other places I have lived and this should be recognised and supported.
Respondent to budget consultation 2013

"If you are not helping, you are simply making up the numbers" Young service user of the Hidden harm project

'When we opened up the shop we actually called the fire service and they came out and gave us advice, free advice which we thought was very good.'
King's Lynn business owner

For more about views from service users:
[Findings from the Putting People First budget consultation 2013](#)

Community life in Norfolk

Introduction

Norfolk is the fifth largest shire county in England with a resident population of 865,300 (projected to rise to around 934,000 by mid-2021). South Norfolk, Norwich and Breckland are projected to be the fastest growing districts in the county. The county is around 95% rural, including smaller towns and their fringes, villages and hamlets. So, while most of Norfolk looks rural, almost half of residents live in an environment that can be classed as urban.

Norfolk has many different communities: communities of place; identity; interest; and purpose. Through these, the people of Norfolk have developed a strong sense of community. Our consultation with residents shows that they think the Council provides services that benefit the whole community and also that the community could do more to deliver services themselves.

What are the important issues for the communities of Norfolk that relate to services reporting to this committee? Residents tell us this includes:

- Being able to easily access the Council and its services, and being kept informed
- Feeling safe in their homes, at work and while travelling
- Being healthy and living well
- Having the opportunity to learn, take part and be active

Contacting the Council

The Council's **Customer Service Centre** answered over 300,000 calls in 2013/14 with an average answer time of 51 seconds; and it received 41,000 emails. Customer Services provides the corporate web team, Customer Insight, Customer Complaints and Compliments Service and Post Room Operations. It also includes the Social Care Centre of Expertise dealing with Adult Social Care contacts and through Insight helps services transform their dealings with customers.

The **Registration Service** registered 10,524 births in Norfolk and 9,304 deaths. It undertook civil preliminaries to marriage and civil partnerships and it carried out 2,773 ceremonies. The Service has a footfall / contact with over 35,000 people per year

Feeling safe

Norfolk has 41 **fire and rescue** stations – 2 crewed full time, 3 crewed full time and retained, 1 day crewed with retained and with 35 crewed by retained firefighters only.

The Service employs 929 people and has 80 major emergency response vehicles. Emergency response staff are 87% of our workforce, of which 35% are whole time and 65% retained. The emergency response target is to reach 80% of fire life risk calls in 10 minutes.

Community life in Norfolk

Prevention and protection initiatives are assisting in reducing risks in homes, businesses and on our roads. Fires in homes have reduced by 45% in the last ten years with less than 5% of all our rescues being from fires. Fires make up 16% of total calls and 15% of the incidents we attend are to collisions on Norfolk's roads. Automatic fire alarms play an important safety role in buildings however they can result in a large percentage of our calls of which 95% require no fire service activity.

The Council has a duty to ensure that it is prepared for and can respond to emergencies that could affect our people. In terms of **resilience**, the Council must also have appropriate business continuity arrangements in place to ensure that it can deliver services despite incidents, for example, shortage of staff, lack of premises, ICT, etc. There is also a duty to promote business continuity to the business community and the voluntary and faith sectors.

Trading Standards Service protects consumers and legitimate businesses from rogue traders and unfair or unsafe trading practices. Statutory duties focus on enforcing: animal health and welfare; food safety and standards; fair and safe trading; and protecting consumers and businesses from fraud.

Being healthy and living well

The **Public Health Service** takes an overview of population health in Norfolk. Working with partners and the wider community we aim to improve and protect health, reduce inequalities and improve health service quality. In order to do this we establish need, research evidence base, commission services and undertake evaluation.

Learning, taking part and being active

The **Library and Information Service** is one of the busiest in the country. It supports reading, learning and access to information across the county through 47 libraries, 13 mobile libraries, a school library service, and services to housebound people, residential settings and prisons. The service welcomes around 4.5 million visitors and issues just under 6 million items a year.

The **Museums Service** runs 10 museums and one study centre. All 10 museums have achieved the Accreditation standard and many of the collections in our care are designated as being of national or international importance. NMS is now regarded as one of the leading museum services in the United Kingdom, being recognised in 2012 as an Arts Council England Major Partner Museum, one of 16 museums and museum consortia tasked with providing leadership to the sector.

Community life in Norfolk

The **Norfolk Record Office** is one of the leading archive services in the country; it collects, preserves and makes accessible archives relating to the county. As well as being the appointed place of deposit for public records, it cares for local authority archives and holds records from thousands of other organisations. Millions of people, places and events are captured in its Collection which covers the period from the 11th to the 21st century. The NRO provides support to visitors who can use its archives to discover their ancestors, their home and town's history or whatever else sparks their interest in Norfolk's past.

The **Arts Service** provides a wide range of support and advice for arts organisations, and practitioners. It also provides grant funding to arts organisations and facilitates a number of county wide strategic partnership initiatives.

The **Adult Education Service** runs a wide range of courses for skills and leisure across Norfolk. The courses are directed at adults of all ages and young people ages 16-18.

The council hosts **Active Norfolk** which is the County Sports Partnership. Active Norfolk is the strategic lead for sport and physical activity development across Norfolk, responsible for bringing partners together to help more people enjoy an active lifestyle through sport and physical activity.

Chief Officers explain the Committee's challenges



Lucy Macleod
Interim Director
Public Health

How we ensure communities are healthy

Norfolk has an aging population and therefore an increasing number of people with long term conditions such as diabetes. The **public health** challenge, and therefore the challenge for this committee, is to prevent ill health for as long as possible and enable people to live well for longer. It is also important to support, empower and provide access to services for the more deprived communities who become ill and die at an earlier age than the population as a whole. Poor foundation stage attainment in children is a major challenge for public health as it is likely to impact on employability, income and ultimately life chances and life expectancy. Other challenges include maintaining a focus on prevention in an era of diminishing resource and increasing frontline demand.



Joanna Hannam
Head of
Customer
Services and
Communications

How we help communities contact us, receive speedy access to services and engage

People's attitude toward and satisfaction with their authority is based heavily on how well they believe we treat them when they contact us for help, advice or a particular service. The committee will oversee the development of the new **customer services** strategy which must reflect the spirit of the national drive for the digital delivery and transformation of public services which is supported by changing customer expectations of service delivery in a digital world. However given the county's geography and demography it will also need to recognise and ensure service accessibility for people who are currently digitally excluded, helping more of them to become included.

Helping communities to be as supportive and resilient as possible, challenges us to look afresh at our approaches to **community engagement** and development and how we work with or through other community based organisations to help promote community health and wellbeing.

Chief Officers explain the Committee's challenges



Nigel Williams
Chief Fire
Officer

How we keep our communities safe

Norfolk is a large rural county with extensive coastline and these present challenges in the provision of the **fire and rescue service** (NFRS). It means some emergency response vehicles, often crewed by retained firefighters, have to travel large distances, making meeting emergency response standards challenging. The service is dependent on retained firefighters in rural areas and keeping crew numbers available requires considerable commitment by individuals. Through the Fire and Rescue Authority's Integrated Risk Management Plan 2014-17, the service has identified those in our community most vulnerable to a range of risks, not least fire. Our challenge is to help people be safer in their homes, at work and on the roads. We do this by carrying out home fire risk checks, safety audits for businesses and working with partners, County Council departments and NFRS volunteers. The challenging nature of large scale emergency incidents has tested our capabilities – such as the December 2013 tidal surge and flooding, large scale industrial fires, and the deployment of Norfolk's fire crews to national incidents. Balancing these issues, and others, is key to the committee's decision making going forward.



Tom McCabe
Interim Director
ETD

Emergency planning and resilience in Norfolk has been thoroughly tested in the last year, particularly with the tidal surge and coastal flooding. This is one of the events listed on the Community Risk Register that the Council must prepare for. The Council plays the role of coordinating the multiagency response with partners, and also leading recovery operations. Climate change may increase the likelihood of some events and this will raise public expectations of local authority services at a time when they are all financially constrained. Therefore, it is important the Council continues to help local businesses prepare business continuity plans, and home owners in 'at risk' properties prepare for all eventualities. There are new challenges arising from significant changes in legislation and government guidance, for example Control of Major Accident Activity (COMAH), the Health and Social Care Environment. New COMAH requirements starting in June 2015 will require local authorities to engage more with communities within the proximity of sites with regard to public information and awareness.

Chief Officers explain the Committee's challenges



Tom McCabe
Interim Director
ETD

Norfolk is a large rural county and **Trading Standards** has significant pressures in supporting the enforcement and prevention/protection activities it is required to undertake, particularly relating to the farming economy. Increasing levels of investment fraud will impact upon more vulnerable consumers in the community. Food scams involving the substitutions of higher value meat products for cheaper cuts mean consumers are not eating what they have paid a premium for. Tobacco scams are increasing, particularly the sale of imported tobacco on which duty has not been paid. Without proper processing, there are no safeguards in place and consumers will be unaware of the substances they are inhaling.



Harold Bodmer
Director
Community
Services

Therefore, to address these and other challenges, the service will be developing a new Intelligence Operating Model this year that will enable activities to be prioritised based on intelligence. It will also be developing a chargeable business advice model to go live in April 2016.

How we encourage communities to learn, take part and be active

The **Library and Information Service, the Museums Service and the Norfolk Record Office** are all recognised among the leading services in the country, either through national accreditation, visitor numbers, or the importance of collections held. These along with **Arts, Adult Education, and Active Norfolk** are highly valued and well-used by residents and visitors and help to generate a sense of place. They contribute to the visitor and skills economy, and they encourage personal and community wellbeing. The challenge for the committee will be to balance statutory duty with quality, cost and increasing demand, while also managing the changing way in which these services are used by the public.

Challenges

These are just some of the challenges we are facing. By understanding these better we can better plan what, if anything, we can do to reduce the impact they may have against achieving our ambitions.

Continuing budget reductions

- Many services may be unsustainable after 2017/18 if funding continues to be reduced. We have limited ability to mitigate rising demand for services through trading and income generation so we must ensure that strict budget management continues

Changing customer expectations

- We live in a digital world – with 24/7 access and increasing self serve through mobile technologies. This means we should ensure we design as many of our services to be available digitally and change, enable and support more people to become digitally included. We also need to change what information we supply and how we provide it whilst also supporting people who are currently digitally or educationally excluded.

Effective long term planning

- Resourcing prevention is always difficult in times of financial stringency and requires long term planning. However, putting adequate provision in place is essential to prevent and mitigate emergency situations and to reduce demands on services.

Challenges

These are just some of the challenges we are facing. By understanding these better we can better plan what, if anything, we can do to reduce the impact they may have against achieving our ambitions.

A challenging economy

- A challenging economy can give way to poor health, poverty and increased levels of bad trading practices. This not only puts pressure on local support services but also puts customers at risk and can cause reputational damage to our local economy and businesses

Increasingly diverse culture

- Norfolk like many counties is becoming more culturally diverse. This is both an opportunity and a challenge as we try to provide services which reflect and embrace this shift.

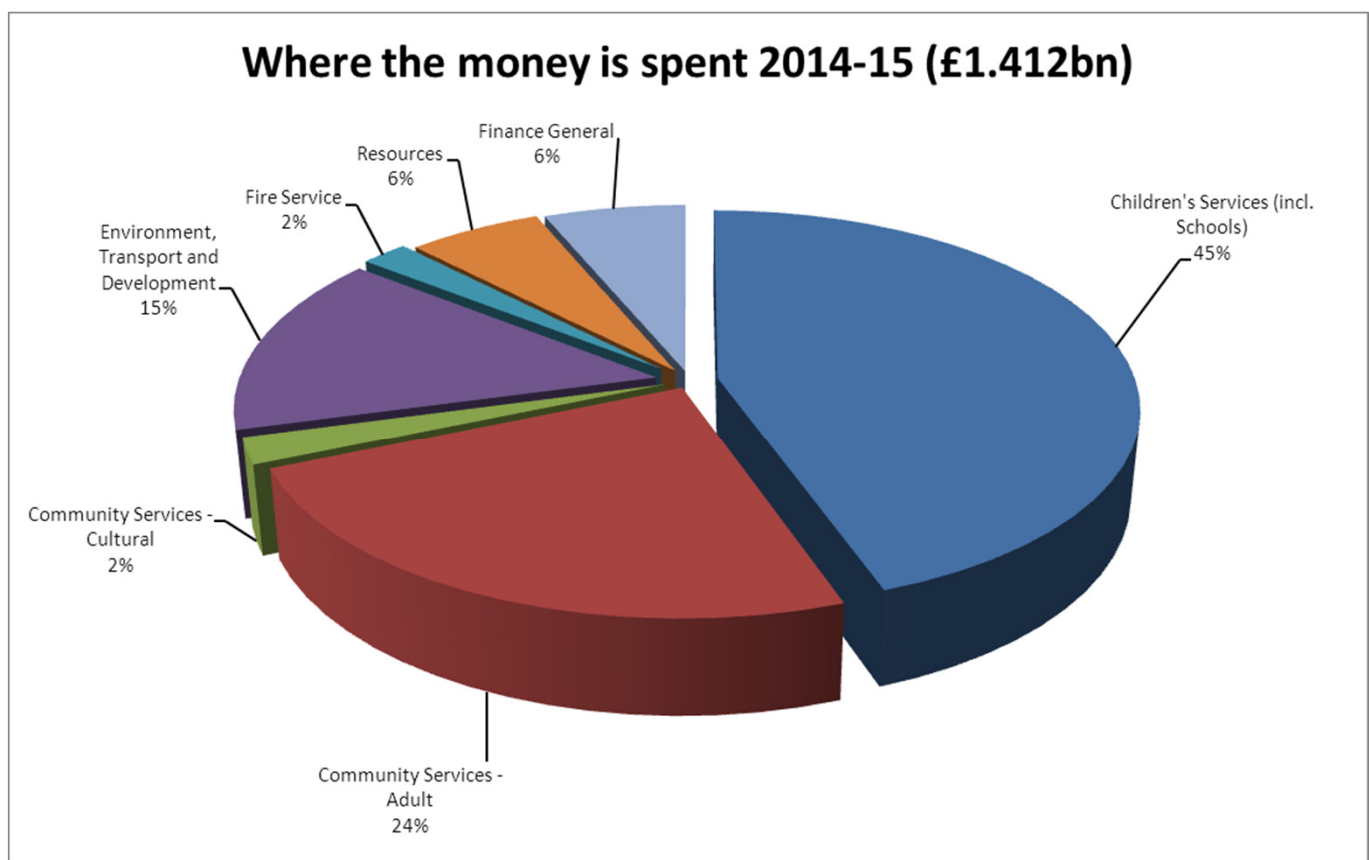
Delivering services in a changing climate

- Climate change has the potential to lead to a variety of issues, including environmental emergencies such as flooding. Our ability to deal with emergencies depends upon understanding the cause and effect of our actions. Extremes of heat and cold can cause preventable deaths, particularly among older people.

Resources and budget

Local Government will experience yearly reductions in funding up to 2020. The two financial tasks for all committees are to deliver their 2014-15 budget, and plan the next three years, 2015-18, to be agreed in February 2015. The scale of challenge requires a new approach, a wide range of options, and significant public consultation.

The graph below shows how money is being spent in 2014/15 across Norfolk County Council. For **Communities** Committee this draws from several budgets across NCC.



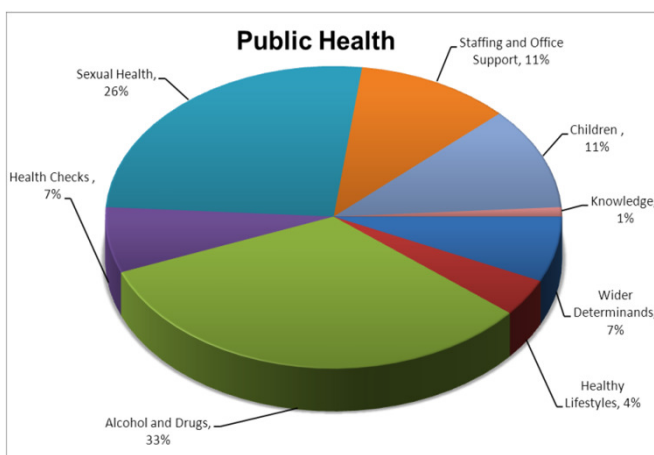
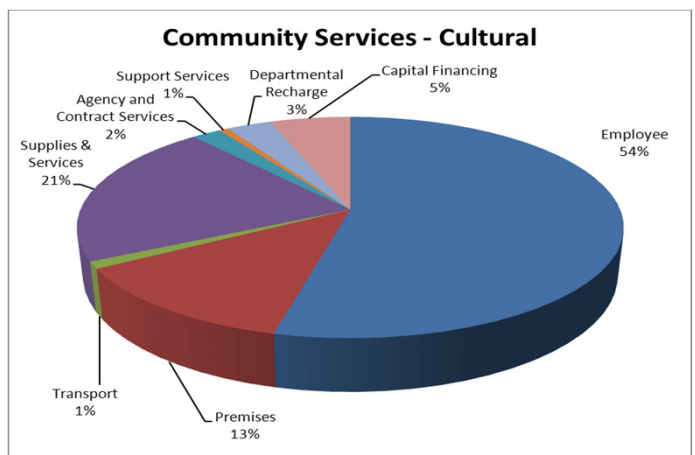
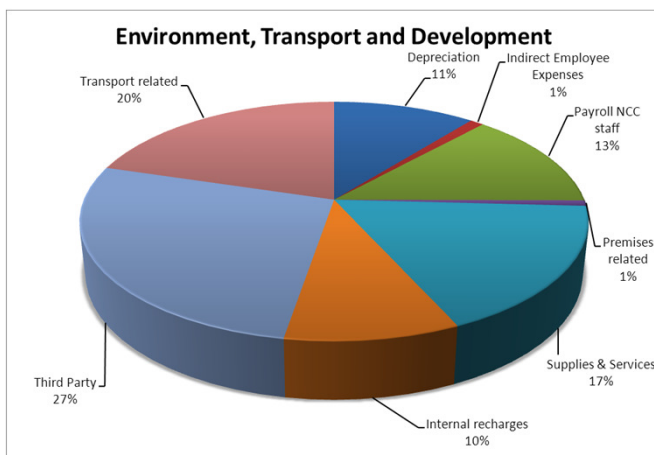
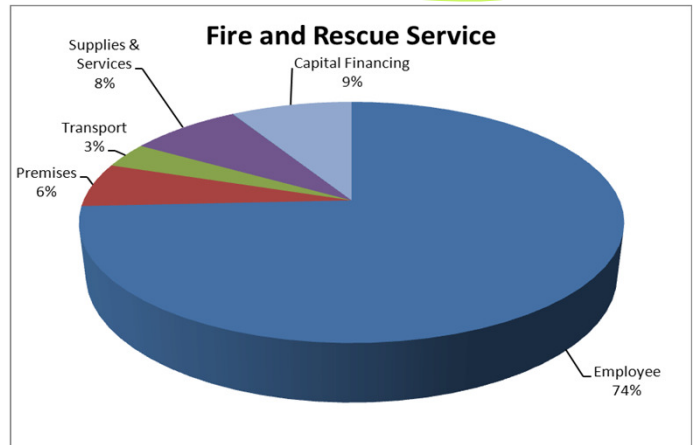
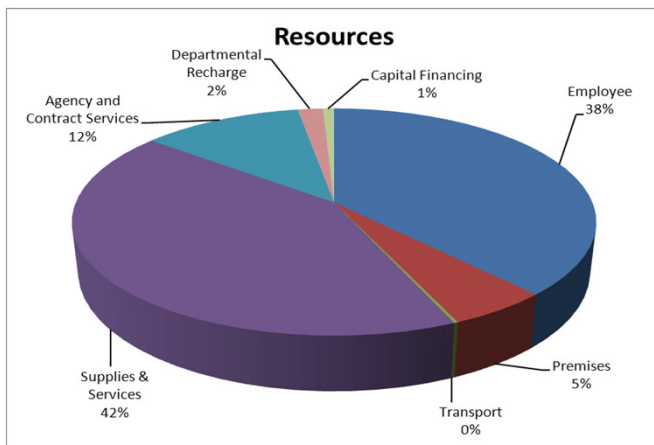
The Council's capital spend is **£391m** over the three years 2014-17. This includes:

- Environment Transport Development £203.8m
- Children's Services £113.4m
- All other departments - £73.9m

Resources and budget

The Communities Committee cuts across several departmental budgets.

Resources budget contains Public Health and Environment, Transport and Development contains Trading Standards, both of which form part of this Committee's responsibilities.



Savings to be achieved

Norfolk County Council needs to find savings of £189m between 2014 and 2017. Residents were consulted on ways in which money could be saved through community related services.

To read more about each proposal and the progress we are making against achieving it please **click here**.

	Saving 14/15	Saving 15/16	Saving 16/17
38. Reduce spend on library books and other material	0.350	-	-
39. Reduce the number of library staff	0.400	-	-
40. Charge for some activities provided in libraries	0.030	-	-
41. Share library buildings with other organisations	0.180	-	-
42. Reduce how often mobile libraries call at some place	0.109	-	-
43. Reduce funding for the arts service, including arts grants	0.110	-	-
44. Close Norfolk Record Office on Saturday mornings	0.012	-	-
45. Stop or scale back the availability of music and play sets from the library	0.010	-	-
46. Send overdue item reminders electronically	0.020	-	-
47. Scale back Trading Standards advice to focus on the things we have to do by law		0.250	-

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	Saving 14/15	Saving 15/16	Saving 16/17
48 Charge for advice to business from our Trading Standards Service	-	-	0.020
55. Purchase different, cost effective fire vehicles for some stations	0.724	0.074	0.227
56. Stop supplying and fitting free smoke detectors	0.080	-	-
57. Reduce funding to organisations that support and represent the local voluntary sector	0.045	-	-
58. Move the historical registration records to the Norfolk Record Office	-	0.050	-
Total	2.07	0.374	0.247

Risks and innovation

By identifying risks and opportunities for innovation we can make better decisions as to future activities and focus.

Risks

As an organisation we have a risk management process which cuts across all of the departments and committees. The information below shows a snapshot in time and will be updated as the plan develops.

For the Communities Committee there are two main areas of risk which could affect what we do in the future. If you want to know more about each risk, click on them.

Risk	How high is the risk?
This Committee does not currently have any risks identified at a corporate level	

Innovation

As well as looking at future challenges we are also seeking new and exciting opportunities to help deliver our ambitions.

This includes things like new funding streams, different ways of working and even sometimes stopping delivering services where they are no longer needed or relevant. New opportunities and innovative ways of working will continue to be explored.



Performance

A key role of the committee is to monitor progress against targets on a quarterly basis. To see one of these quarterly reports please **click here** (note this function will not be available immediately).

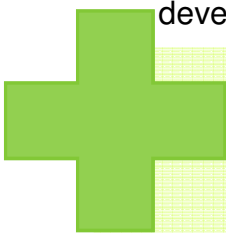
Commentary from the Chairman on behalf of the Committee for 2014/15

At the end of each financial year, the Chairman, on behalf of the Committee, will provide an overview of the Committee's progress in achieving key priorities for adult social care in Norfolk. This information will assist the Policy and Resources Committee to monitor overall progress against the Council's key priorities and targets for adult social care in Norfolk.



Performance at a glance

These will represent some of the important things that the Communities Committee along with Officers have achieved over the past year and some areas where we did not achieve as much as we had hoped. This will need to be developed over time and will link to performance reporting.



Above average Adult Education pass rates (class room based courses) 2012/13

6.78 million 'visits' to libraries (both virtual and actual) compared to 6.76m the year before

90% of complaints were resolved quickly (contact stage) rather than progressing.

Over 4000 Home Fire Risk Checks were provided to vulnerable people helping to keep them safe in their homes

NHS health check

numbers have been below target but in line with national figures

***Trading standards** have the 3rd highest percentage of 'high risk' businesses to manage (CIPFA benchmarking)

11% (161) of complaints were upheld between April and September

* Note although this does not demonstrate negative performance by Trading Standards it does represent a much higher workload

A new performance dashboard will be developed by this Committee as part of developing this plan. When available you will be able to **click here** to access it along with progress updates on performance.

The Committee's forward plan

This section links to a list of the reports planned over the coming year, some of which are a continuation of work started under the relevant Overview and Scrutiny Panels.

This list will be reviewed at each meeting in order to ensure it compliments the Committee's action plan.

To access this list please [click here](#).

Work to progress priorities

This part of the plan is an example and it will be developed by the Committee at a later date.

Trading Standards



Key action(s) to be achieved and a timeframe. It can just be a bullet list and no more than 4 or 5.
We could have an owner or a leader for this action which would be a member of the Committee.

Customer Services and Community Engagement

Key action(s) to be achieved and a timeframe. It can just be a bullet list and no more than 4 or 5.
We could have an owner or a leader for this action which would be a member of the Committee.

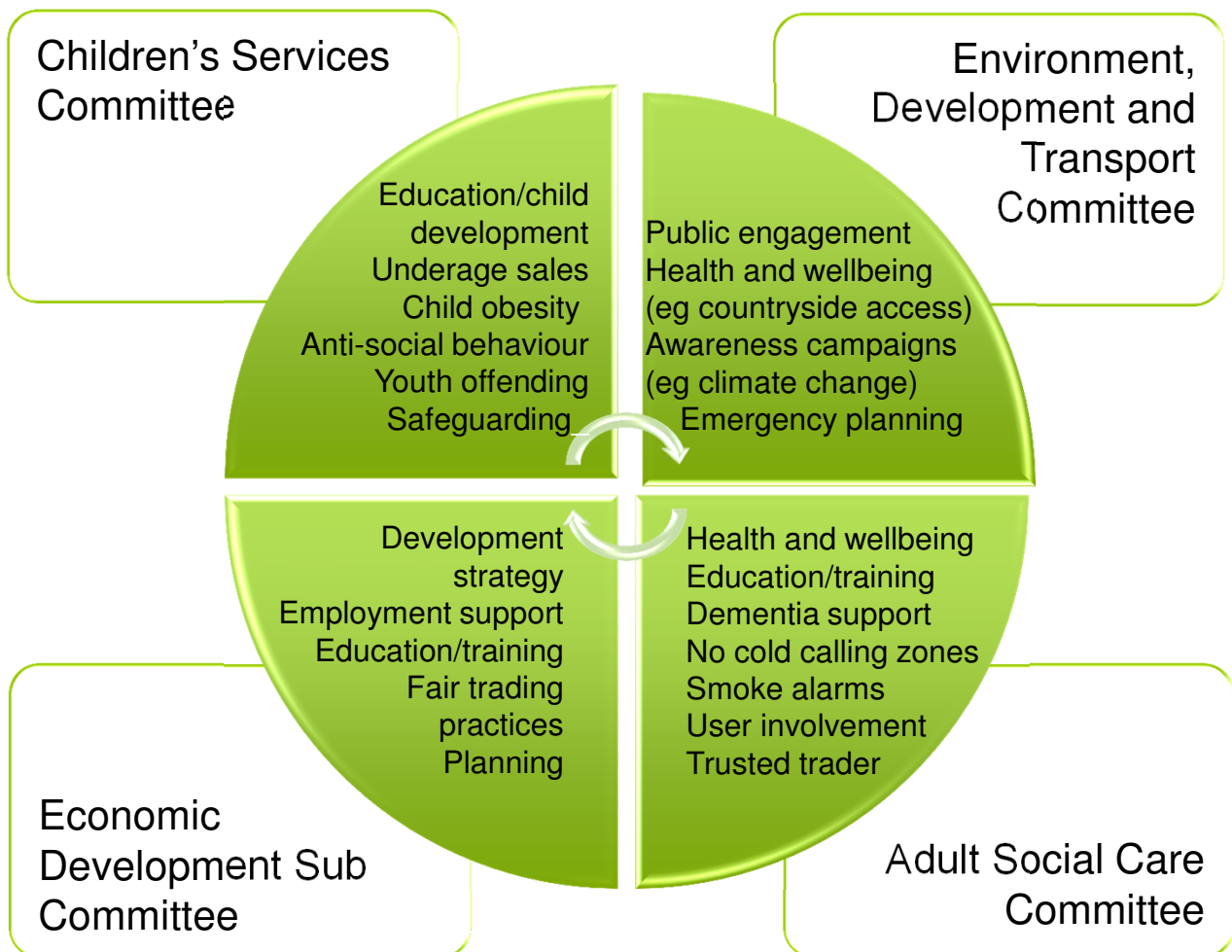


Public Health



Key action(s) to be achieved and a timeframe can. It can just be a bullet list and no more than 4 or 5.
We could have an owner or a leader for this action which would be a member of the Committee.

Working with other Committees



Every Committee has set responsibilities which they must work towards achieving. However they will all have some areas of service where they need to work with other Committees in order to achieve common goals. These are just some examples of areas where the Communities Committee is working with others. To read more about these other Committees please **click on the Committee** you are interested in below.