

Cabinet
Minutes of the Virtual Teams Meeting held on
Monday 12 April 2021 at 10am

Present:

Cllr Andrew Proctor	Chairman. Leader & Cabinet Member for Strategy & Governance.
Cllr Bill Borrett	Cabinet Member for Adult Social Care, Public Health & Prevention.
Cllr Margaret Dewsbury	Cabinet Member for Communities & Partnerships.
Cllr John Fisher	Cabinet Member for Children's Services.
Cllr Tom FitzPatrick	Cabinet Member for Innovation, Transformation & Performance.
Cllr Andy Grant	Cabinet Member for Environment & Waste.
Cllr Andrew Jamieson	Cabinet Member for Finance
Cllr Greg Peck	Cabinet Member for Commercial Services & Asset Management.
Cllr Graham Plant	Vice-Chairman and Cabinet Member for Growing the Economy.
Cllr Martin Wilby	Cabinet Member for Highways, Infrastructure & Transport.

Executive Directors Present:

James Bullion	Executive Director of Adult Social Services
Simon George	Executive Director of Finance & Commercial Services
Tom McCabe	Executive Director of Community & Environmental Services and Head of Paid Service.
Paul Cracknell	Executive Director of Transformation and Strategy
Sam Pittam-Smith	Director of Transformation
Helen Edwards	Director of Governance
Sara Tough	Executive Director Children's Services

The Chairman opened the meeting by paying tribute to His Royal Highness The Duke of Edinburgh. Cabinet members, officers and people watching the meeting were asked to pay their own tribute to Prince Philip by observing a minute's silence before the meeting began.

The Chairman welcomed everyone to the Cabinet meeting and advised viewers that pursuant to The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority Police and Crime Panel Meetings) (England and Wales) Regulations 2020, the meeting was being held under new Regulations which had been brought in to deal with the restrictions under Covid 19. Decisions made in the meeting would have the same standing and validity as if they had been made in a meeting in County Hall.

Cabinet Members and Executive Directors formally introduced themselves.

1 Apologies for Absence

- 1.1 There were no apologies for absence.

2 Minutes from the meeting held on Monday 8 March 2021.

- 2.1 Cabinet agreed the minutes of the meeting held on Monday 8 March 2021 as an accurate record of the meeting.

3 Declaration of Interests

- 3.1 No interests were declared.

4 Matters referred to Cabinet by the Scrutiny Committee, Select Committees or by full Council.

- 4.1 There were no matters referred to Cabinet.

5 Items of Urgent Business

- 5.1 There were no items of urgent business.

6 Public Question Time

- 6.1 The list of public questions and responses is attached to these minutes at Appendix A.

7 Local Member Questions/Issues

- 7.1 The list of Local Member questions and the responses is attached to these minutes at Appendix B.

7.2 Supplementary question from Cllr Alexandra Kemp

- 7.2.1 Cllr Kemp noted that the Government had refused funding for the Queen Elizabeth (QE) hospital rebuild twice and was granting funding to hospitals with lesser need. The Cabinet Member had stated in his response that he was trying to get the hospital rebuilt before 2030 but Cllr Kemp felt this was an urgent issue and asked members to “bang on the door” of Government, and suggested that the hospital be re-built in the memory of the His Royal Highness the Duke of Edinburgh.

- 7.2.2 The Cabinet Member for Adult Social Care, Public Health and Prevention replied that the case for replacing the QE hospital had been made by the Government’s agreement to fully replace the James Paget hospital, which was an identical hospital built at an identical time. The Cabinet Member for Adult Social Care, Public Health and Prevention, the Health and Wellbeing board and the Health and Care Partnership were making the case to the NHS Capital Priorities Board and Government for the QE to be rebuilt.

7.3 Supplementary question from Cllr Emma Corlett

- 7.3.1 Cllr Corlett asked whether the Cabinet Member had read the Bat Conservation

Trust statement on the scheme dated 4 March 2021. The threat to this bat colony was the reason for making this statement and Cllr Corlett therefore asked whether the Cabinet Member agreed that this would put the Council at financial risk as she felt this would hinder the planning process.

7.3.2 The Cabinet Member for Highways, Infrastructure and Transport replied that he had read this statement but did not agree that this would put the Council under financial pressure due to the high level of support for the Norwich Western Link, particularly from people in West Norwich suffering from rat running and needing better connectivity; this was a crucial infrastructure development for Norfolk.

7.4 The written supplementary question submitted was responded to in writing (Appendix C).

8 NCC Customer Experience Strategy 2021 to 2026

8.1 Cabinet received the report by the Executive Director for Community and Environmental Services setting out the Council's customer experience strategy, developed by the Customer Services team in consultation with key service departments, to reflect and support delivery of the Council's overarching priorities and target outcomes outlined in 'Together for Norfolk', Norfolk County Council's business plan for 2019-2025.

8.2 The Cabinet Member for Communities and Partnerships introduced the report and moved the recommendations:

- The strategy would take a "digital by design not by default" approach to extend the range of service and ensure accessibility to all customer groups; it was recognised that not all people wanted to access help online and that some would prefer to use the phone, visit libraries, interact face to face or have information posted to them.
- The strategy aimed to provide early help and advice to people before their needs became acute; it was based on two customer surveys and a Member workshop, ensuring a customer centric approach.
- There was intention for the strategy to be as easy as possible for people to seek help.
- An equality impact assessment been carried out to ensure the strategy did not discriminate anyone.

8.3 The Cabinet Member for Children's Services noted that the strategy aligned with the 6-year plan and highlighted the importance for everyone to be able to access services either online or via other methods such as in person.

8.4 The Cabinet Member for Innovation, Transformation and Performance felt that the paper reflected the needs of the customer;

8.5 Cabinet **RESOLVED** to:

1. **approve** the Customer Experience Strategy, as set out in section 2 of the report.
2. **approve** the Customer Charter as set out in Appendix 1 of the report.

8.6 **Evidence and Reasons for Decision**

There is significant evidence this strategy proposal is right for customers and also from a financial/efficiency perspective. This includes:

- Survey responses from customers
- Growth and take up of online self-serve options provided by the Council and also traffic to the Council's website
- ONS data on the use of digital/internet services
- The relative cost of customer interactions over digital, phone and face to face channels
- The economies of scale to be enjoyed from managing customer contact through a 'consolidated front door' model versus back office environment

8.7 Alternative Options

Further work could be carried out to develop an alternative strategy. However, this proposal is based on a strong customer and financial imperative, sound evidence base, extends an ongoing and successful direction of travel and is aligned to support delivery of the Council's overarching priorities and target outcomes outlined in 'Together for Norfolk', Norfolk County Council's business plan for 2019-2025.

9 NCC Digital Strategy and Roadmap for the 2020s

9.1 Cabinet received the report by the Executive Director of Finance & Commercial Services setting out the Digital Strategy and Roadmap for the 2020s, designed to define how technology, digital infrastructure and digital services will be delivered and exploited in order to achieve the Council's strategic vision and objectives.

9.2 The Cabinet Member for Innovation, Transformation and Performance introduced the report and moved the recommendations:

- The roadmap built on work done in the 2018-21 Digital Norfolk Strategy with connectivity having been improved across the county.
- In the first lockdown in 2020, Norfolk County Council was ready for the changes needed to enable staff to work from home thanks to the preliminary work of IMT staff and other teams in the Council to support remote working.
- Norfolk County Council had been awarded Connected Britain Digital Council of the Year 2020
- There was an aim to be an exemplar and work with organisations across the county and country, such as the police, Chamber of Commerce and District Councils to support growth and the strategic agenda of inclusive growth and exploit digital opportunities.
- Lots of improvements had been made to digital infrastructure but work continued to improve broadband and mobile phone coverage further.
- Digital inclusion included roll out of laptops to school children during the lockdowns in 2020-21, with all children who needed one receiving one.
- Work to mitigate risks continued, including work at a national level.
- The roadmap had been designed in a presentation format so it could be easily disseminated to partners.

9.3 The Cabinet Member for Adult Social Care, Public Health and Prevention reported that it had been possible to provide services to vulnerable people and those who required it during the pandemic due to staff being able to work from home thanks to resources being available digitally. He also noted the effective

joined up working of partners, such as between social care and health partners, in the past year and a half; the preliminary work of the digital strategy had supported this to move forward positively.

9.4 The Vice-Chairman endorsed the report and noted the free digital support available through the strategy for businesses and small and medium enterprises (SMEs) which would help them to recover from the pandemic.

9.5 The Cabinet Member for Finance welcomed the way the strategy drove forward “Together for Norfolk” and noted that work with the police and District Councils was positive.

9.6 The Chairman congratulated the IMT team for receiving the Connected Britain Digital Council of the Year 2020 and commented that the strategy was positive and forward looking.

9.7 Cabinet **RESOLVED** to:

- approve the Digital Strategy and Roadmap for the 2020s, as set out in Appendix 1 of the report.

9.8 **Evidence and Reasons for Decision:**

Development of the Digital Strategy and Roadmap for the 2020s has been informed by extensive research and consultation. It builds upon learning from the successes of the 2018-2021 NCC Digital Strategy as well as methodical consultation with Council departments, elected members and various service delivery partners. Sector and industry best practice research has been used particularly from Gartner and also Socitm (the professional network for leaders engaged in the innovation and modernisation of public services).

9.9 **Alternative Options**

Further work could be carried out to develop an alternative strategy. However, this proposal is based on extensive research and consultation. It builds upon previous successful approaches and is aligned to support delivery of the Council’s overarching priorities and target outcomes outlined in ‘Together for Norfolk’, Norfolk County Council’s business plan for 2019-2025.

10 Trading Standards Service Plan 2021/22

10.1 Cabinet received the report by the Executive Director of Community and Environmental Services detailing the Trading Standards Service Plan and associated sub-plans (as annexed to the main plan) which set out the service priorities for 2021-22, taking account of the service budget set in February 2021, and focusing on economic recovery for the county.

10.2 The Cabinet Member for Communities and Partnerships introduced the report and moved the recommendations:

- Trading standards’ plans were significantly impacted by Covid-19 in 2020.
- Trading standards continued with their statutory duties and supported public health and enforcement partners with responding to the pandemic by helping ensure businesses complied with Government restrictions, farmed animal

welfare was not compromised due to Covid-19 outbreaks in meat businesses, and worked with Norfolk Against Scams Partnership to raise awareness of Covid-19 related scams and frauds.

- Alongside this there were also five avian flu outbreaks in Norfolk and Brexit related issues.
- The everyday work of the team included ensuring food and good were safe, trade was safe and legal, investigating criminal offences and taking legal action when necessary. Four prosecutions were taken forward in 2020.
- The team helped protect people with “no cold calling zones”, the Trust a Trader scheme and Norfolk Against Scams Partnership.
- A new case management system had been invested in to increase efficiencies by reducing admin.
- There had been difficulty in recruiting qualified trading standard officers so trainees would be recruited and trained in-house.

10.3 The Chairman noted the importance of working to retain trainees.

10.4 The Cabinet Member for Innovation, Transformation and Performance commented on the scams which had been arisen during the pandemic and noted the impressive work of trading standards to highlight these scams to help protect vulnerable people.

10.5 Cabinet **RESOLVED** to:

- **agree** and **adopt** the Trading Standards Service Plan and associated Annexes set out in Appendices 1 to 5

10.6 **Evidence and reasons for Decision**

The Trading Standards Service Plan is considered to be the most effective way to demonstrate how the service intends to fulfil its regulatory/statutory responsibilities taking into account the available intelligence, resources and the Together for Norfolk outcomes we are seeking to achieve.

10.7 **Alternative Options**

The proposed Plan and associated documents are considered to set out the most effective approach. Alternative approaches could be taken, but these would require further work to develop and may result in a need to secure additional funding to deliver.

11 **Regulation of Investigatory Powers Act 2000 and Investigatory Powers Act 2016**

11.1 Cabinet received the report by the Head of Paid Service detailing the use of RIPA and the IPA by the Council for 2020, informs members of the recent inspection conducted by the Investigatory Powers Commissioner’s Office (IPCO) and seeks approval of the current policies, which have been reviewed and slightly amended.

11.2 The Head of Paid Service introduced the report by noting that substantial powers were available to the Council which were only used sparingly and when appropriate.

- 11.3 The Cabinet Member for Communities and Partnerships introduced the report and moved the recommendations
- The current powers were approved in 2020 providing a framework of investigatory techniques. The appendices of the report ensured the Council's use of investigatory powers were compliant with legislation including the Human Rights Act 1998.
 - These powers could be used by any of the Council's services but were mainly used by trading standards who had used them four times in the past year.
 - The powers were only to be used for preventing and detecting crime
- 11.4 The Vice-Chairman was pleased to note that the powers were compliant with legislation and the Human Rights Act.
- 11.5 The Cabinet Member for Innovation, Transformation and Performance reiterated that these were necessary powers and investigations were only carried out when necessary.
- 11.6 The Cabinet Member for Children's Services also noted that the report indicated the correct procedures were being carried out and endorsed the report.
- 11.7 The Chairman highlighted the reference to the IPCO inspection at paragraph 2.3 of the report, which was conducted remotely and validated the issues discussed.

11.8 Cabinet **RESOLVED** to:

1. **note** the use of RIPA and the IPA by the Council for 2020, as set out in Appendix A of the report; and
2. **approve** the revised policy documentation provided at Appendix B and Appendix C of the report; and
3. **note** the outcome of the recent IPCO inspection.

11.9 **Evidence and Reasons for Decision**

The two Acts, the associated Regulations and Codes of Practice set out expectations for local authorities in relation to the oversight of RIPA authorisations for directed surveillance and CHIS and for the acquisition of communications data under the IPA. The recommendations set out in this report meet the requirements of the legislation. There are no other reasonably viable options to the recommendations above.

11.10 **Alternative Options**

These corporate policies are considered to be the most effective way to ensure the Council fulfils its legal responsibilities, when using covert investigatory techniques to gather intelligence for the purposes of one of its regulatory functions.

12 Corporately Significant Vital Signs Performance Report

- 12.1 Cabinet received the report by the Director of Transformation outlining the actual performance of the Council against its targeted performance for quarter three of 2020/21.

- 12.2 The Cabinet Member for Innovation, Transformation and Performance introduced the report and moved the recommendations:
- This was a quarterly report providing an ongoing health check of work done by the Council, indicating what was being done to keep processes on track and identify changes needed to improve.
 - This worked as part of the Council plan, “Together for Norfolk”, and helped ensure work was business like, best value for money and meeting statutory requirements
- 12.3 The Cabinet Member for Children’s Services reported on measure 416: “Percentage of Education, Health & Care Plans (EHCP) completed within timescale”; this measure was improving, and the Department for Education had confirmed Norfolk County Council as the second highest improved authority in this area. The Cabinet Member for Children’s Services was confident that the department could reach the target for this measure.
- 12.4 The Cabinet Member for Finance commented on the red rating for measures related to the inability of the Council to meet targets for savings; it had not been possible to take forward the transformation programme and income had been lost due to the pandemic. Most of the savings had been made up by Covid grants received from Government
- 12.5 Cabinet **RESOLVED** to:
1. **Review** and comment on the current performance data
 2. **Agree** the planned actions as set out in Appendices 1 and 2 of the report.
 3. **Agree** the proposed reduced target for vital sign 349: Number of Apprenticeship starts
- 12.6 **Evidence and Reasons for Decision**
- N/A
- 12.7 **Alternative Options**
- Information Report
- 13 Risk Management**
- 13.1 Cabinet received the report by the Executive Director of Finance and Commercial Services setting out key messages and the latest corporate risks.
- 13.2 The Chairman, Cabinet Member for Governance and Strategy, introduced the report and moved the recommendations:
- Page 371, paragraph 2.1 of the report, showed the key corporate risk messages
 - RM0032a, “Effect of COVID-19 on NCC business continuity (staff, service users, and service delivery)”, had been lowered from 20 to 16.
 - RM004, “The potential risk of failure to deliver effective and robust contract management for commissioned services” had been lowered from 9 to 6.

13.3 The Cabinet Member for Finance commented that RM004 had been reduced by work done to safeguard the Council by ensuring contract compliance was as robust as possible. RM0032a had been reduced through actions related to work of the digital strategy meaning work with customers and staff could continue effectively.

13.4 The Cabinet Member for Adult Social Care, Public Health and Prevention highlighted that the Central Government Strategy for Funding Adult Social Care was outside of the control of the Council, however, Norfolk County Council had been robust in supporting the need for it. The Chairman, Cabinet Member for Adult Social Care, Public Health and Prevention, the Local Government Association, County Council Network and MPs all continued to push the case for the emergence of the new strategy.

13.5 The Chairman noted the work done to push for the Central Government Strategy for Funding Adult Social Care.

13.6 Cabinet **RESOLVED** to:

1. **consider** and **agree** the key messages (paragraph 2.1 of the report) and key changes (Appendices A and B of the report) to corporate risks since the last risk management report in January 2021.
2. **consider** and **agree** the corporate risks as at March 2021 (Appendix C of the report).

13.7 **Evidence and Reasons for Decision**

Not applicable as no decision is being made.

13.8 **Alternative Options**

There are no alternatives identified.

14 Finance Monitoring Report 2020-21 P11: February 2021

14.1 Cabinet received the report by the Executive Director of Finance and Commercial Services giving a summary of the forecast financial position for the 2020-21 Revenue and Capital Budgets, General Balances, and the Council's Reserves at 31 March 2021, together with related financial information.

14.2 The Cabinet Member for Finance introduced the report:

- A small underspend of £183,000 was forecast at period 11. In 2020-21 the net budget had been brought in line with forecasts made prior to the pandemic and the Cabinet Member for Finance thanked the Executive Director for Finance and his team for their work in achieving this.
- Significant pressures in Adult Social Services and Children's Services had been well documented; in March 2021, Children's Services saw pressure related to costs of social care and Adult Social Care saw pressure related to the cost of care.
- The Community and Environmental Services budget saw the impact of receipt and distribution of phase 2 of the Contain Outbreak Management Fund (COMF), detailed in Table 4b on page 429 of the report.

- Funding to Norfolk County Council through COMF was provided in stages since Government restrictions came in in November 2020 and would continue until the coming financial year as Government had agreed it could be carried forward into 2021-22; final local allocations were yet to be confirmed but Norfolk's COMF allocation for 2020-21 was forecast to be £21.267m.
- COMF allocations for January, February and March 2021 accounted for the bulk of new Covid funding to date.
- £121.16m Covid funding had been received to date. Including transfers to departmental and corporate risk reserves there was a net pressure of £14.529m above funding received.
- A corporate risk reserve had been set up to meet additional pandemic pressures.
- The Cabinet Member for Finance highlighted the work of the Council to respond to emerging financial hardship as a result of the pandemic. Cabinet approved £500,000 on top of Government funding early in the pandemic and a further £3.69m Winter Grant. Together with the core Norfolk Assistance Scheme budget of 1.138m and other grants, £6.3m would be fully allocated in the financial year 2020-21.
- The Norfolk Assistance Scheme had been central to the Council's response, with over 13,500 applications received and £3.08m distributed.
- Government funding was forecast to stop at the end of June 2021, but £1m had been set aside in addition to core funding to address underlying issues for specific cohorts as part of the Council's holistic approach for post pandemic recovery
- There were no changes to the capital programme and general balances remained.

- 14.3 The Chairman endorsed the comments on the work of the finance team, noting their good work in managing the finances of the council.
- 14.4 The Cabinet Member for Children's Services commented that Children's Services had maintained a balanced budget throughout the 2020-21, and congratulated staff for their work in achieving this. There may be increased demands depending on the move out of Covid-19 restrictions and an increase in elective home education had been seen but this may reduce over time.
- 14.5 The Cabinet Member for Innovation, Transformation and Performance commented that the forecast underspend alongside continuation of services and new services being delivered was a tribute to finance staff and staff throughout the Council.
- 14.6 The Vice-Chairman discussed how joint working had supported the Council through the pandemic, for example deployment of COMF through joined up working between the County Council and other organisations. The Vice-Chairman thanked everyone involved in partnership working for their help during the pandemic to keep people safe.
- 14.7 The Cabinet Member for Adult Social Care, Public Health and Prevention endorsed the Government roadmap, but noted it was dependent on people adhering to the guidance and maintaining social distance to allow the country to come out of lockdown more quickly.

14.8 Cabinet **RESOLVED** to:

1. **note** the period 11 general fund forecast revenue **underspend of £0.183m** **noting** also that Executive Directors will take measures to reduce or eliminate potential over-spends;
2. **note** the COVID-19 the Cabinet Member for Environment and Waste funding received of **£121.161m**, the proposed use of that funding, and the related expenditure pressures resulting in net Covid-19 pressure, of **£14.529m** taking into account proposed transfers to the Corporate Risk reserve;
3. **note** the allocation of Phase 2 of the Contain Outbreak Management Fund as set out in paragraph 5.14 and table 4b of Appendix 1 of the report;
4. **note** the period 11 forecast shortfall in savings of **£17.691m**, **noting** also that Executive Directors will take measures to mitigate savings shortfalls through alternative savings or underspends;
5. **note** the forecast General Balances at 31 March 2021 of £19.706m, before taking into account any over/under spends;
6. **note** the expenditure and funding of the revised current and future 2020-23 capital programmes.

14.9 **Evidence and Reasons for Decision**

Two appendices are attached to this report giving details of the forecast revenue and capital financial outturn positions:

Appendix 1 summarises the revenue outturn position, including:

- Forecast over and under spends
- Covid-19 pressures and associated the Cabinet Member for Environment and Waste income
- Changes to the approved budget
- Reserves
- Savings
- Treasury management
- Payment performance and debt recovery.

Appendix 2 summarises the capital outturn position, and includes:

- Current and future capital programmes
- Capital programme funding
- Income from property sales and other capital receipts.

14.10 **Alternative Options**

In order to deliver a balanced budget, no viable alternative options have been identified to the recommendations in this report. In terms of financing the proposed capital expenditure, no the Cabinet Member for Environment and Waste or revenue funding has been identified to fund the expenditure.

15 **Reports of the Cabinet Member and Officer Delegated Decisions made since the last Cabinet meeting:**

Cabinet **RESOLVED** to **note** the Delegated Decisions made since the last Cabinet meeting.

The Chairman highlighted that this was the final Cabinet meeting of 2020-21. The past year had been difficult because of the pandemic and he thanked everyone who had worked well together with staff and partners to achieve everything accomplished during this time. The Chairman thanked fellow Cabinet Members for the work they have put in on their portfolios and in supporting fellow Cabinet members. The Chairman thanked Executive Directors and their staff for the quality of the reports Cabinet has dealt with and their professionalism throughout.

The meeting ended at 11.08

Chairman

Cabinet
12 April 2021
Public & Local Member Questions

Agenda item 6	Public Question Time
6.1	<p>Question from Ashley Williams:</p> <p>I am currently in training for basic care competency through the Care Certificate, under the 'Step into Care' programme. Example link - https://www.wea.org.uk/north-west/step-into-care</p> <p>With four years' experience as an unpaid carer, and two years as a paid carer - both in a domiciliary situation; including employment by someone with a Personal Budget and (in theory) a Care Plan – how is it that the Care Certificate has never been mentioned or highlighted previously by any organisation, including Social Services?</p> <p>This seems to represent a major loophole in oversight of care in people's own homes when they also act as employers. How is this being addressed at County level?</p> <p>Response from the Cabinet Member for Adult Social Care, Public Health and Prevention</p> <p>Thank you for your question. There are many routes into paid caring and many different types of training that people can access – the WEA is one of those and I'm delighted that you have taken this up.</p> <p>Working closely with the care sector, Adult Social Services is promoting jobs, training and skills development to help recruit people to caring roles. Recruiting and retaining staff is a top priority for everyone in health and social care and we will continue to support and promote opportunities.</p> <p>In 2020, in partnership with Suffolk, we launched a large-scale programme of fully funded training and skills development. The aim of this project is to empower people working within health and social care to develop new skills and confidence so they can progress into more senior roles within the sector. We believe that this strong commitment to training will also help to attract new people into the caring profession.</p> <p>The programme includes a Level 1 qualification that embeds the care certificate, which is aimed at people who are starting out on their careers as well as colleagues who have not had the opportunity to complete this qualification before. All qualifications are available to Personal Assistants. The project has secured up to £7.58 million, with up to £3.79 million coming from the European Social Fund.</p>
6.2	<p>Question from Cllr Caroline Ackroyd, Norwich City Council:</p> <p>Brazengate Bus Gate in Norwich operates 365 days a year Monday to Friday 7:30 am to 9:30 am and was implemented to ensure that priority was given to buses and so that there would be no private motor cars using the road at these times.</p> <p>However, an Eaton resident was caught on camera and fined for using the bus gate on Christmas Day– it does seem unnecessary for the Traffic Regulation Order to include a bank holiday when no buses are running and for a fine to be involved.</p> <p>Would the cabinet member consider looking at this issue please and making appropriate adjustments as to how enforcement is carried out?</p>

	<p>Response from the Cabinet Member for Highways and Infrastructure: I would be happy to explore this issue further and make adjustments, where appropriate. It is important that the information displayed on traffic signs regarding when bus lanes are in force are easy for all motorists to understand. Bus services do run over some bank holidays, including the recent Easter weekend so all options will need to be carefully explored in order to avoid causing any confusion to motorists. This will be fully investigated and recommendations presented to a future meeting of the Norfolk Parking Partnership Joint Committee.</p>
6.3	<p>Question from Cllr James Wright, Norwich City Council: One observation following the change to modes of transport used since the start the pandemic has been the welcome increase in cycling in Norwich, but this has been coupled with the less welcome increase in cycling on pavements.</p> <p>At best, this pavement cycling is as a consequence of confusion about where shared cycle / pedestrian space ends, and pedestrian only space begins.</p> <p>Could the cabinet member please advise what steps the county council could take to improve signage, and the options for fining those who continue to ride on pavements designated for pedestrians only?</p> <p>Response from the Cabinet Member for Highways and Infrastructure: The recent observed increase in the number of people cycling around Norwich City is extremely encouraging and I recognise that we need to support this growth by ensuring that conflicts between those walking, cycling and general traffic is minimised where possible. Following recent successful bids for government funding, we will be delivering a number of highway improvement schemes aimed at improving the environment for cycling and walking through our Active Travel Fund and Transforming Cities Fund programmes. Where appropriate, this will include the introduction of new segregated cycle lanes, which will provide a dedicated, safe space for cycling, as well as additional and more comprehensive signage. We will continue to monitor and cycling trends across the county to identify where further walking and cycling improvements can be delivered when future funding opportunities arise.</p> <p>In Greater Norwich we are also in the process of developing a Local Cycling and Walking Infrastructure Plan which will provide prioritised improvements to be delivered during the short, medium and long term to develop our walking and cycling network. More information on this will be published over the coming months.</p> <p>Norfolk County Council does not hold any legal powers for fining people observed cycling on pavements illegally but will be happy to raise your concerns with the Police.</p>
6.4	<p>Question from Caroline Sykes A report by the Disabled Children's Partnership last month found that disabled children, their siblings, and parents are all experiencing extremely high levels of social isolation in comparison to the rest of the population, stating "A high proportion of families are socially isolated to a level where their health may be impacted without intervention." 91% of parents indicated their child was socially isolated.</p>

Even when they are an appropriate option for respite, families report that Personal Assistants with the right skill set are not always available.

What additional provision will Norfolk County Council offer disabled children and their families, given that the demand for respite places outweighs those available?

Response from the Cabinet Member for Children's Services

We recognise that this has been a challenging time for all families, especially those where children have additional needs.

Positively, all commissioned specialist, group based short breaks provision is back operating almost at full capacity, after a period of restricted delivery during the pandemic over the last year. Lack of such provision in West and Breckland remains a challenge, so new provision is being commissioned which will be introduced in a phased manner over the summer holidays. This process has been greatly assisted through our working alongside parent and carers forums such as Family Voice Norfolk and Sensational Families.

All Personal Assistants have continued to be paid throughout the pandemic, and all should now have returned to work unless they have health reasons for not doing so. They were prioritised for accessing vaccination and PPE. If families have issues accessing a Personal Assistant, they should contact the Short Breaks team who will help support them to find alternative staff. The team can also support them to undertake targeted advertising in local communities through the Direct Payment Support Service. Families can also access mainstream holiday schemes that are now starting to operate, as well as childminders, and the short breaks team can advise and support on these aspects.

Additionally, our recently launched Holiday Activities and Food programme, whilst targeted at children eligible for free school meals, and not specifically at children with additional needs, it has been developed to be inclusive and accessible to all. At Easter, where the focus was more on a remote offer due to continued social restrictions, all online content was assessed for accessibility, and sessions included dyslexia inclusive creative writing and sensory circuits. As part of the activity boxes delivered to over 7000 families, the equipment and activities contained sensory cards and other inclusive resources. A limited amount of direct face to face sessions were also offered, with over 500 children participating, a number of whom were identified as having additional needs. Some of them participated in activities led by a community-based provider working specifically with children with special educational needs and disabilities.

We are working with Special Schools and Short Breaks providers on planning for the Summer and exploring how this provision links with wider support.

Supplementary Question from Caroline Sykes

Families were not allowed to spend their full Short Breaks budget allocation on activities and equipment for home use this past year even when they had hundreds and in some cases thousands of unspent funds due to Covid -19 restrictions and some children needing to shield. Why will this unspent money be returned to Norfolk County Council's coffers when it could have been used to improve Disabled Children's lives?

Response from the Cabinet Member for Children's Services

In line with the Council's financial policy, unspent funding at the end of the financial

	<p>year is not carried forward. Personal Budgets are set at a level based on a family's assessed level of need. These are reviewed annually, and it is important that families are reassured that not fully using this year's Personal Budget due to the current situation, will not result in their budget being reduced next year. Any changes will be based on the assessment of their needs for the coming year, and where families have increased needs, perhaps as a result of the pandemic, this will be part of the review and assessment process.</p> <p>We have allowed more flexible use of Direct Payments during Covid-19, and a 30% increase in the number of families accessing the short breaks offer specifically to utilise that flexibility to access toys and equipment. This has been greatly appreciated by families with disabled children, and due to rising demand, Children's Services has increased the Short Breaks budget for 2021-2022.</p>
6.5	<p>Question from Maxine Webb:</p> <p>After a year of disabled children having their needs unmet, of experiencing extreme isolation and with an education and health care system still vastly behind in providing essential therapies and provision, Norfolk families are concerned by the government's recent decision not to scrap easement measures to the Children & Families Act, requiring only 'reasonable endeavours' by Local Authorities to provide the needs listed in a disabled pupil's EHC plan.</p> <p>What reassurance can Cllr Fisher give, that Norfolk County Council will ensure every child's needs are met, that disabled children will receive the full provision listed in their EHC plans, which, to their detriment, they have gone without this past year</p> <p>Response from the Cabinet Member for Children's Services</p> <p>Firstly, we would like to reassure Norfolk families that the Government's easements of Children and Families Act legislation came to an end at the end of July 2020 (for SEND provision) and end of September 2020 (for EHCP timescales). There are currently no easements in force.</p> <p>We are pleased that Norfolk's schools and settings prioritised the attendance of children with EHCPs during both lockdowns, and Norfolk's attendance of pupils with EHCPs was largely reflective of the picture nationally, meaning that many children continued to receive their special educational provision during this challenging period. Where therapy provision was disrupted, health providers worked collaboratively with the Local Authority and Norfolk settings to provide this in the most appropriate and practical way possible to meet children's needs, including the use of virtual technology. Delivery of face to face therapies and educational support from specialist teachers and other SEND professionals also continued in cases where risk assessments allowed.</p> <p>Norfolk County Council is now working very proactively with Norfolk schools and settings to support the full return of all pupils to schools and a robust action plan has been developed to achieve this overseen by Senior Officers of the Council. This includes working with our settings in the delivery of the DfE's "Wellbeing for Education" initiative focussed on providing additional support to pupils to make a successful return to school, the national catch up programme, and on delivering Norfolk's allocation of the Government's £42m for projects for children with SEND. Our EHCP Teams have developed new systems to ensure SEND provision detailed</p>

in EHCPs is being delivered in educational settings, and we are working closely with our health colleagues to ensure that important therapies and other health provision can return to face to face delivery safely.

Supplementary question from Maxine Webb:

Even before the easement measures, Norfolk County Council had one of the highest number of new EHC plan assessments and Annual Reviews being completed outside of the legal timescales stated in the Children & Families Act.

What further reassurance can Cllr Fisher give that these easement powers will not be allowed to make this unacceptable situation for Norfolk's children worse or be used to excuse the council's poor performance.

Response from the Cabinet Member for Children's Services

Norfolk was one of the few local authorities who decided not to take up the option of applying timescale easements to its EHCP 20-week timescale performance during lockdown. This is because we recognise the need for significant improvement in the timescales for both new EHCPs and annual reviews, and we wanted our data to be reflective of the actual position to aid us in our improvement journey. Norfolk had the second highest rate of improvement of the lowest performing local authorities for EHCPs completed in timescales during 2020, and our first quarter performance of 2021 for EHCPs issued in 20 weeks has improved even further. We have a rigorous action plan for EHCP timescale improvement as part of our Area SEND Inspection Written Statement of Action overseen by a Governance Board chaired by the Executive Director of Children's Services. The Board is also attended by the DfE, CQC, myself as the Cabinet Member for Children's Services, and most importantly, Family Voice Norfolk, our Parent Carer Forum.

**Cabinet
12 April 2021
Local Member Questions**

Agenda item 7	Local Member Issues/Questions																
7.1	<p>Question from Cllr Brian Watkins: The number of apprenticeships starts in Norfolk peaked in 2015/16 and has fallen each year since then. Can you give a good reason why this is the case?</p> <p>Response from Deputy Leader and Cabinet Member for Growing the Economy There are a number of factors which could have contributed to the declining apprenticeship starts in Norfolk, since the peak in 2015/16. However, before we look at those in more detail, it is worth noting the national picture, as this decline is not exclusive to Norfolk:</p> <table><tr><td></td><td>2012/13</td><td>2013/14</td><td>2014/15</td><td>2015/16</td><td>2016/17</td><td>2017/18</td><td>2018/19</td></tr><tr><td>Total apprenticeship starts⁵</td><td>510,200</td><td>440,400</td><td>499,900</td><td>509,400</td><td>494,900</td><td>375,800</td><td>393,400</td></tr></table> <p>Source: DfE (2020) 'Apprenticeships in England by Industry Characteristics' [Online] Available at: https://www.gov.uk/government/statistics/apprenticeships-in-england-by-industry-characteristics-2018-to-2019</p> <p>A number of reforms to the Apprenticeship system were introduced in 2017, as a result of the Richard Review, 2015. The reforms included;</p> <ul style="list-style-type: none">• Introduction of the levy - which aimed to increase employer investment• Moving from frameworks to new standards, developed by employer trailblazer groups - with the introduction of an independent, rigorous End-Point Assessment• Introduction of the 20% off the job training requirement• Introduction of the Digital Apprenticeship Service online portal for large organisations to manage their funding/apprenticeships <p>While the above reforms have been positive in terms of increasing the quality of apprenticeships and placing employers in the driving seat, it should be noted that challenges have arisen in the complexities of continued policy changes affecting the system; potentially contributing to the reduction in the number of new starts; locally but also nationally.</p> <p><u>The Apprenticeship Levy/Funding:</u> The levy certainly improved opportunities for businesses to fund workforce development for existing staff. It is widely acknowledged nationally that this strategy has improved much needed upskilling of staff; however, potentially at the expense of recruiting lower level apprenticeships and/or younger apprentices externally. For some large companies, this meant an increase in the use of higher and degree apprenticeships in leadership and management for existing staff – a move towards fewer, more costly apprenticeships. Furthermore, it has taken some large organisations a significant amount of time to embed the use of levy within their</p>		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	Total apprenticeship starts ⁵	510,200	440,400	499,900	509,400	494,900	375,800	393,400
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19										
Total apprenticeship starts ⁵	510,200	440,400	499,900	509,400	494,900	375,800	393,400										

business workforce planning and as such have not yet fully utilised this funding opportunity.

Restricted funding allocations for colleges and training providers offering apprenticeships to non-levy businesses' have also can be equally restrictive for SMEs, restricting choice to those providers with budget.

Frameworks/Standards

The development/approval of new standards was initially a time-consuming process, causing some training providers to delay making the move to standards. There has been a lack of approved standards at Level 2 following the transition from frameworks to standards. It is widely acknowledged this has impacted on volumes of starts for young people whose attainment grades are lower. A notable example is the removal of Business Admin Level 2 which was previously a solid entry point for many businesses recruiting apprentices. This adds to the challenge where social mobility cold spots in Norfolk continue to hinder the progression of individuals into high level/higher paid roles.

20% Off the Job (OTJ) Training Requirement

The introduction of the 20% OTJ requirement had a significant impact on employers, as an apprentice is required to evidence 20% of their contracted hours are spent learning significant new knowledge, skills and behaviours. This is a funding requirement for training providers and as such, is not negotiable. This can be perceived as an obstacle (particularly for smaller employers) and the rules around this element have been widely reported as complex and confusing.

Together with the 20% OTJ funding requirement, other complexities in continued changeable funding rules and quality standards have been challenging for smaller providers to manage.

Alongside this landscape of significant change in apprenticeships policy and the system, Norfolk has seen a consistent reduction in Independent Training Provider delivery; with five notable organisations closing within the last 6 years; creating a significant reduction in the county in terms of apprenticeship offer and availability. Apprenticeship provision for some programmes (e.g. construction) is now only available at the main FE colleges in Norfolk – which creates a logistical difficulty for some apprentices based in rural parts of the county.

Apprenticeship policy and the system remains complex to navigate, particularly for smaller businesses who have yet to engage with the Apprenticeship programme. Research highlights the following challenges/barriers for SMEs engaging with Apprenticeships:

- employers' time constraints
- confusion and difficulties on deciding who to work with when different providers offered different options and services
- find the National Apprenticeship Service 'complex and confusing'

Note: The Norfolk County Council (NCC) 'Apprenticeships Strategy 2020-2023' sets out a strategic vision, aims and objectives and an operational action plan to increase the number of apprenticeships starts in Norfolk.

7.2	<p>Question from Cllr Tim East: What level of funding has the Council provided to the Citizens Advice Bureau since 2017/18 and which services provided by the Citizens Advice Bureau is this funding for?</p> <p>Response from Cabinet Member for Adult Social Care, Public Health and Prevention Thank you for your question. The Citizens Advice Bureau (CAB) receives approx. £380k of funding annually from Norfolk County Council. Funding is used to provide information and knowledge about rights, entitlements and services to enable individuals to make choices and meet their needs, including directing people to further sources of help or specialist advice. This can also include support to address a problem including practical help to meet that need.</p>
7.3	<p>Question from Cllr Dan Roper: What are the current working assumptions on a third wave of Covid infections in Norfolk?</p> <p>Response from Cabinet Member for Adult Social Care, Public Health and Prevention Thank you for your question. As you are aware ongoing modelling of a possible third wave of Covid infections in Norfolk is currently being carried out. This is based on the assumptions issued by the national modelling subcommittee of SAGE (SPI-M-O). These are as follows:</p> <ol style="list-style-type: none"> 1. It is <i>“highly likely that there will be a further resurgence in hospitalisations and deaths after the later steps of the Roadmap”</i>. 2. Although a third wave is likely, <i>“the scale, shape, and timing of any resurgence remain highly uncertain”</i> although most models suggest that it is highly unlikely that the timing will be earlier than late July/early August 3. Most models suggest that a third wave peak will be <i>‘smaller than the wave seen in January 2021’</i> but it is still plausible that we could see <i>‘hospitalisations of a similar scale to January 2021’</i> <p>This is why it's still so important that everyone sticks to the restrictions that are still in place and vital that people continue to social distance and continue with the advice: “hands-face-space-fresh air”.</p>
7.4	<p>Question from Cllr Steffan Aquarone: After spending millions of pounds refurbishing the council chamber and meeting rooms at County Hall at an increasing cost and delay when do you anticipate they will be able to be used for Council meetings?</p> <p>Response from Cabinet Member for Commercial Services and Asset Management Cllr Aquarone is correct that as works have proceeded on the refurbishment of the North Wing meeting rooms, we have identified both urgent Health and Safety issues, but also significant degradation to the building fabric in this area, in sites that could not have surveyed or assessed previously (such as on a fragile roof). These have been driven by historic underinvestment in a building that has had limited work undertaken on it, since it was constructed.</p> <p>It is important that well used Council facilities are invested in to ensure they are fit</p>

	<p>for purpose. We cannot always choose the timing when this is needed to be done, but Leadership, unlike opposition requires difficult decisions. Perhaps it is the Liberal Democrat position that the meeting rooms should have leaks in the roof, be inaccessible to disabled people and have low environmental standards.</p> <p>It will be national Covid regulations (and the need for social distancing), alongside the current judicial review into continuing virtual meetings – that will decide when they are used for Council Meetings.</p>
7.5	<p>Question from Cllr Alexandra Kemp NCC is now part of the Integrated Care System (ICS) with the NHS and takes joint responsibility with the NHS for the quality of care for Norfolk residents.</p> <p>The Queen Elizabeth (QE) is a major acute hospital, is 41 years old, built to last for only 30 years. The roof is caving in and is being held up by props in over 150 places.</p> <p>I have written to Cabinet Ministers and to the Chancellor to ask for funding for the rebuild. I asked the Norfolk Health Committee to write to the Govt.</p> <p>What is the Cabinet doing to promote the speedy rebuild of the QE?</p> <p>Response from Cabinet Member for Adult Social Care, Public Health and Prevention Thank you for your question and for continuing to raise this important matter both locally and nationally.</p> <p>The Chairman of Norfolk Health Overview and Scrutiny Committee has now written to the Secretary of State for Health & Social Care and the nine Norfolk MPs about the situation at the QEH.</p> <p>The Cabinet Member for Children's Services and I sit on the Interim ICS Partnership Board which sees local health and care organisations working together to improve the health, wellbeing and care of people living in Norfolk and Waveney. Personally I have called for government to provide the funds to sort out the problem and as a partnership we will continue to support the Trust in their case for the QEH to be one of the further 8 new or part new hospitals by 2030.</p>
7.6	<p>Question from Cllr Danny Douglas: Councils have to produce an improvement plan by July 2021 in respect of improving the bus network. Will the Cabinet member for Highways and Infrastructure commit to stopping polluting vehicles in Norwich City Centre, for example Sanders buses on Magdalen Street, as well as stopping inappropriate bus routing such as using Surrey Street when vehicles can go down Queens Road?</p> <p>Response from the Cabinet Member for Highways and Infrastructure: As part of the government's new National Bus Strategy, local transport authorities and local transport operators have to commit to an Enhanced Partnership by July 2021 and Bus Service Improvement Plans have to be developed and published by the end of October 2021. We do not yet have the detailed guidance about these plans or how to access the potential funding available so I cannot yet commit to specifics, but we will be looking to develop an aspirational plan that improves the public transport network and experience for passengers, working with the transport</p>

	<p>operators. This will include taking into consideration environmental factors and routing of services.</p>
7.7	<p>Question from Cllr Brenda Jones: Staff were told last year that returning to County Hall would see desk capacity reducing from 160 to 60 on each floor. Can the Cabinet Member for Innovation, Transformation and Performance confirm what impact that will have on the total number of staff working out of NCC at any one time?</p> <p>Response by the Cabinet Member for Innovation, Transformation and Performance As we start to return to the office, Norfolk County Council has been clear that it will carefully manage the return to work. As we have communicated to staff, we are limiting the numbers of our staff in all of our key offices (including County Hall) to help with infection control, and in some cases for practical reasons whilst capital works are undertaken at sites.</p> <p>A managed return to offices is a sensible approach, which is reflected across many companies and public sector organisations across the country, whilst the vaccinations rollout continues, and the positive impact is assessed. [Impact on transmission, severity of illness and new strains]</p> <p>The desk capacity limits across our estate, as was communicated to staff, a temporary measure. Staff wellbeing has to be a priority during this pandemic.</p> <p>As we have communicated to Cllr Jones previously, Norfolk County Council is consolidating staff onto the County Hall campus and that the site will be fully utilised. When we as an organisation are content to relax our covid restrictions, we would envisage the building being fully occupied – as one of the key public sector facilities in the County.</p>
7.8	<p>Question from Cllr Emma Corlett Validated data has been shared with Norfolk County Council which shows the Barbastelle bat colony on the proposed route of the Norwich Western Link is the largest maternal colony in the UK, yet there is still no Environmental Impact Assessment for the scheme. Given the serious implications this will have on the future of the scheme, will the Cabinet commit to undertaking one at the earliest opportunity, to reduce the financial hit the Council will take when the project is pulled?</p> <p>Response from the Cabinet Member for Highways and Infrastructure: The summary document the council has received doesn't provide the supporting evidence behind the conclusions made, including key information such as the location of any barbastelle roosts. The project team have asked for this information to be shared with them on several occasions, but it has not been provided to date.</p> <p>We have carried out extensive bat surveys over the last two years across a wide area to the west of Norwich, with further surveys being carried out in 2021. We are developing our mitigation proposals to take account of the data collected and are planning to put in considerable measures designed to support local bat populations, including green bridges, underpasses, and improving existing habitats and creating</p>

	<p>new ones. Our work will continue to be informed by national guidance and advice from statutory environmental bodies.</p> <p>The presence of barbastelle bats in the area to the west of Norwich has been a significant consideration for the council in how we go about creating the Norwich Western Link. At its closest point, the road is 1.1km from the recorded barbastelle bat colony at Weston/Morton and limiting potential impacts on this colony and barbastelle bats in general was a factor which informed the selection of the route.</p> <p>Environmental assessments have been carried out at various stages of the project which have informed the development of the scheme. Work on the Environmental Impact Assessment is ongoing and the outputs from this, as well as mitigation proposals, will be presented in the project's Environmental Statement which will be submitted as part of the planning application. We also intend to carry out a public consultation before submitting the planning application which will include details on our proposed environmental mitigation and enhancement measures.</p>
7.9	<p>Question from Cllr Mike Smith-Clare</p> <p>Schools up and down the country will miss out on funding because the Government has changed how it calculates the Pupil Premium Funding, taking the eligible figure of children from October 2020 figures rather than January 2021. What has been the impact of this change to Norfolk County Council's Pupil Premium funding?</p> <p>Response from the Cabinet Member for Children's Services</p> <p>My sincere apologies to Cllr Smith-Clare but, as a local authority, we do not have the necessary data, at the current time, to calculate whether there is any impact for Norfolk schools, or the size of any impact, as a result of the change from January 21 to October 20 data.</p> <p>Individual schools rather than the local authority receive Pupil Premium Funding based upon the number of pupils they have that meet the relevant criteria and is designed to allow schools to help disadvantaged pupils by improving their progress and the exam results they achieve. Schools must show how they are using their pupil premium funding effectively.</p> <p>If, and when, we have further information regarding any impact for Norfolk schools, this can be shared"</p>
7.10	<p>Question from Cllr Julie Brociek-Coulton</p> <p>What steps is the Council taking to ensure that Covid recovery plans are built with people affected by dementia at their centre?</p> <p>Response from Cabinet Member for Adult Social Care, Public Health and Prevention</p> <p>Thank you for your question. The Council will be working with partners to help the county to recover from Covid-19 in accordance with the Council's long-term strategy, Together, For Norfolk. One of the outcomes that the strategy sets out is that all families, older people and people with learning or physical disabilities are supported to live well and independently in their community.</p> <p>In Adult Social Services, we are appointing a new Dementia Lead post to help us design and implement a new strategy that will meet the future social services</p>

	<p>demand for dementia support, as well as developing new capacity and leading innovation in care and support. Day Services are also looking at creative ways of utilising resource to provide more community-based support options for people with Dementia and others, taking learning and experience from the pandemic response.</p>
7.11	<p>Question from Cllr Colleen Walker The Travel Plan mode shift target for Great Yarmouth set in January 2019 was 15%. Was this target met and by how much?</p> <p>Response from the Cabinet Member for Highways and Infrastructure: NCC set modal shift targets based on Medium Super Output Areas (MSOA) data from the 2011 census of population recorded by the Office of National Statistics (ONS). Where a Travel Plan is required as part of a new development, it must contain measures to support the required modal shift targets. There are a number of Business Travel Plans, Residential Travel Plans, and Overarching Travel Plans that are currently being implemented within Great Yarmouth, and the modal shift of each Travel Plan will be monitored by NCC over its lifetime. Information on modal shift performance of a particular Travel Plan can be provided on request.</p>
7.12	<p>Question from Cllr Terry Jermy At the Council meeting on 22nd February, the Cabinet member for Environment and Waste referred to the issue of fly tipping as a “fake debate.” I’m reporting fly tipping almost daily in my division and it’s an issue which is continuing to blight our county. Will the Cabinet Member therefore revise his position on fly tipping to start addressing this very real issue?</p> <p>Response by the Cabinet Member for Environment and Waste The latest national data published by the Government shows that reported flytipping incidents in Norfolk for 2019/20 were 9% down from the previous year while England as a whole saw a 2% increase.</p> <p>The County Council continues to work alongside authorities across Norfolk and through the Norfolk Waste Partnership to deliver campaigns, including the anti-flytipping SCRAP campaign. The SCRAP fly-tipping campaign was launched in 2019 with the Norfolk Waste Partnership to highlight what steps can be taken to help prevent the crime and report it. This is a combined project with Norfolk Police, the Environment Agency, the NFU and the CLA working closely together to prevent and take action on fly-tipping in Norfolk. This campaign has continued throughout 2020 where people were encouraged not to leave donations outside closed donation points and recycling centres and to report cases where seen.</p>

**Written Supplementary Questions requiring written responses from the Cabinet Meeting held on
Monday 12 April 2021**

Agenda item 7 Local Member Questions	
Written supplementary question from Cllr Danny Douglas	<p>Thank you for the response. The Cabinet Member has committed to look at the issue of routing of services in the bus service improvement plan? Could he commit to review the return of bus services to Old Palace Road and the frequency of services along Heigham Street in the bus service improvement plan?</p> <p>Response from the Cabinet Member for Highways, Infrastructure and Transport:</p> <p>As part of the government's new National Bus Strategy, local transport authorities and local transport operators have to commit to an Enhanced Partnership by July 2021 and Bus Service Improvement Plans have to be developed and published by the end of October 2021. We do not yet have the detailed guidance about these plans or how to access the potential funding available so I cannot yet commit to specifics, but we will be looking to develop an aspirational plan that improves the public transport network and experience for passengers, working with the transport operators. This will include taking into consideration environmental factors and routing of services.</p>