

Communities Committee

Date: **Wednesday 13 May 2015**

Time: **10.00am**

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

Persons attending the meeting are requested to turn off mobile phones.

Membership

Mr P Smyth - Chairman

Mrs M Wilkinson – Vice Chair

Mr C Aldred

Mr J Childs

Ms E Corlett

Mrs H Cox

Mr A Dearnley

Mrs M Dewsbury

Mr N Dixon

Mr H Humphrey

Mr J Law

Mr W Northam

Mr D Roper

Mr M Sands

Mr N Shaw

Mr D Thomas

Mr J Ward

**For further details and general enquiries about this Agenda
please contact the Committee Officer:**

Nicola LeDain on 01603 223053

or email committees@norfolk.gov.uk

Under the Council's protocol on the use of media equipment at meetings held in public, this meeting may be filmed, recorded or photographed. Anyone who wishes to do so must inform the Chairman and ensure that it is done in a manner clearly visible to anyone present. The wishes of Members or any members of the public not to be recorded or filmed must be respected.

A g e n d a

1. To receive apologies and details of any substitute members attending

2. Minutes

(Page 4)

To agree the minutes from the meeting held on 11 March 2015.

3. Members to Declare any Interests

If you have a Disclosable Pecuniary Interest in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a Disclosable Pecuniary Interest in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an Other Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare an interest but can speak and vote on the matter.

4. To receive any items of business which the Chairman decides should be considered as a matter of urgency

5. Local Member Issues/Member Questions

Fifteen minutes for local members to raise issues of concern of which due notice has been given.

Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk or 01603 223053) by **5pm on Friday 8 May 2015.**

6. Update on Key Service Issues and Activities

(Page 10)

Report by Executive Director of Community and Environmental Services

7. Norfolk Domestic Abuse Change Programme

(Page 42)

Report by Executive Director of Community and Environmental Services

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|-----|--|-------------------|
| 8. | Norfolk Adult Education Service – Member Steering Group Update
Report by Interim Executive Director of Finance | (Page 46) |
| 9. | Interim Report of the Norfolk Library and Information Service Review Group
Report by Executive Director of Community and Environmental Services | (Page 51) |
| 10. | Fire and Rescue Review – Interim Report from the Member Working Group
Report by Executive Director of Community and Environmental Services | (Page 63) |
| 11. | The Firefighters’ Pension Scheme (England) Regulations 2014 SI 2014/2848 Scheme Manager Discretions
Report by Executive Director of Community and Environmental Services | (Page 71) |
| 12. | Establishment of Local Pension Board for the Firefighters’ Pension Schemes
Report by Executive Director of Community and Environmental Services | (Page 97) |
| 13. | Retirement of the Chief Fire Officer
Report by Executive Director of Community and Environmental Services | (Page 104) |
| 14. | Forward Plan
Report by Executive Director of Community and Environmental Services | (Page 106) |

Group Meetings

Conservative	9:00am	Conservative Group Room, Ground Floor
UK Independence Party	9:00am	UKIP Group Room, Ground Floor
Labour	9:00am	Labour Group Room, Ground Floor
Liberal Democrats	9:00am	Liberal Democrats Room, Ground Floor

Chris Walton
Head of Democratic Services

County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 5 May 2015



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Communities Committee

**Minutes of the Meeting Held on Wednesday 11th March 2015
10:00am Edwards Room, County Hall, Norwich**

Present:

Mr P Smyth (Chair)

Mr C Aldred
Mr B Borrett
Mr J Childs
Ms E Corlett
Mrs H Cox
Mr A Dearnley
Mrs M Dewsbury
Mr N Dixon

Mr J Law
Mr W Northam
Mr D Roper
Mr M Sands
Mr N Shaw
Mr D Thomas
Mr J Ward
Mrs M Wilkinson

1. Apologies and substitutions

1.1 Apologies were received from Colin Aldred and Jonathan Childs.

2. To agree the minutes of the meeting held on 14 January 2015.

2.1 The minutes of the meeting held on 14 January 2015 were agreed as an accurate record by the Committee and signed by the Chairman.

3. Declarations of Interest

3.1 No interests were declared.

4. To receive any items of business which the Chairman decides should be considered as a matter of urgency

4.1 The Committee had a discussion regarding ways that the service Committees (except Adult Social Care) would achieve the extra £500k of efficiency savings that had been agreed at Full Council as part of the amended budget. The chair asked the Conservative Group members of the committee if they had any plans concerning the share of the agreed savings that the Communities Committee would be responsible for making. There were no suggestions made.

5. Local Member Issues / Member Questions

- 5.1 No member questions had been received prior to the meeting.

6. Norfolk Armed Forces Community Covenant Annual Report 2014-15

- 6.1 The report from the Executive Director of Community and Environmental Services was received. The report detailed the action undertaken to support the Norfolk Armed Forces Community.
- 6.2 The Committee heard that the District Councils had signed up to the covenant and were supporting the Norfolk Armed Forces Community by offering such things as allowances on housing and discretionary relief on business rates for premises used by Cadet groups.
- 6.3 It was noted that there had been an additional focus on help for veterans for mental health, homelessness and substance misuse problems.
- 6.4 The Committee asked for updates to be added to the fortnightly update on key service issues and updates.
- 6.5 The Committee **RESOLVED** to;
- Note the progress of the Norfolk Armed Forces Community Covenant.
 - Agree that regular updates would be given in the fortnightly update on key service issues and activities.

7. Trading Standards Service Plan

- 7.1 The report from the Executive Director of Community and Environmental Services was received. The report presented recommendations to Committee on the proposed policies and priorities for 2015/2016 for consideration and comment prior to making recommendations on adoption of the plan to Full Council.
- 7.2 The Committee heard that the Food Standards Agency requires Trading Standards to run a programme to inspect premises at regular intervals. The Service's work was based upon intelligent enforcement and knowledge, and it was the business operator's responsibility to meet their legal requirements.
- 7.3 The Committee noted that the department were offering a service which appeared to be as good as or even better than the National average.
- 7.4 The Committee heard that if there were concerns made of a sector, a complete sweep of that sector would be undertaken by Trading Standards.
- 7.5 The annual seizures were reported in the fortnightly update of activities and issues.
- 7.6 The Committee **RESOLVED** to;
- Review the Trading Standards Service Plan including Annexes I and II and recommend adoption of the plan to Full Council

- Approve the Business Services Policy and the Consumer Services Policy and their adoption by the Trading Standards Service.
- Support the Trading Standards Service's proposal to explore alternative options to generate additional income in 2016/17.

8. Communities Committee Finance Monitoring Report at Period 10 2014-15

- 8.1 The report from the Executive Director of Community and Environmental Services was received. The report provided the Committee with information on the financial position of the Service for 2014/15. It provided information on the variances from the original budget, emerging issues and the position on the expected use of reserves for Communities purposes.
- 8.2 It appeared that there had been a reduction in the use of reserves for Adult Education, however this was due to grants being held for specific projects which didn't follow the financial year. The money would be committed to that project and used for that purpose.
- 8.3 The Committee **RESOLVED** to;
- Note the forecast revenue outturn position for 2014-15 as at Period 10 of a £0.039m underspend.
 - Note the forecast capital outturn position for the 2014-15 capital programme.
 - Note the current forecast use of reserves.

9. Performance Monitoring and Risk Report

- 9.1 The report from the Executive Director of Community and Environmental Services was received. The report reviewed quarter three (October to December 2014) performance results for the services areas that are covered by the Communities Committee.
- 9.2 There was concern expressed about the levels of sickness shown in the data for the customer service department. The Committee were reassured that there was robust procedures in place for managing sickness absence and the sickness absence figures were low in comparison to national figures.
- 9.3 The Committee heard that a change to the system which recorded library visitors had affected the accuracy of the figures. Manual counting had also taken place so adjustments could be made.
- 9.4 It was clarified to the Committee that there was nothing on the corporate risk register that fell within the remit of the Communities Committee. An explanation was given to the Committee regarding the escalation of departmental risks to corporate risks.
- 9.5 The Chair asked Officers if the workshop for the Communities Committee Members on performance management could be rearranged.
- 9.6 The Committee **RESOLVED** to;

- Review and comment on the performance information
- Consider any areas of performance that require a more in-depth analysis

10. Adult Education Service Performance Academic Year August 2013 to July 2014

- 10.1 The report from the Executive Director of Community and Environmental Services was received. The agenda item was changed to enable the Communities Committee to receive a verbal report on the outcomes of the recent Ofsted inspection for the Adult Education Service and the planned initial response to that report.
- 10.2 The Assistant Director Community and Environmental Services (Cultural Services) and Head of Libraries and Information and Adult Education reported to the Committee that the Norfolk Adult Education Service had received an inadequate report as a result of the recent Ofsted Inspection. Although there were improvements to be made, the report had highlighted the strengths of the service, such as apprenticeships, the planning of the curriculum and the delivery to local needs.
- 10.3 The Committee heard that a post Ofsted action plan had been put into place. The service had also received support from an Ofsted inspector and a further education commissioner in order to make the improvements required. The next inspection would be within the next 15 months. The steering group had seen the draft report and a report from the steering group would be received at the Communities Committee in May.
- 10.4 The service were also working with colleagues in Children's Services and Adult Social services to review the overall strategic vision. It was also noted that the Ofsted criteria would be changing in August so the boundaries would change.
- 10.5 The Committee **RESOLVED** to;
- Comment on the outcome of the Ofsted inspection and note the planned response to that report.

11. Customer Services Strategy 2015-2020

- 11.1 The report from the Executive Director of Community and Environmental Services was received. The Customer Service Strategy defines the transformation of service delivery over the next 5 years (2015-2020) by simultaneously improving focus on customer service, and reducing cost. The strategy forms part of the Council's policy framework and is therefore a matter for Full Council.
- 11.2 There was concern expressed that the number to call Norfolk County Council was not free and some residents would not have access to the internet to be able to email. The Committee heard that this was being constantly monitored, and there were free phones available to use in libraries.
- 11.3 It was noted by the Committee that the department had made effective cost savings and these pockets of good practice should be shared with other

departments.

- 11.4 The Committee **RESOLVED** to;
- Agree the proposed Customer Service Strategy and implementation approach for the financial year 2015/16.
 - Recommend the Customer Service Strategy for agreement by Full Council.
- 12. Norfolk Fire and Rescue Authority Statement of Assurance 2014**
- 12.1 The annexed report from the Executive Director of Community and Environmental Services was received. The report enabled the County Council, as the Fire and Rescue Authority for Norfolk, to meet its statutory obligations to produce an annual Statement of Assurance.
- 12.2 The Committee **RESOLVED** to;
- Note the assurances that financial, governance and operational management of Norfolk Fire and Rescue Service meet statutory requirements.
 - Consider and approve the Norfolk Fire and Rescue Authority Statement of Assurance 2014 (Appendix 1 of the report) and commend the statement for signature by the Chief Fire Officer and by the Committee Chair on behalf of the Communities Committee.
- 13. Appointment to Norfolk Tobacco Control Alliance (NTCA) and Charles Burrell Community Benefit Society**
- 13.1 The annexed report from the Executive Director of Community and Environmental Services was received. The report highlighted the objective of the Norfolk Tobacco Control Alliance.
- 13.2 The Committee **RESOLVED** to;
- Appoint Mr P Smyth to Norfolk Tobacco Control Alliance
 - Appoint Mr I Monson to Charles Burrell Community Benefit Society
- 14. Update on Key Service Issues and Activities**
- 14.1 The Committee received the report from the Executive Director of Community and Environmental Services which provided Members with fortnightly updates about key service issues and activities. The update enabled Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update.
- 14.2 The Committee **RESOLVED** to;
- Note the latest service update.

The meeting closed at 12:15pm.

CHAIRMAN



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Communities Committee

Item No. 6.

Report title:	Update on key service issues and activities
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director Community and Environmental Services
Strategic impact Providing regular information about key service issues and activities supports the Council's transparency agenda and enables Members to keep updated on services within their remit.	

Executive summary

Officers provide Committee Members with fortnightly updates on key issues and activities. These updates will also be reported to this Committee to enable Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update. The latest updates (dated 6 March, 20 March, 3 April, 17 April and 1 May 2015) are included at Appendices A to E.

In the interests of transparency, this report will also include details of any decisions taken under delegated authority by the Director in consultation with the Chairman and Vice Chairman, or similar delegations.

Recommendations:

To review the latest service update at Appendices A to E and identify any areas where the Committee would like to receive further information or update.

1. Proposal

Service updates

- 1.1. Officers provided Members with a regular news update. These updates are also reported to this Committee, as a standard agenda item for each meeting, to enable Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update. The latest updates are included at Appendices A, B, C, D and E (dated 6 March, 20 March, 3 April, 17 April and 1 May 2015 respectively).

Delegated decisions

- 1.2. In the interests of openness and transparency, this report will also include details of any decisions taken under delegated authority by the Executive Director in consultation with the Chairman and Vice Chairman, or similar delegations.
- 1.3. The report to the last Committee meeting covered decisions up to 24 February 2015. Since that time and the date this report was written (1 May 2015) there have been no delegated decisions taken to report.

2. Evidence

- 2.1. See updates attached at Appendices A, B, C, D and E.

3. Financial Implications

- 3.1. There are no financial implications arising from this report.

4. Issues, risks and innovation

4.1. There are no other implications arising from this report.

5. Background

5.1. N/A

Officer Contact

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

Officer name : Sarah Rhoden

Tel No. : 01603 222867

Email address : sarah.rhoden@norfolk.gov.uk



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Communities Committee fortnightly news update

This news update gives committee members a swift update known plans/activities within their remit and highlights any new issues they may wish or need to take account of.

If a service has nothing significant to report, the relevant column will state '**NSTR**' (Nothing significant to report)

Committee Spokespeople continue to have the opportunity of receiving more detailed briefings, including those that may be of a more confidential or complex nature at the scheduled spokes meetings through which they are able to keep their own members further updated as necessary.

News Update for the period ending: 06/03/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The Consultation and Community Relations (CCR) team has been supporting a partnership of local women's groups and organisations to help put on a full day event on 11 March at The Forum to celebrate International Women's Day. The event will help showcase a range of Norfolk County Council services, including Fire and Rescue, Museums Service, Libraries and Norfolk Record Office. Attracting funding from Norfolk Community Relations and Equality Board has enabled underrepresented groups to take part.</p> <p>The Youth Parliament, supported by the CCR team, have been working with Children's Services and have met with Step Up To Serve the charity who, through the '#iwill' campaign chaired by HRH The Prince of Wales, aim to raise participation levels of young people taking part in social action (volunteering, training, fundraising) from the current 40% national average to 50% by 2020 - Although at an early stage, we anticipate that Norfolk will take a leadership role in the development of Step Up To Serve's approach to local authority involvement in this campaign.</p> <p>The team has supported Opening Doors to enter the Better Bus Area Norwich Signage and Travel Trainers project for the Department of Work and Pensions Accessible Britain Challenge Award. Opening Doors, supported by the team, have been working in partnership with Transport on redeveloping signage for disabled people at bus stops designing a user guide appropriate for people with learning disabilities and training bus users to feel more confident and safe when using the bus. The results will be announced by the Hon. Mark Harper, Minister for Disabled People at the House of Commons on 12 March you can read more here: http://www.norfolk.gov.uk/Travel_and_transport/Major_proj</p>	P Jackson

	ects and improvement plans/Countywide/Opening Door s Travel Trainers/index.htm	
Customer Services	<p>The Customer Service team have submitted a proposal for a new Customer Service Strategy (2015 -2020) to Communities Committee which aims to improve the service offered to resident and reduce overall costs for NCC. In conjunction with the Customer Service strategy we have started an analysis of digital inclusion levels across Norfolk with a view to developing a digital inclusion improvement plan to support access and take up of digital services amongst resident.</p> <p>The Customer Service Centre is currently planning for the next wave of finance based activity to be transferred to the automated payment lines – we are hoping to move school transport payments onto this service at the end of April. So far the service has been well received by customers.</p> <p>The Corporate Web team are undertaking a review of the Adult Social Care section of the website and we are planning to upgrade our service directory in order to meet the requirements of the Care Act and enable individuals and communities to be more self-sufficient in choosing and planning their support and care.</p>	C Sumner
Cultural Services	<p>Libraries</p> <p>Enterprise@your library - Over the last 18 months, Norfolk Library & Information Service has been working to improve the business information and support it provides to new and small businesses. This has been made possible through funding from the Arts Council and Big Lottery Fund, and with the support of the British Library.</p> <p>The project has helped the service to raise awareness of the services it provides and has enabled us to train staff and help them develop a greater awareness of business information and support available. The service has run a series of successful business events throughout the county, and the project has also led to us working in partnership with organisations such as Norfolk & Waveney Enterprise Services, New Anglia Growth Hub, Norfolk Knowledge and Hethel Innovation Centre.</p> <p>As the funded element of project draws to a close, Members are invited to the Breakfast Launch of the revamped Business Library at the Norfolk and Norwich Millennium Library, which takes place on Wednesday 25th March between 8.30am and 10am. If you would like to attend the launch, please RSVP stating any dietary</p>	J Holland

requirements to kath.griffiths@norfolk.gov.uk by
Wednesday 18th March 2015.

Healthy Libraries - We hear a lot in the news about avoidable health problems and the benefits in both quality of life and cost savings if people were helped to lead healthier life-styles or stay healthy for longer. The Healthy Libraries project, which will be launched in May, is a joint project between Public Health and the Library service to meet that need. We aim to create joined up health and well-being hubs in library buildings using the strengths of each service to promote healthier living in Norfolk. Healthy Libraries will include the promotion of health information and activities, with library staff receiving further training in health signposting, support or guidance.

The project will build on the existing strengths of libraries and provide:-

- A network of local hubs offering non-clinical community space;
- Community outreach supporting vulnerable people;
- Expert staff with local knowledge;
- Assisted on-line access;
- Self-help library resources;
- Health and care information services;
- Referral and signposting;
- Public health promotion activity;
- National reading programmes;
- Social and recreational reading opportunities; and
- Volunteering and community engagement activities.

Gary
Tuson

NRO

International Women's Day - At the Norfolk Record Office on 10 March at 9.30am students from the UEA School of Film, Television and Media Studies will be showing five short films they have produced at the Record Office as part of their third year studies. These films will also appear on the Norfolk Women in History website.

Birth, Death and Marriage Records - The Norfolk Record Office is currently working with the Registration Service to explore ways in which the services it provides can be extended.

Events Programme - The Norfolk Record Office has produced its first booklet promoting a six monthly programme of events. By producing a guide in this way the NRO aims to reduce distribution and production costs and widen the impact of its work.

Steve
Miller

Museum & Arts

	<p>Norwich Castle Keep - On his recent visit to East Anglia, the Prime Minister announced £1m support for Norfolk Museums Service to kick-start our development project for Norwich Castle Keep. This £1m will allow NMS to carry out the critical planning and development work for the major restoration work of the 900-year-old Castle, including architectural, archaeological, structural and environmental surveys. We are working with key academic partners the UEA and Norwich University of the Arts (NUA), as well as our senior project partner, the British Museum.</p> <p>For the visitors and users of Norwich Castle the funding means that by the end of 2016 visitors will be able to experience an inspiring full digital reconstruction of the Castle Keep as it was in the 12th Century when it was a Royal Palace. They will also have the unique opportunity to engage with the archaeological excavation work first-hand as it progresses.</p> <p>The new funding has also enabled us to create a ninth Teaching Museum trainee post to work specifically on this flagship project. Recruitment for the new trainees is almost complete with the successful candidates taking up their year-long posts with us in April.</p> <p>We are grateful for the support of New Anglia LEP and our major funders including Norwich City Council, Norfolk County Council and Arts Council England in taking the project forward.</p> <p>Active Norfolk - NSTR</p> <p>Adult Education - NSTR</p>	
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>	<p>Industrial Action: The FBU undertook a 24hr strike on 25th February which was the 50th strike in the long running dispute between the union and the Government. The contingency plans worked as designed and the service received 25 calls and responded to 23. The dispute remains unresolved despite the new pension's legislation coming into effect from 1st April 2015.</p> <p>NFRS Live Fire Training</p> <ul style="list-style-type: none"> ○ 15 Year lease agreed. ○ Planning permission granted on the 20 Feb 15. ○ NFRS finalising the specification ready to go out to tender – the County Councils Procurement Team has 	Nigel Williams

	<p>been working with our Procurement Officer for a tender competition being advertised on 30 Mar 15.</p> <p>Draft Timescale for the Tender Process is as follows:</p> <p>Advertise - 30th March Close Tender – 5th May Evaluation Reading Period – 6th – 7th May Evaluation Moderation – 8th May Evaluation sign and Provisional Award – 11th May Formal Award – 22nd May</p> <p>Norfolk Fire and Rescue Service are also considering future options for delivery of operational training, making wider use of the Coltishall site.</p>	
Emergency & Resilience	<p>26/02 - NRF Annual Briefing Day</p> <p>BC preparation for CH power outage at the weekend (07/03).</p> <p>Brenntag Inorganic Chemicals (Thetford) Off-Site COMAH Plan updated.</p> <p>Mass Casualty Plan out for consultation within the NRF. Mass Fatalities Plan – consideration of adapting the Cambs model for Norfolk.</p> <p>SLA detailing the level of service between CCGs and NCC for a health resilience service is now out for signature with the CCGs. NCC have signed.</p>	
Trading Standards	<p>The Local Government Association has produced a Councillors' guide to tackling new psychoactive substances. The availability of NPS has expanded over recent years with intelligence suggesting a substantial rise in the number of deaths associated with their use. This guide is designed to provide councillors with an introduction to NPS, how they can raise awareness of the harm NPS use can cause and what councils can do to tackle sales of NPS in their areas. Norfolk Trading Standards' ongoing work in this area is covered on page 14. The guide can be downloaded at: http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10180/6876239/PUBLICATION</p> <p>The Trading Standards' Calibration, Verification and Testing Services Manager has joined a Hethel Engineering Centre tenants' network to share technical</p>	

	<p>and commercial expertise, enabling the team to better support local businesses and generate additional income.</p> <p>The Trading Standards' Farming Team twitter account, used to highlight good practice in farm animal welfare, disease controls and animal feed has 1000 followers.</p>	
Public Health	<p>Healthy Child Programme – Update Briefing March 15</p> <p>Following Cabinet approval on 12 May 2014, a joint project team was established between Public Health, Children's Services and NHS England to commission an integrated 0-19 Healthy Child Programme. This will replace inherited historical commissioning arrangements for 5-19 year olds, which had resulted in a complex delivery model providing fragmented and inconsistent services. It will also incorporate the transfer of commissioning responsibilities from NHS England to local authorities for 0-5 year olds from 1 October 2015. The integrated 0-19 service will have a single lead provider and will join up children's commissioning locally and provide better integration of services at point of delivery with improved access and experience.</p> <p>The specification for the new service is based on a full needs assessment and followed extensive stakeholder engagement and a dedicated concept viability event for potential providers. Regular update briefings have been provided for stakeholders within NCC and the wider health system including the Health and Wellbeing Board, Children's and Communities Committee Chairs and Group Spokes Meetings, the independent Chair of the Norfolk Safeguarding Board and Clinical Commissioning Groups. The Project Team concludes the competitive dialogue with the three potential suppliers on Friday 6th March 2015 and will then commence the evaluation and moderation process.</p> <p>On 16th April 2015 the contract for the new county-wide Norfolk 0-19 years Healthy Child Programme service will be awarded. The aims of the new service include protecting and promoting the health and wellbeing of all children, young people and their families; it will provide a universal service which means it will have contact with every child in Norfolk at key points in their life. The 0-19 service will be fully joined up, there will be early and targeted intervention for families needing more help, communication will be improved and improved outcomes should follow.</p> <p>The service will be contributing to and working towards improving 20 outcomes which have been developed from the Public Health Outcomes Framework, Children's Services Outcomes and other sources; they include improving school readiness and school attendance; more</p>	Augustine Pereira (for Lucy Macleod)

	<p>people experiencing better mental health; closing the health inequality gap; reducing the prevalence of smoking and substance misuse.</p> <p>Following a six month transition period, the new service will come into effect in October 2015. The successful provider will deliver an integrated service which includes health visiting, school nursing, Family Nurse Partnership, Healthy Schools, hearing and vision screening, primary obesity prevention and weight management for children and young people. Incorporated within the service are the Council's five new statutory responsibilities for health and development reviews for pregnant women and children aged 0-5yrs (antenatal health-promoting visits, new baby review, 6-8 week development assessment; 1 year assessment and 2-2.5 year review); this is in addition to the Public Health services which are already mandated such as the National Child Measurement Programme.</p> <p>iCaSH Norfolk</p> <p>A new, integrated sexual health and contraception service for Norfolk, delivering significant financial savings and quality improvements, has been commissioned jointly by Norfolk County Council Public Health and NHS England under a section 75 agreement. This is one of the mandated Public Health services.</p> <p>iCaSH (integrated Contraception & Sexual Health) will provide a one-stop-shop for all aspects of sexual health, including: contraception, STI (Sexually Transmitted Infection) testing & treatment and HIV care and treatment, which will be available from easily accessible locations across Norfolk. The aim is to make it easy for all aspects of people's sexual health needs to be met and for it to be available under one roof, with one appointment, either scheduled or walk-in - regardless of where they live, work or study.</p> <p>Although the new contract started on 1 March 2015, the iCaSH Norfolk service launches officially to the public on 1 April 2015 with a single contact number 0300 300 30 30 and website www.icash.nhs.uk/norfolk The full Members' briefing is attached.</p> <p>Tobacco Control in Norfolk</p> <p>The Norfolk Tobacco Control Alliance has now signed off the Tobacco Control Strategy. The three strategic priorities are:</p> <ol style="list-style-type: none"> 1) 'Turning off the tap' for young people being recruited as smokers, 2) assisting every smoker to successfully quit and 	
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	<p>3) protecting families (especially children) and communities from tobacco related harm.</p> <p>The Public Health department has now commissioned a public awareness campaign “Take 7 Steps Out” on behalf of the Norfolk Tobacco Control Alliance which is aimed at encouraging smokers to take smoking outside their homes, protecting their young children and anybody who isn’t a smoker living in the same household from second hand smoke.</p> <p>The alliance is looking towards getting partner organisations to sign up to the LGA declaration/ NHS statement of practice, for organisational sign up to fully take the Tobacco Control agenda forwards and achieve the vision “to make smoking history in Norfolk”.</p>	
Registration Services	NSTR	Caroline Clarke

Communities Committee fortnightly news update

This news update gives committee members a swift update known plans/activities within their remit and highlights any new issues they may wish or need to take account of.

If a service has nothing significant to report, the relevant column will state '**NSTR**' (Nothing significant to report)

Committee Spokespeople continue to have the opportunity of receiving more detailed briefings, including those that may be of a more confidential or complex nature at the scheduled spokes meetings through which they are able to keep their own members further updated as necessary.

News Update for the period ending: 20/03/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The Consultation and Community Relations (CCR) team supported a partnership of local women's groups and organisations to put on a very successful event at The Forum to celebrate International Women's Day. The day gave Norfolk Fire and Rescue service an opportunity to recruit new staff, whilst Norfolk Record Office and Museums Service both recorded over 290 visits to their stand. In addition, the event enabled several young entrepreneurs to build their businesses through taking part in the bazaar, some of which were trading for the first time.</p> <p>The Better Bus Area Norwich Signage and Travel Trainers project – a partnership project delivered by Opening Doors, Transport and supported by CCR - received a highly commended in the Department of Work and Pensions Accessible Britain Challenge Awards at the House of Commons on 26 March. For more information and including a short film see http://www.norfolk.gov.uk/traveltrainers</p> <p>The MYP for Norwich South, Kieren Buxton, supported by Paul Jackson were interviewed for Radio Norfolk about the Council pledging its support to the '#iwill' campaign chaired by HRH The Prince of Wales, which aims to raise participation levels of young people taking part in social action by 50% by 2020 – Norfolk is the first authority to pledge its support and will lead the development of a tailored local authority pledge at a workshop of other local authorities noted for their expertise in youth involvement at a specially convened workshop next month.</p> <p>The Children's Commissioner's has just published the national evaluation report for Takeover Day 2014. Throughout the report she praises the way we organised the event and worked with other organisations in Norfolk to offer lots of fantastic opportunities to young people. The</p>	P Jackson

	<p>appointed to the following posts within NMS:</p> <p>Fine and Decorative Arts – Curatorial Castle Keep Re-development First World War Centenary Social History – Museum of Norwich Collections Management – Gressenhall Farm & Workhouse Heritage Project Management – Gressenhall Farm & Workhouse Informal Learning – Time and Tide 2 Curatorial – Eastern and Western areas</p> <p>Active Norfolk Tour of Britain - This week saw the announcement that the Tour of Britain is set to return to Norfolk and Suffolk on Saturday 12th September. With support from Norfolk County Council and Active Norfolk, amongst a host of council partners across the two counties, the race will go through Norfolk and Suffolk on its penultimate stage.</p> <p>The full route is still being finalised and will be released at a later date, but the Norfolk stage will start at Fakenham Racecourse, before the riders head through Fakenham, Reepham, Aylsham, into Norwich and through the city centre, out of Norwich, through Wymondham, Attleborough and will leave the county through Thetford. The race stage will finish in Ipswich.</p> <p>Information about the Norfolk part of the route, and related local events, activities and festivals taking place, will be available on an on-going basis on www.tourofbritainnorfolk.co.uk.</p> <p>Adult Education The Adult Education Service is progressing well with its Post Inspection Action Plan following the publication of the Ofsted report on Monday 9th March. A Rapid Improvement Team is working hard on the action plan, staff briefings have been taking place across the county and staff training to support the improvements is being implemented.</p> <p>NRO - NSTR</p>	<p>Ben Jones</p> <p>J Holland</p>
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>	<p>The first two, of three, Fire and Community Resilience Leadership Forums took place last week. Because we have to ensure that frontline resources are not affected by these events we run three sessions to provide the opportunity to the widest range of managers in the services. These events provide an opportunity for leaders in Trading Standards, Resilience and Fire to get together</p>	<p>Nigel Williams</p>

Emergency & Resilience	<p>and discuss and help shape solutions to the strategic issues affecting our services and how we can develop plans to meet the challenges ahead and recognise and learn from the changes we have already implemented. The last event will be at fire service HQ at the beginning of April. Our Fire Headquarters site is used to minimise venue hire costs.</p>	
	<p>The 2015 Firefighters Pension Scheme comes into operation on 1 April. The Service is currently preparing letters to all operational staff affected to advise them of their options. The dispute between the FBU and DCLG over the new Scheme remains ongoing.</p>	Karen Palframan
	<p>The Community Interest Company – Norfolk Safety CIC – has now been incorporated and its General Manager, Glenn Floyd, took up his appointment this week. Councillor Dan Roper will be joining the Board of Directors. It is expected that Glenn's first few months will be focused on setting up the Company, reviewing current delivery and early opportunities for business growth.</p>	Karen Palframan
	<p>The Crucial Crew year has started with an event at Letton Hall in Breckland. Future events are planned for King's Lynn, Holt, Easton College and Norfolk Showground. For the first time we will have an event in Great Yarmouth towards the end of the year, offering an opportunity for all Key Stage 2 children across Norfolk to attend Crucial Crew.</p>	Karen Palframan
	<p>Promotion and support of Business Continuity Awareness Week 16 – 20 March</p>	Jan Davis
	<p>Business Continuity support for County Hall power outage</p> <p>Resilience Team contributed to Breckland Crucial Crew, 9 – 12 March</p> <p>Delivered a successful exercise for a local business contributing to income generation</p> <p>Participated in a review of the East Coast Flood Group and Framework facilitated by Defra</p>	
Trading Standards	<p>Further to the budget announcement on 18/03 Trading Standards will use social media to warn businesses and consumers about fraudsters who may offer to complete their online tax returns or invest their pension annuities, which pensioners will be able to access from April 2016.</p> <p>On 04/03 the Trading Standards Service was inspected by the Driver and Vehicle Licensing Agency (DVLA) to ensure</p>	Sophie Leney

	<p>we have robust procedures for personal data requests. The inspector was satisfied with our processes and procedures and our physical and ICT security for the personal data held.</p> <p>Further to the Local Member Protocol message of 11/03 reporting the second prosecution of a local food retailer for infringing toy safety and food safety/labelling legislation, Trading Standards Officers are meeting with the company directors on 20/03 to support them to introduce the necessary management systems to ensure they fully comply with the law.</p> <p>7 of 21 second hand electric items purchased during a recent market surveillance exercise have failed safety tests. Trading Standards Officers are currently advising the retailers concerned, and formal enforcement action will be taken if appropriate.</p>	<p>Sophie Leney</p> <p>Sophie Leney</p> <p>Sophie Leney</p>
Public Health	<p>-Norfolk County Council has won the UK Sexual Health Award for Best Practice in Whole System Commissioning. The new integrated sexual health service provided by Cambridge Community Services NHS Trust goes live this month. The new service will provide all aspects of sexual health including contraception, testing and treatment for sexually transmitted infections and HIV Care and treatment from easily accessible one stop shop locations. An outreach prevention service will also be in place delivered by the Terence Higgins Trust. Norfolk was the first area in the country to commission the services in partnership with NHS England to ensure that HIV services were incorporated.</p> <p>-Norfolk County Council has been commended by the National Lead - NHS Health Check & Blood Pressure Programme for work with the Fire Service to promote the Health Check Programme. This is likely to be used as a case study by the LGA.</p>	
Registration Services	<p>The Registration Service Aim* and Key Objectives** for 2015/16 have been launched with employees.</p> <p>Talks are underway to relocate the remaining historical registers at the Record Office.</p> <p>An accommodation plan for the service is being developed to fit with NCC Locality and One Public Estate strategies.</p> <p><i>*We will minimise costs and maximise income whilst endeavouring to ensure that every customer receives the service we ourselves would want to receive</i></p>	<p>Caroline Clarke</p>

	<p><i>**To be efficient in Service Performance...</i> we will improve staff skills and build confidence to increase capacity and pace</p> <p><i>To be effective in Service Delivery...</i> we will decide how and by whom tasks will be done and where and when they should do them</p> <p><i>To ensure excellence in Governance...</i> we will nail down governance and security standards by improving policies and systems and communicating these to staff effectively</p> <p><i>To be enterprising in Business...</i> we will broaden and market the range and variety of services we offer and ensure they are of the best quality</p>	
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Communities Committee fortnightly news update

This news update gives committee members a swift update known plans/activities within their remit and highlights any new issues they may wish or need to take account of.

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Committee Spokespeople continue to have the opportunity of receiving more detailed briefings, including those that may be of a more confidential or complex nature at the scheduled spokes meetings through which they are able to keep their own members further updated as necessary.

News Update for the period ending: 03/04/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The Consultation and Community Relations team are supporting the Norfolk members of youth parliament to lead a workshop to develop a nationwide local authority pledge to support the Step Up To Serve #iwill campaign. Step Up To Serve, which has Prince of Wales as its patron, aims to increase youth social action. Norfolk is leading on shaping an effective approach with local authorities nationally.</p> <p>The team has supported Highways with the development of a fresh approach to supporting communities to work with the Council to enhance the wider network of Public Rights of Way. A co-productive group will present the findings of this work to the Communities and Environmental Committee in May. The work offers valuable insights into how the Council works with communities to help shape our enabling role.</p> <p>CCR has been supporting Adult Social Services to update its website and leaflet information prior to the introduction of the Care Act. We have worked with members of the Your Voice panel to make sure that the new information is clear and easy to understand.</p> <p>A date for your diary – the Children's Commissioner has announced that Takeover Day 2015 will be held on Friday, 20 November. We will begin planning our event with councillors and young people soon, but one thing we learnt from last year is that the adults involved would like as much notice as possible.</p>	P Jackson
Customer Services	NSTR	C Sumner
Cultural Services	<p>Libraries</p> <p>Aylsham High School pupil wins inaugural Pupil Library Assistant Award - Teenage pupil Abbie Craske</p>	J Holland

	<p>from Aylsham High School in Norfolk has been named Pupil Library Assistant of the Year, from a shortlist of seven committed young library lovers who assist in their school libraries. The new national award is made jointly by the Chartered Institute of Library and Information Professionals School Library Group and the School Library Association. Find out more here.</p> <p>Volunteering Grant - The library service has been awarded a small Cabinet Office grant to extend volunteering opportunities for young people for a second time. The money will help fund recruitment and training of young volunteers to support the summer reading Challenge.</p> <p>Museum & Arts</p> <p>Creative Employment Programme - In October 2014 Creative Arts East, in partnership with NCC and a consortium of 25 creative and cultural employers, was successful in securing Arts Council 'Creative Employment Programme' funding. This programme aims to support 48 internship and apprenticeship roles within the creative and cultural sector. All recruitment is due to be completed by 31st March 2016. Progress to date:-</p> <ul style="list-style-type: none"> • 8 organisations have signed partnership agreements and have commenced recruitment. • 3 education providers have been secured – CCSkills, Great Yarmouth College & College of West Anglia • So far 11 positions have been created which are either in the process of recruitment or have already been filled. • A second call for interested parties will take place in Spring of 2015 <p>2014/15 Arts Project Fund, 3rd Round Awards - The Arts Project Fund supports initiatives and events in all art forms and multi-artform areas. This includes the development and promotion of a wide range of arts activity in communities throughout Norfolk. Each year awards of up to £500 are made to around 70 projects over the course of 3 rounds. The third and final round of funding for 2014/15 was completed in February, making awards to 25 projects.</p> <p>In total the County Council has made 58 awards in 2014/15. An investment of £20,000 has enabled the leveraging in so far of £210,377 of confirmed match-funding from a range of sources.</p> <p>Norfolk County Council Arts Grants - The 2015/16 Arts Grants have been agreed. 19 professional arts organisations across Norfolk have been awarded a total of £94,849. NCC support provides vital match funding for</p>	S Miller
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these organisations to leverage significant investment from a range of sources, including: Arts Council England, Lottery and European funding.

The Paston Treasure Crowdfunding Campaign - NMS' first foray into crowdfunding has been successful, with the campaign to re-gild *The Paston Treasure* painting reaching its total of £14,500 on 31 March. The total was reached through a mixture of grants from charitable trusts and individual donations. The campaign was run through the Art Fund's Art Happens crowdfunding platform: www.artfund.org/arthappens-norwich, the country's first crowdfunding site dedicated to supporting art and heritage projects.

The success of the campaign means that *The Paston Treasure*, one of Norwich Castle's rarest and most famous paintings, can be restored to its original splendour ahead of an international exhibition in 2018 in partnership with the Yale Center for British Art in the United States. The painting will be the centrepiece of the exhibition which will reunite *The Paston Treasure* with the wonderful objects it depicts for the first time in over 350 years. Running the campaign with the support of the Art Fund has developed NMS' skills in this area which may be applied to other campaigns in the future.

Four Decades of NMS Campaign and Event - Norwich Castle was the venue on Saturday 21 March for a special event celebrating four decades of Norfolk Museums Service. The event, which included activities presented by all the museums in the Service, was designed to publicise the whole 10-museum offer with the aim of boosting museums pass sales at the start of the season.

To support the event, which coincided with the 40th anniversary of the creation of the Joint Museums Agreement, staff ran a social media and media campaign on the theme of 'Four Decades of the Museums Service'. Facebook posts concentrated on a different decade each week in the run up to 21 March, with archive images and key events in the Museum Service's history marked. The Eastern Daily Press ran a series of six two-page articles prior to the event, including a front cover story for the EDP Weekend supplement on 14 March.

Over 1,000 people attended the event – higher than average for the time of year – with 12 museums passes sold on the day and many more enquiries. The event prompted the production of a 'highlights of the year' leaflet specifically designed to help sell museums passes throughout the year, following feedback from Visitor Services staff that this would be helpful.

<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>	<p>Fire and Rescue Review - Member Working Group met on the 27 Mar 15. A further meeting to progress issues will be held on the 21 Apr 15.</p> <p>Fatal Fire. Fire crews attended a house fire in North Elmham where a fatality was reported.</p> <p>A major tri service security exercise took place on the evening of the 29 Mar 15 in the Chapelfield Shopping Centre. The Services aim was to test and validate its MTFA capability and to test the effectiveness of the tri service communications plan.</p> <p>Members may be aware of media coverage about the Chief Fire Officers future in recent press reports. The Chair of the Communities Committee was informed of the request at the time however, the press has picked this up somehow, so, to keep you all informed, it is correct that the CFO has requested permission from the Fire Authority (Norfolk County Council) to retire on completion of thirty years pensionable service later this autumn. He has submitted the request directly to our MD giving six months notice, rather than the minimum three in his contract, to ensure there is plenty of time to arrange a smooth handover to whoever succeeds him in running our fire and rescue service.</p> <p>Replacement fire appliance has been ordered for Downham Market and there are currently discussions ongoing with Police and Ambulance partners with a view to a collaborative project at the site.</p>	<p>Nigel Williams</p>
<p>Emergency & Resilience</p>	<p>Business Continuity Workshop delivered for participants from the UEA executive, GYBC and SNDC.</p> <p>CCG Control Rooms at Lakeside and West Norfolk being enhanced.</p> <p>Local Health Resilience Partnership refreshing their risk assessment process.</p>	<p>Jan Davis</p>
<p>Trading Standards</p>	<p>Trading Standards and Norfolk Home Shield are supporting Norfolk Police deliver a free two hour</p>	<p>Sophie Leney</p>

	<p>session on Protecting Vulnerable Adults from Financial Crime. This is part of the April launch of the Norfolk & Suffolk Constabulary Cyber Crime Unit. The session, taking place at County Hall on Wednesday 8 April, is aimed at those working directly or indirectly with vulnerable adults and will feature presentations from Tony Blake (Fraud Prevention Officer for City of London Police Dedicated Card & Payment Unit) and John Unsworth (National Fraud Intelligence Bureau). The presentations will give an overview of current financial crime issues, how offenders target vulnerable adults as potential victims and steps that can be taken to protect this group from financial crime. This is particularly timely given the relaxation on the pension rules, allowing pensioners to access their annuities.</p> <p>The West of Scotland Notified Body, for whom Adrian Chapman, our CVTS manager, acted as consultant during its development, has received a silver award for Service Innovation and Improvement in the COSLA Excellence Awards.</p>	
Public Health	NSTR	Lucy MacLeod
Registration Services	NSTR	Caroline Clarke

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News Update for the period ending: 17/04/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>We have supported departments with: The flood management strategy consultation; South Norfolk CCG Asset Based Community Development mapping project looking at the Mental Health service; Advice for Norwich Castle Museum on consulting about their Norman Keep refurbishment ahead of a major funding application later this year.</p> <p>We are supporting the Healthy Norfolk Schools with their twice-yearly PATHS surveys to track mental health and wellbeing and inform improvements to the service. PATHS stands for Promoting Alternative Thinking Strategies and is a universal, classroom based curriculum that teaches social and emotional learning to primary school children.</p> <p>Countryside access stakeholders, supported by CCR, Public Rights of Way (PROW) policy development working group will present an update on this work to the Local Access Forum next week. This is ahead of a report and proposed action plan which will go to the Communities and Environmental Committee in May. The project seeks to improve maintenance and access to the wider PROW network and thereby reduce the level of costly complaint handling on these issues.</p>	P Jackson
Customer Services	<p>The Customer Service Strategy has now been approved by Full Council and detailed implementation planning work has now started.</p> <p>Complaints volumes are up 41% for March, compared to February and this has placed additional pressure on the Complaints team, however timescales are being adhered to and customer satisfaction remains positive. Annual complaints reports are now being prepared for all Directorates.</p>	C Sumner

Cultural Services	<p>Libraries and Information</p> <p>Reading Well Books on Prescription (RWBOP) for dementia – 700 books on dementia related issues have been loaned out by the Norfolk Library and Information Service in the 2 month period between the launch week on 26th January and the end March 2015. This national initiative helps to provide support and advice for people with dementia and their carers.</p> <p>On a related issue, and In partnership with the Alzheimer's Society, all Norfolk Libraries will be "Dementia Information Hubs". This involves each library being a location where a collection of information brochures and leaflets about dementia from the Alzheimer's Society are accessible to the general public.</p> <p>Forum Trust funding –The Forum Trust has agreed to fund a post and to work in partnership with the service to ensure that the very successful ICT learning that the service delivers to the public can continue. The Surf's Up project was funded through the Heritage Lottery Fund and over 2000 older people were trained over the course of the 4 year project. This new project will continue to focus on developing ICT skills for older people across all libraries.</p> <p>Museum & Arts</p> <p>Visitor Figures for Norwich Castle - The annual visitor figures for 2014-15 for Norwich Castle have topped 215,000 for the first time since the major redevelopment in 2001. The success of the exhibitions programme with Roman Empire: Power and People, The Wonder of Birds and Homage to Manet, along with an extensive programme of public events, have combined to result in a record-breaking year. At the time of writing, the final Service-wide visitor figures are not available, but with this increase at the Castle it is likely that overall visits will top 400,000 – a significant milestone for the Service.</p> <p>Deep History Coast - A front page article in the Eastern Daily Press on 23 March highlighted the potential of the Deep History Coast tourism initiative. Norfolk Museums Service is a key partner in the development of this idea and is working closely with heritage, tourism and local authority partners to progress the project which seeks to position Norfolk as the place for visitors to come to find out about the early human occupation of Europe.</p> <p>The forthcoming exhibition, Humans in Ancient Britain at the Time and Tide Museum in Great Yarmouth (13 June – 16 September 2015), provides a significant opportunity to further publicise the concept to the public and media, both regionally and nationally. This exhibition follows on from</p>	<p>J Holland</p> <p>S Miller</p>
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	<p>the success of the Natural History Museum's recent blockbuster exhibition, Britain: One Million Years of the Human Story. Norfolk Museums Service has teamed up with the Natural History Museum to put together some of the most fascinating objects in this new, 'Object in Focus' exhibition.</p> <p>The story of humans in Britain stretches back nearly one million years. Uniquely, Norfolk is the only county in Britain where evidence of at least four different human species has been discovered. These discoveries have changed our knowledge of Britain's history. Key highlights will include:</p> <ul style="list-style-type: none"> • A cutting edge 3D print-out of the famous 'Happisburgh Footprints' made by a group of humans on the North Norfolk Coast nearly one million years ago. • Never before exhibited parts of the largest mammoth skeleton ever discovered – the 'West Runton Mammoth'. • The most accurate reconstructions ever made of the four different species of human that lived in Norfolk. • The 'Boxgrove tibia' – at half a million years old, the oldest human remains ever discovered in Britain. <p>Adult Education</p> <p>In the past 2 weeks the Adult Education Service has had a visit from the Further Education Commissioner and 2 separate visits from Ofsted Inspectors. All the inspections have confirmed that the immediate actions for improvement that the service is taking are moving the service in the right direction.</p> <p>The Adult Education Steering Group will meet again on Monday 20 April and will consider a set of Key Performance Indicators and reviewing progress against the improvement action plan. The service is currently benefiting from 1 day a week support from Helen Wetherall (Interim Assistant Director, Children's Services) who is helping with the improvement plan.</p> <p>NRO - NSTR</p> <p>Active Norfolk – NSTR</p>	J Holland
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p> <p>Emergency &</p>	<p>NSTR</p> <p>NSTR</p>	<p>Nigel Williams</p> <p>Jan Davis</p>

Resilience Trading Standards	NSTR	Sophie Leney
Public Health	NSTR	Lucy MacLeod
Registration Services	NSTR	Caroline Clarke

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News Update for the period ending: 01/05/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The latest edition of Future Voices, the monthly EDP feature written and edited by young people and supported by CCR was published this week. All the articles are about keeping young people safe. You can read their thoughts on child sexual exploitation, self-harm and road safety here on the EDP website: www.edp24.co.uk/futurevoices.</p> <p>The team has supported the delivery of the Ipsos MORI Wellbeing research commissioned by Public Health with the involvement of all departments. Field work is now completed and the project is due to report in early June.</p>	P Jackson
Customer Services	<p>The Customer Service Strategy has now been signed off and the implementation planning has begun with a project mobilisation event, held on 23rd April. The team are progressing with finding a supplier for "live chat" to support the online offer.</p> <p>Work is progressing to define the full requirements for the Customer Relationship Management (CRM) system, and will focus on the Complaints function and Customer Service Centre in the short term.</p>	C Sumner
Cultural Services	<p>Library and Information Service</p> <p>Bat Detectors and Norfolk Libraries Colleagues at the British Trust for Ornithology are working with Norfolk libraries and a range of organisations to set up 23 "Bat Monitoring Centres" across the county, to find out what bats are present in local areas (www.batsurvey.org).</p> <p>Three quarters of a million bat recordings have been analysed through the project since 2013, making this one</p>	J Holland

	<p>of the most extensive high quality datasets on bats in the world.</p> <p>Bat detectors have been sent to a selection of libraries in the county and they can be reserved and borrowed on a library card. The detectors are left outside all night to automatically trigger and record any bats that fly past.</p> <p>Norfolk Arts Service</p> <p>Impact of 2014/15 Arts Grants - In 2014/15 20 arts organisations received £163,743 from Norfolk County Council Arts Grants. The breakdown below includes data from 19 of those organisations (figures for Welbourne Arts Festival are unavailable).</p> <ul style="list-style-type: none"> • Investment of £163,743 by Norfolk County Council helped to generate a projected combined overall income to these organisations of £19,258,162 from a range of local, national, and international sources. • The 19 organisations provided employment for 415 people. • The organisations delivered 5,515 events across the county engaging a total audience of 805,660 people, 92% of the population of Norfolk. Events included: performances, exhibitions, concerts, festivals, literary events, film shows and educational workshops. • The organisations engaged an estimated 240,201 vulnerable people as participants, volunteers, artists, performers and audiences. <p>Museum Service</p> <p>Norwich Castle Museum & Art Gallery is continuing its high profile temporary exhibition programme with a new show opening on 9th May. The Castle will be hosting an exhibition of works by American artist, Jeff Koons, widely regarded as one of the most influential, popular, and controversial artists of our time. ARTIST ROOMS: Jeff Koons will be the first time Koons' work has been shown in East Anglia.</p> <p>This exhibition, which will be a highlight of this year's Norfolk and Norwich Festival programme, will showcase Koon's career from 1981 to 2003, featuring key works that have made him the most expensive living artist on the planet. Throughout his career Koons has pioneered imaginative ways of using everyday objects in his work. By combining popular culture with art historical references, and deploying hand crafted techniques with industrial</p>	<p>S Miller</p> <p>S Miller</p>
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	<p>manufacturing, he has explored themes of commerce, class, celebrity and the concept of value.</p> <p>As part of the extensive events programme to accompany the exhibition, Norwich Castle is working with the Young Norfolk Arts Festival on a project which will see a team of young people using the themes of Koons' work to engage and develop young audiences. Since January twelve 16 – 25-year-olds from Norwich schools and universities have been meeting weekly as the 'Koons Collaborative'. Together they will be devising and delivering Koons-inspired events at Norwich Castle including a special <i>Museums at Night</i> event on 16 May. Norfolk Museums Service is providing the Koons Collaborative with intensive professional training in all aspects of how to put on events in a large museum.</p> <p>The works on display are taken from ARTIST ROOMS, an inspirational collection of modern and contemporary art acquired for the nation by Tate and National Galleries of Scotland through the generosity of Anthony d'Offay with additional support from funders, including the Art Fund.</p> <p>Active Norfolk - NSTR</p> <p>Adult Education An Adult Education learner, who is taking an Accountancy qualification, has won the National Student of the Year Award from the awarding body responsible for these qualifications. The learner has achieved this accolade in the face of many personal challenges. The award will be presented at a national ceremony on 30th April.</p> <p>Norfolk Record Office The King's Lynn Borough Archive has been transferred to Norfolk Record Office: The Archive Centre, where it will be stored until work in complete on the new facility at the Town Hall in Lynn as part of the Stories of Lynn project. The main contractors started work on the site in King's Lynn on Monday 20 April.</p>	<p>J Holland</p> <p>G Tuson</p>
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>	<p>The National Resilience Assurance Team (NRAT) last week undertook an audit of the service on behalf of DCLG. We await the formal report, which is unlikely to be received in time for inclusion in papers to this Committee</p>	<p>Roy Harold</p>

	<p>meeting. However, we can advise that the initial feedback at the conclusion of the three day audit visit was that NFRS is compliant in all areas. We provide a range of national and international capabilities in return for specific grant funding from government, including Urban Search & Rescue, High Volume Pumps, and a number of counter-terrorism functions. The NRAT auditors confirmed that NFRS is performing well, and is well placed to continue to develop specialist resilience capabilities; specifically, we are now due to receive an upgrade to become the first of only four FRS which will operate extended capacity pumping units.</p> <p>The Government has announced a review of the Joint Emergency Services Interoperability Programme (JESIP), to be undertaken by HM Inspectorate of Constabulary. Norfolk blue light services led on the original national pilot of JESIP, and we have now been identified as the regional choice for the forthcoming audit of implementation. The focus of JESIP is to satisfy HMG that emergency services are working together effectively to jointly manage emergency incidents. We have agreed with our police colleagues that our response to the audit will be managed jointly through our existing partnership programme.</p> <p>Thursday 16 April saw the final event of the 109th Princes Trust Team completing their 12 week programme. The event was hosted by Cambridgeshire Fire and Rescue (CFRS) and operates out of Wisbech Fire Station. CFRS operate the scheme under the PT franchise arrangements of Norfolk Fire and Rescue Service (NFRS). Thirteen young people ranging in ages from 16 to 24 participated and successfully completed their course. NFRS manage the largest PT franchise in East Anglia which forms a key element of our Youth Development Strategy.</p>	
Emergency & Resilience	<p>Engagement with Norfolk Community Transport Association on transport for vulnerable people in an emergency.</p> <p>Participation in LRF cross-border meeting involving a number of LRFs from Suffolk, Cambs, Essex, Beds, Herts, Northants plus Anglian Water, UK Power Networks. The Military and DCLG considering planning, response and recovery at a regional level.</p>	<p>Nigel Williams</p> <p>Jan Davis</p>
Trading Standards	<p>In 2014/2015 Colin Maxwell, a Lead TSO with Norfolk, coordinated and ensured delivery of an Eastern region programme of animal feed inspections/audits and</p>	<p>Sophie Leney</p>

	<p>sampling; funded by a grant of £250,000 from the Food Standards Agency (with Norfolk in receipt of £40,000). This work was critical in assessing animal feed and primary production controls across the region and protecting our food chain from the very start of the process. Where issues were found Trading Standards Officers worked with businesses to resolve these, protecting the food chain, setting a level playing field and helping to ensuring businesses are successful and compliant across the region.</p> <p>For 2015/16 Colin has secured funding of £200,000 across the region. This will fund further inspections/audits, sampling and a new approach for smaller businesses that will minimise disruption to them.</p> <p>Officers from Trading Standards have been working with colleagues in Adult Social Services to expand our Trusted Trader scheme to accommodate new trade sectors. Some of this work has been driven by new requirements placed upon the Council by the Care Act 2014. One of the requirements is for the Council to facilitate access to independent financial advice. The Service has been working with the Financial Conduct Authority to enable us to provide a sector of our Trusted Trader scheme that is specifically for member businesses who are specialist later life financial advisors. We have also liaised with Adults to develop a trade sector for businesses who provide transport. The budget for transport provision by the Council is due to be devolved to individual customers and the provision of Trusted Trader members who can provide such services will give some of the most vulnerable members of society in the County the ability to make an informed choice when deciding with whom to contract.</p> <p>The Trading Standards Institute (TSI) launched its 'Create a Campaign' competition in February 2015 which is aimed at schools and community groups to increase the awareness of the dangers of selling age restricted products to young people amongst both young people and businesses. Trading Standards has worked with Public Health and Children's Services to raise awareness of the competition with schools and community groups via the e-courier service and information published on the NCC and Norfolk Living Well websites.</p>	
Public Health	Norfolk County Council Public Health has been 'commended' by the MJ (Municipal Journal) for its	Lucy MacLeod

	<p>'partnerships in public health' award submission, outlining its work with partners on dementia.</p> <p>The award recognises that joining up with Public Health has given the County Council a new 'edge' when it comes to improving the health of local communities – including people with dementia and their carers.</p>	
Registration Services	<p>The registration service delivery plan is complete and will be sent to the Registrar General by the end of April.</p> <p>All registers prior to April 2011 will relocate to the Norfolk Record Office in July.</p> <p>An accommodation strategy to reduce costs in Norwich and Dereham is being developed; with a move into Dereham library likely.</p>	Caroline Clarke

Communities Committee

Item No. 7.

Report title:	Norfolk Domestic Abuse Change Programme
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic impact <ul style="list-style-type: none">• Improving how we identify and tackle Domestic Abuse (DA), which often underlies other issues (such as substance misuse and mental health).• Ensuring that there is a holistic response that recognises the role that Domestic Abuse can play as both a cause and an effect of other issues.• Earlier intervention through access to early help will help to tackle issues before they become entrenched and more costly to deal with, impacting on a range of issues including outcomes for troubled families, children's educational achievement, and reducing the number of children taken into care.• Better support and understanding of Domestic Abuse will also reduce the number of Domestic Homicides in Norfolk.	

Executive summary

Recommendations:

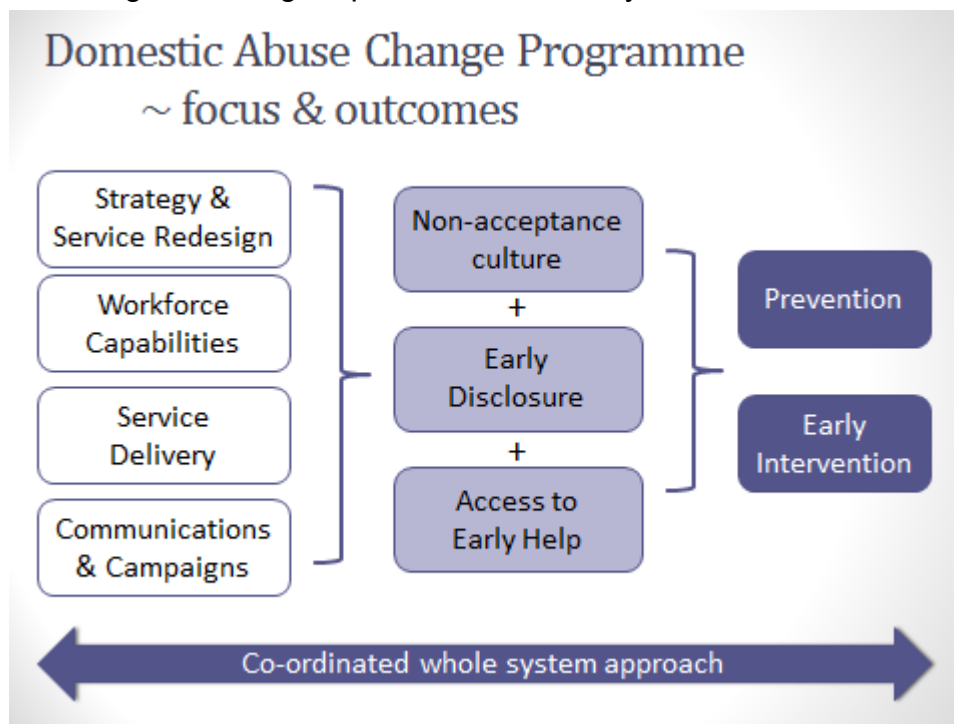
Members are asked to confirm their commitment to the approach being taken by Norfolk's Domestic Abuse Change Programme, providing feedback on the following questions:

1. Are you in agreement with the 4 key improvement areas identified?
2. Are there any key gaps apparent?
3. How can your committee practically support implementation to ensure that Norfolk's Domestic Abuse Change Programme becomes properly embedded?

1. Proposal

- 1.1. There are 4 key areas of improvement agreed by Norfolk's County Community Safety Partnership (CCSP):
 - Strategy & Service Redesign – deliver a strategic approach to integrated service provision using the National Institute of Clinical Excellence domestic abuse (DA) commissioning guidelines
 - Workforce Capabilities – all staff to have a 'Public Welfare Responsibility' and skilled up to recognise both DA and wider safeguarding and welfare issues, and how to take positive action
 - Service Delivery – embedding DA as part of coordinated early help service delivery. 3 DA Coordinators providing specialist DA support to partners and community within each Early Help hub pathfinder area.
 - Communications & Campaigns – improving visibility and knowledge about DA, and wider safety issues. A single integrated Media and Communications group set up across all Countywide strategic boards working to keep people safe.

- 1.2. These areas overlap with each other and should be seen as a single programme for change, focusing on prevention and early intervention:



- 1.3. Implementation is being taken forward through multi-agency project teams, co-ordinated by a Programme Manager and overseen by the DA Change Programme Board.
- 1.4. Consultation with stakeholders has taken place in the initial development of recommendations for the Domestic Abuse Change Programme, and further involvement is planned as part of the work on implementation.

2. Evidence

- 2.1. A multi-agency review to improve how we tackle Domestic Abuse (DA) in Norfolk was commissioned by the County Community Safety Partnership (CCSP). Facilitation and challenge was provided by independent consultants Blue Marble, funded by the East of England Local Government Association.
- 2.2. 10 half day multi-agency workshops held to understand the nature of the problem in Norfolk, the work of individual agencies, and develop to key areas for improvement.
- 2.3. This review was overseen by a multi-agency steering group drawn from CCSP partners who approved the recommendations now being developed for implementation.
- 2.4. National and local evidence on the prevalence and characteristics of DA have been reviewed. These are covered in the background report on the review (see Section 5), but can be summarised as follows:

DA is no respecter of social, economic or demographic boundaries, but it is known that risks of experiencing DA is increased if a person:

- Is female, Is aged 16–24
- Has a long-term illness or disability
- Has a mental health problem (55% of users of MH services experience DA)
- Is separated/in process of separation
- Is pregnant or has recently given birth (30% of domestic violence and abuse begins during pregnancy)
- Is experiencing postnatal depression

- Has a perpetrator who is under influence of alcohol and/or illicit drugs
- 2.5. There is significant under-reporting of DA. In Norfolk it is estimated that for women affected by DA, around 5,000 report abuse to the police each year. But Government figures for Norfolk suggest that there are at least a further 10,000 women in our county who suffer DA but do not report. This is a significant gap, with considerable numbers of children growing up in dysfunctional families:
- DA has a powerful but still often neglected long term impact on children, with potential intergenerational impacts and costs
 - Witnessing DA between parents without physical harm to a child has a similar impact as physical abuse to the child without DA between parents
 - Such children tend to display increased fear, inhibition, depression, as well as high levels of aggression and antisocial behavior, which can persist into adolescence and adulthood
 - There is good evidence that difficulty forming adolescent and adult relationships can result
 - The evidence also shows that Child Maltreatment and DA frequently coincide.

While men can also be victims of DA, numbers are smaller, and frequency and severity of incidents tends to be lower. However, this is not to minimise the impact of such intimate partner abuse, which fundamentally undermines personal, social and economic well-being.

3. Financial Implications

- 3.1. Norfolk's DA Change Programme identifies the workstreams currently underway. These will yield specific proposals for new / changed approaches that will need to be fully assessed for their financial implications for the County Council and other partner agencies. The senior multi-agency programme board will shape proposals, and these will require approval from individual agencies before implementation.
- 3.2. The DA Change Programme Manager is funded for 1 year from monies available to the CCSP.
- 3.3. Provision has been made within the restructuring of Children's Services for part funding of specialist DA leads who will support staff in the Early Help hubs. Matched funding is being provided through the Office of the Police & Crime Commissioner.
- 3.4. The change programme is focused on earlier identification of DA with effective support through early help so that there is early intervention to tackle issues before they become entrenched and far more costly to deal with effectively.

4. Issues, risks and innovation

- 4.1. These will be managed by the Programme Board for the Domestic Abuse Change Programme, chaired Laura McGillivray, Chief Executive of Norwich City Council who also chairs the CCSP and has statutory responsibility for ensuring conduct of multi-agency reviews to determine the circumstances surrounding any domestic homicides in Norfolk.
- 4.2. Norfolk's DA Change Programme identifies the workstreams currently underway. These will yield specific proposals for new / changed approaches that will need to be fully reviewed to highlight the key issues and risks that would need to be taken into account.

5. Background

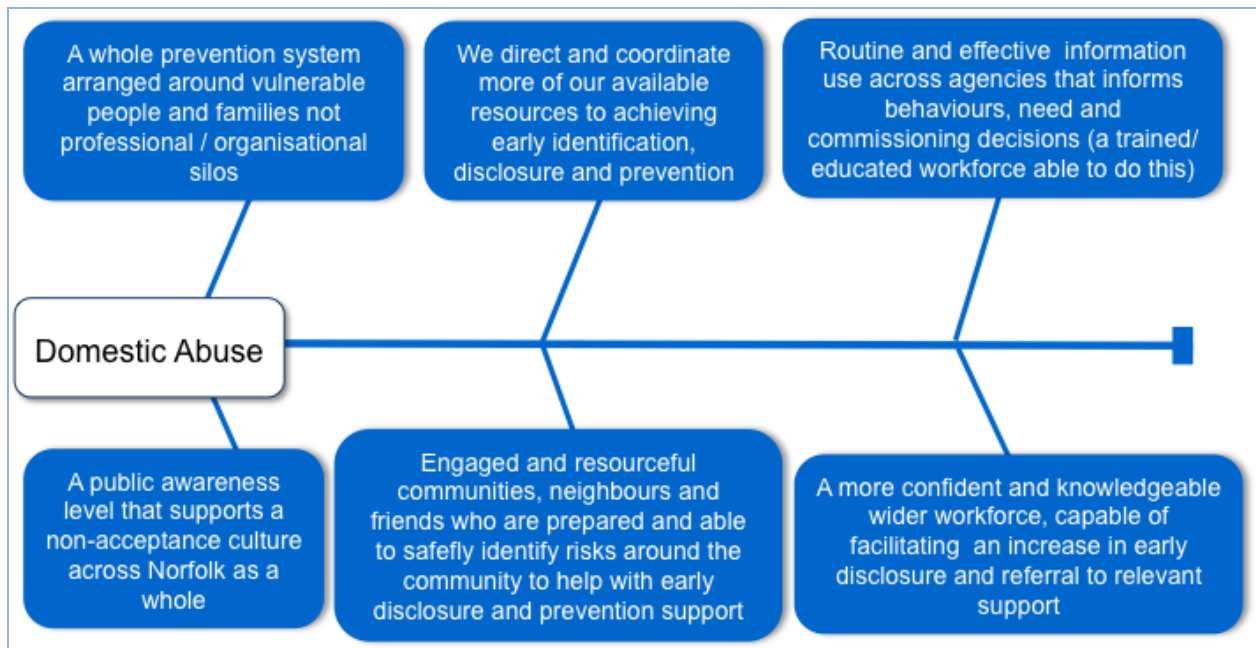
- 5.1. The review programme was initiated by Norfolk's County Community Safety Partnership (CCSP) as part of the wider strategic agenda being pursued by a steering group of the CCSP to consider and develop practical ways partners can work differently in localities to achieve more collectively.

The review programme was asked to take this forward by focusing on Domestic Abuse – a key priority for the CCSP.

The ambition being to achieve:

- Greater integration of delivery across partners on the ground
- Increased prevention through community resilience
- Protection of the most vulnerable people

- 5.2. This was developed to summarise our ambitions for improving Norfolk's approach to DA:



- 5.3. Further information establishing the case for change and the recommendations for improvement can be found at this link:

http://www.norfolk.gov.uk/Safety_emergencies_and_accidents/Community_safety/Domestic_abuse/Domestic_abuse_change_programme/index.htm

Officer Contact

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

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Communities Committee

Item No. 8.

Report title:	Norfolk Adult Education Service – Member Steering group update
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Chair of Steering Group	Cllr Richard Bearman
Strategic impact This report updates the Committee on the work of the Steering Group for Norfolk Adult Education Service	

Executive summary

The Terms of Reference for the Adult Education Steering were agreed at the Communities Committee on the 14th January 2015. The first meeting of the group was on 19th January.

The group has met five times and has received a range of background information, as well as considered the Ofsted report and the action plan arising from that report.

Members of the group have observed a number of learning sessions as well as events and the Chair of the Steering Group has attended a training briefing on the governance of adult learning.

Recommendations: Committee Members are asked to:

Note the progress being made by the Adult Education Steering Group

1. Introduction

- 1.1 At the Communities Committee on 14th January 2015 the terms of reference for the Adult Education Steering Group were agreed.

The group comprises five elected members, along with a small group of officers that are involved with finance, skills and economic development.

The Service had an inspection from Ofsted between 19th and 23rd January, resulting in a Grade 4 (inadequate). The Ofsted findings and post inspection action plan have been a key focus for the group in its first meetings.

- 1.2 The Steering Group has met on 5 occasions (see Annex 1) and has discussed a range of information about the Service and has carried out a number of actions as follows:
- Considered the Ofsted report
 - Monitored the action plan
 - Considered finance and performance data in detail
 - Discussed the aims and objectives of the service
 - Considered the need for a dedicated Head of Service to support the service through the action plan
 - Attended Class observations and events (see annex 1)
 - Received reports on three further inspections
 - Considered the role of the steering group in the context of governance for the service, following a Governance briefing day

The Steering Group will continue to meet on a monthly basis

- 1.3 The Service has had three further inspection visits :

- Further Education Commissioner 31/3 & 1/4
- Ofsted Monitoring visit 1/4
- Ofsted Support visit 9/4

The Chair of the Steering Group met with the FE Commissioner and with the Ofsted inspector on 1st April.

The Steering Group was pleased to note that all the inspectors approved of the initial actions of the Service to deliver improvements.

- 1.4 A team of dedicated Observers is currently being recruited to standardise and improve the observation of teaching and learning in the classroom.
- 1.5 Helen Wetherall, Interim Assistant Director in Children's Services is currently working with the Service for one day a week, supporting progress with the action plan.
- 1.6 A process is currently underway to identify an interim dedicated Head of Service.

2. Financial Implications

There are no financial implications arising from this report

3. Issues, risks and innovation

There are no risks arising from this report.

The Steering Group will continue to monitor progress against the Service's action plan as part of managing the Service's risks.

4. 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:

Officer Name: Jennifer Holland Tel No: 222 272

Email address: Jennifer.holland@norfolk.gov.uk



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Visits and Activities

Annex 1

Meeting	Member Attendance
19 th January 2015	Cllr Bearman Cllr Dewsbury Cllr Law Cllr Wilkinson
2 nd March 2015	Cllr Bearman Cllr Childs Cllr Dewsbury Cllr Law Cllr Wilkinson
9 th March 2015	Cancelled as Ofsted report not published when expected
18 th March 2015	Cllr Bearman Cllr Childs Cllr Dewsbury Cllr Law
24 th March 2015	Cllr Bearman Cllr Childs Cllr Dewsbury Cllr Wilkinson
20 th April 2015	Cllr Bearman Cllr Childs Cllr Dewsbury Cllr Law Cllr Wilkinson

Adult Education Steering Group

Terms of Reference:

- To consider the adult education service learning offer in the context of Norfolk's
- priorities for skills, health and community development
- To monitor the provision of adult and community learning to help ensure there is
- access to learning across Norfolk
- To consider service performance in the context of funding, national and local
- agendas and the service's business plan
- To monitor the quality of the experience provided by the service for all learners
- and their outcomes
- To monitor the safeguarding of all learners

Background

The Adult Education Service is funded by grants that are made to the County Council from two central government agencies - the Skills Funding Agency for adult learners and apprentices aged 16-18; and the Education Funding Agency for 16-18 year old learners attending classroom-based provision. In addition, the service collects tuition fees from some adult learners.

As with all education providers, the service is subject to inspection by Ofsted every four to six years, subject to performance. The service's most recent Ofsted report (January 2012) found the service to be overall 'Good', with a number of 'Outstanding' features.

One area that the Inspectors considered could be improved was that the council should:-

'provide more strategic oversight of, and challenge for, the Adult Education Service (provision) by better involvement of senior leaders within the council.'

While overall Governance for the service rests with the Communities Committee, it is proposed that a number of elected members, along with a small group of officers that are involved with the skills and economic development agenda, form a steering group to help to monitor performance and to challenge delivery and direction of the service.

Membership

Cllr Richard Bearman
Cllr Jonathon Childs
Cllr Margaret Dewsbury
Cllr Jason Law
Cllr Margaret Wilkinson

Communities Committee

Item No. 9.

Report title:	Interim Report of the Norfolk Library and Information Service Review Group
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe
Chair of Review Group	Cllr Hilary Cox
Strategic impact	
This interim report updates the Committee on the progress being made on the Member review of the Norfolk Library and Information Service (NLIS).	

Executive summary

This is an interim report from the member led Norfolk Library and Information Service (NLIS) Review Group. The Group has been tasked with considering the future direction and delivery of the NLIS within the context of further reductions in public spending, and to make recommendations to the Communities Committee on strategic proposals.

Norfolk County Council has a statutory duty to provide a 'comprehensive and efficient' library service and the report suggests a definition to be used as the basis upon which the service will be developed.

The report outlines the important impact library provision makes across all users, interest groups and communities. It also includes an annex which provides information on a range of different ways a library service can be delivered.

Recommendations: Committee is asked to:-

- 1. Note the progress being made with the review of the Norfolk Library and Information Service;**
- 2. Encourage elected members to use libraries (including the mobile service) for holding their surgeries.**
- 3. Approve the definition of a 'comprehensive and efficient' service.**

1. Introduction

1.1 At the Communities Committee meeting in October 2014, it was agreed to establish a Member Review Group to review the future direction of Norfolk Library and Information Service and to make recommendations to the Communities Committee on the strategic proposals to be put forward for public consultation. The Terms of Reference and membership for the Review Group are at Annex A.

1.2 The review group has met on 5 occasions and has reviewed the wide range of provision already offered by the service, volunteer involvement, partnership

arrangements with the public and private sectors, performance and financial data and alternative methods of service delivery.

2. Comprehensive and Efficient

2.1 There is a statutory duty (under the Public Libraries and Museums Act 1964) for Norfolk County Council to provide:-

‘comprehensive and efficient library public library services for all persons desirous to make use thereof’.

2.2 For the purposes of this review a definition of Norfolk County Council’s view of ‘comprehensive and efficient’ is required.

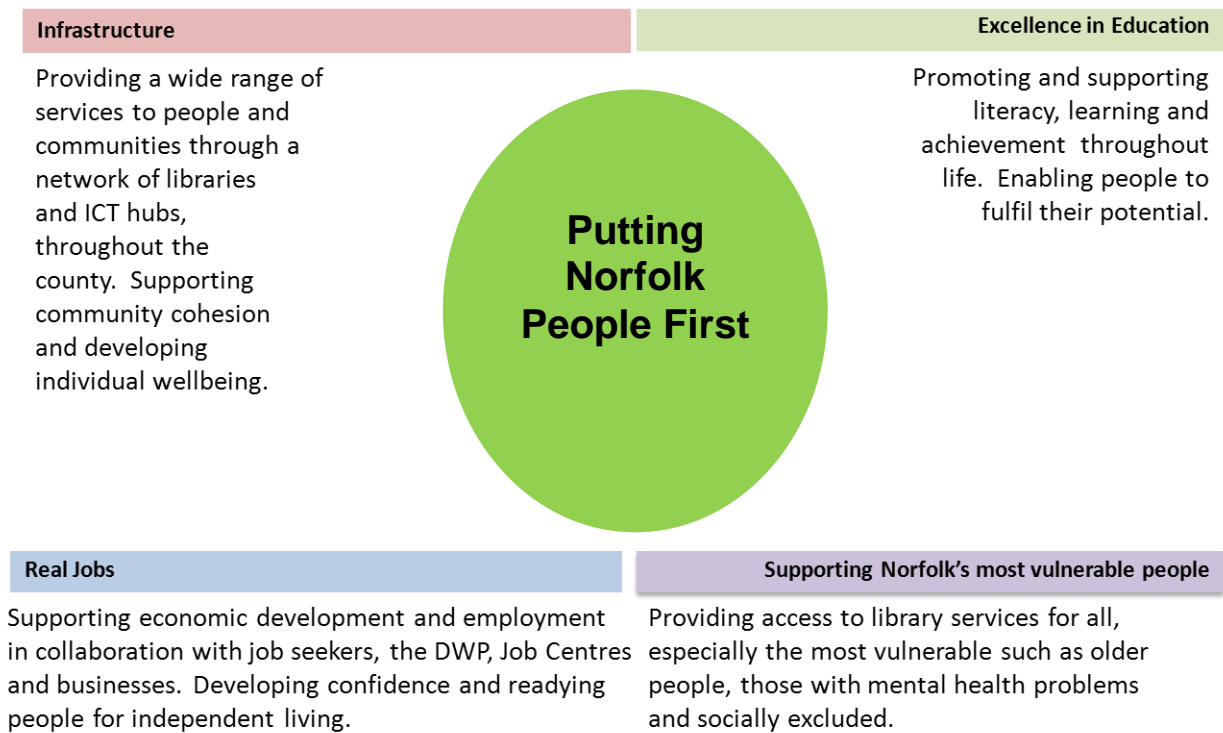
2.3 For some years there was a set of national standards against which the service could be measured and benchmarked. There is no longer any statutory reporting against standards and each library authority can develop their own definition of comprehensive and efficient.

2.4 If ‘comprehensive’ incorporates the extent of the service (accessibility for Norfolk residents, visitors and people who work in Norfolk, the range of services provided and geographical spread) and ‘efficient’ is how the service makes best use of resources while achieving value for money, it is proposed that the definition should encompass the following :-.

- The service is available to all citizens either through visiting their local or mobile library, or online;
- The service should reflect the needs of children and young people, vulnerable people (eg older and disabled people) and those living in deprived areas;
- Norfolk people should have access to library services that are a reasonable (to be clarified) travelling distance (walking or via public transport) to the local library or mobile service, with opening hours that enable sufficient access outside of normal office hours;
- The service should provide a range of core services that promote literacy and an enjoyment of reading, provide information for life, encourage lifelong learning and support local communities;
- NLIS should be a service that make best use of its assets (buildings, ICT, stock, staff), offering value for money but looking for new ways to make the service more efficient (eg further improvements to ICT and use of Open+);

2.5 A service delivered along these lines would continue to support the council’s priorities of Putting People First, as highlighted in the figure 1.

Figure 1 – Strategic Context



3. Impact of library provision

3.1 Libraries have an important role in the life of their communities as providers of a range of services from book-lending and computer access to children's activities, training courses and meeting space.

3.2 For many people the local library, or the mobile library in rural areas, is an important service helping to combat **isolation**

'I am 92 years old, a widow, living on my own and to me the library has been a godsend ...I have also made some good friends so I have not been lonely during the 30 years since my husband died.'

3.4 Libraries are key to **improving literacy**, both in children and adults, and they have an important role in education through services including the school library service and supporting reading through public libraries.

3.5 Every year over 12,000 children take part in the summer reading challenge, a literacy project which has a positive impact on tackling the 'reading dip' which occurs in between school years. This project is now supported by more than 120 young volunteers.

Figure 2 – Communities served by the NLIS



3.6 Libraries support **early years literacy** by offering regular ‘baby bounce and rhyme sessions’ which as well as being great fun, support parents in reading alongside their children. Every child is offered library membership at the point that their birth is registered.

3.7 Public computers in libraries help promote **digital inclusion**, providing access to technology to those who do not have their own computers at home.

3.8 Over the past four years over 2100 older people have been **trained in using computers** and the internet in a library digital inclusion project. This has helped older people access vital services online, supported independence and has had a significant impact on **reducing social isolation**. Most libraries have a “switch on” volunteer who, alongside library staff, support the library’s computer users, the majority of whom do not have access to IT at home.

3.9 Increasingly **jobseekers** require **support** in applying for jobs online and libraries support jobseekers in partnership with district councils and Job Centre + in learning the skills to do this in job clubs held at libraries. The successful job club at Great Yarmouth Library regularly attracts over 40 job seekers, with more in-depth literacy support being offered by Adult Education

3.10 To support people with **Dementia** and their carers libraries work in partnership with the Alzheimer’s Society to offer Dementia Care information in all locations. In addition, libraries support people with memory loss through reminiscence materials and activities and work with health professionals to offer Dementia books on prescription.

3.11 A successful **mental health** books on prescription scheme has been operational for many years in Norfolk’s Libraries with health professionals ‘prescribing’ books about mental health conditions as part of their patients recovery plans.

3.12 A recent report on the health and well being benefits of participation in culture and sport show that people who used a library in the past year are more likely to report good health than people who did not.

3.13 Based on reductions in GP visits caused by this improvement in health, the report's authors predict the medical cost savings associated with library engagement at £1.32 per person per year with aggregated NHS cost savings across the library-using English population estimated at an average cost saving of £27.5 million per year.

3.14 Based on the calculation used in the research, and the current number of registered users of NLIS (501,296), the average annual cost saving to the NHS in Norfolk is £661,710.

4. Evidence

4.1 In considering the options, the group has reviewed the 2013 options appraisal into the future of the libraries, as well as performance data, customer feedback, and budget modelling information. A range of different ways of delivering a library service are set out in Annex B.

4.2 The Group also considered the findings of the Independent Library Report for England produced by William Sieghart and an advisory panel which was published in December 2014. A summary of the main findings of that report can be found at Annex C.

4.3 The Sieghart review concluded that despite the growth in digital technologies there is a clear need and demand for libraries, and emphasised their importance to their communities, especially for the most vulnerable in society and children and young people. It suggested that a 're-energised library network' (achieved through improvements in digital technology, Wi-Fi access in a comfortable, retail-like environment) would act as important community hubs and have a key role to play in helping to improve literacy standards and partnership working with local schools and local cultural organisations. It also concluded that not enough decision makers at national or local level appear sufficiently aware of the remarkable and vital value that a good library service can offer modern communities of every size and character.

5. Financial Implications

5.1 The financial implications of any options will form part of the next stage of the review which will be reported to the Communities Committee in July.

6. Next Steps

6.1 Following the Committee's consideration of this report the NLIS Review Group will develop a range of options, with a view to making recommendations to the Communities Committee at the meeting on 1 July.

6.2 In the meantime there is one immediate action that can be taken:-

- Members to be encouraged to hold their surgeries in libraries.

6.3 Many/some Councillors' already use their local library to hold surgeries but the Review Group would like to encourage all members with a local library in their division to do so. As well as being good, easily accessible community venues, members will

have the opportunity to find out about other local events and activities that are carried out in their library.

5. Background

Sieghart Independent Library Report for England -

<https://www.gov.uk/government/publications/independent-library-report-for-england>

Quantifying the Social Impacts of Culture and Sport – Dept Culture Media and Sport
April 2014

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/304896/Quantifying_the_Social_Impacts_of_Culture_and_Sport.pdf

The health and wellbeing benefits of public libraries - /Arts Council England
March 2015

http://media.wix.com/ugd/9ccf1d_5cc4ed36883a42cab8b0b1cdee5a9d5d.pdf

Officer Contact

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

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Email address: Jennifer.holland@norfolk.gov.uk



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Terms of Reference, and membership, for a Norfolk County Council Member working group on the future direction and delivery of the library and information service in Norfolk.

Members are asked to consider the future direction of Norfolk Library and Information Service and to make recommendations to the Communities Committee on the strategic proposals to be put forward for public consultation.

The review will consider the way that the County Council delivers its statutory duty, currently through 47 library buildings and 10 mobile libraries. It does not include the School Library Service, Prison Library Service, Hospital Library Service or the Home Library Service which are operated under different arrangements.

Members may want to consider in their proposals

- The future reduction in public spending in Norfolk
- Identifying both commercial opportunities for the library service and cross departmental partnerships that would reduce costs for the authority as a whole
- What Norfolk County Council could do in the future to meet the continuing aspirations of the people of Norfolk for a high quality library service
- Ways in which the library service could continue to support the Council's strategic priorities
- What the library service could do to promote the use of libraries to people in our communities including vulnerable people
- How the use of new technology could change the way we provide library services

The proposals for public consultation will need to consider the statutory duty of Norfolk County Council under the Public Libraries and Museums Act 1964 to provide a "comprehensive and efficient" library service.

Ideally, any outcomes from the review should be in place for the financial year 2016/17.

[Agreed at meeting of the Communities Committee held on 14/1/15]

Membership

Councillor Hilary Cox, Chair
Councillor Adrian Dearnley
Councillor John Ward
Councillor Margaret Wilkinson

Transferring the service to a third party

1. Transfer of libraries to communities

Since 2010, there has been a trend to involve communities in library service delivery in significant ways – to support and in some places to manage them or take on ownership and management of library buildings. Research carried out by the Arts Council into community involvement in libraries noted:

- The libraries that are becoming community supported or managed tend to be the smaller libraries in many areas;
- The vast majority of community libraries retain links with their local authority library service and many remain part of the statutory library service;
- Many current and planned community supported or managed libraries involve the discounted transfer of assets to the community (either the freehold or a lease of 20 years or more);
- There is an immense variation in practice on the ground. No two library authorities have followed exactly the same approach, so there is a broad spectrum in the nature of activities. Councils also often use more than one model, accepting that even within one area, 'one size does not fit all'.

There is guidance available for councils that are contemplating divesting libraries in this way published in 2013 by the Arts Council which concludes:

- Community run libraries can form part of a local authority's network of libraries through which it fulfils its statutory duties;
- There is no single model of community involvement in libraries - locally appropriate solutions usually work best;
- Most community libraries are not independent. Local authorities and their communities can work together in partnership to deliver new kinds of services;
- Community libraries are testing new approaches to library service delivery. Even with reduced funding it may be possible to deliver a service differently;
- Communities often want to be involved in their libraries (but not always). Community interest cannot be assumed, but needs to be assessed. We should not underestimate the levels of interest, and capacity, for local communities to support their local libraries. However, communities differ and some, particularly in more disadvantaged areas, may be less able to do this and may need support. There may well be local community trusts or social enterprises which have the capacity to deliver;
- Community libraries are often more than 'just volunteers'. There continues to be a need for paid library staff working in every library authority area;
- Library buildings and assets can be transferred into community ownership. Some library buildings are now being transferred into the ownership of the local community to provide a firmer foundation for their future

Communities require a lot of assistance to run libraries. Divesting to the community does not mean that all costs are divested and across the country Councils support their community run libraries in different ways. Community run libraries have varying degrees of success. Many tend to become book lending facilities only and struggle to retain their relevance in the community.

2. Arm's length operating model – trust/social enterprise

There can be a number of advantages to establishing trust/social enterprise status, which can be achieved whilst enabling the Council to retain control and accountability of its public libraries and associated services, through a detailed service specification and contract. These additional advantages include:

- Active engagement of stakeholders / customers;
- Co-operative style membership – public / staff;
- Enterprise dividend/ commercial freedoms;
- Increased eligibility for grant funding;
- Strengthened community engagement.

A number of UK public library services are operated at arm's length; these include:

- Suffolk Libraries – Industrial Provident Society
- Luton Culture – Charitable Trust
- Warrington Livewire – Community Interest Company
- Aspire Sussex – Charitable Trust
- Explore York (Libraries and Archives) – Community Benefit Society

Several other councils are currently actively planning an arm's length model for their library services, including Kent County Council – Libraries, Registration and Archives and Nottinghamshire Libraries, Arts, Archives, Information and Community Learning services.

The process of moving a service to an arm's length model is generally estimated to take between 18 and 24 months. A range of factors and issues need to be agreed before any new arrangement can be implemented and these include:

- Establishing a Council specification and contract for services
- Creating an effective governance structure
- Selecting and establishing the new legal entity
- Establishing management arrangements for property / finance / ICT matters
- Ensuring service continuity and resilience
- Determining staffing terms and conditions / pensions
- Resolving the arm's length body's use and disaggregation of central support services.

The Cabinet Office, through its mutualisation support programme, is providing specialist support to enable the creation of mutual organisations to become 'mutual ready' to deliver public services. This support has a value of up to £100,000.

In this way of delivering services, the Council retains its statutory duties to provide a public library service. The Council continues to set service standards and overall priorities through the development of a service specification, key performance measures and the letting of a formal contract to the new body. Buildings, book stock and other key assets remain in the ownership of the County Council

The immediate savings that are made following a move to an arm's length operating model are through a reduction in business rates. The arm's length organisation is often largely dependent on council funding.

3 Private Sector Company

Public libraries can be run by private companies on contract from the local authority. In the UK, Community Cultural Solution (CCS) run the library services in Hounslow, Croydon, Ealing and Harrow. CCS is the not for profit arm of the building firm Carillion.

In addition, the social enterprise GLL runs Greenwich and Wandsworth library services. It is a non-profit company and was 'spun out' from the London Borough of Greenwich Leisure Services.

There is no legal barrier to private companies running public libraries on behalf of a local council in the UK. It does not constitute a contravention of the 1964 Act as long as the council subcontracts out the running to a private company rather than divesting itself of the service altogether

4. Sharing Services with other Councils

A growing number of councils are exploring joining forces with neighbouring authorities to make stretched resources go further. This includes sharing of back office resources, participation in consortia to procure library materials and library management computer systems.

Norfolk Library and Information Service recently joined a consortium called SPINE with Suffolk and Cambridgeshire Libraries. The consortium will focus on exploring efficiencies driven by the 3 services having the same library computer system. The Society of Chief Librarians in the Eastern Region also ensures, and continues to explore, how all 11 authorities work together when there can be efficiencies.

Other examples include:-

- Bexley and Bromley Libraries have merged library services instead of closing libraries;
- Libraries West - Consortium of Bath and NE Somerset, Bristol, North Somerset, Somerset and South Gloucestershire – joint library card, behind-the-scenes sharing of services;
- Central Book Buying Consortium (CBC) – Book buying consortium, headed by West Sussex, manages stock purchasing for several library authorities mainly in the South of England.

Summary of the Sieghart Review - Independent Library Report for England

Quotes from the review:-

‘Libraries are, let us not forget, a golden thread throughout our lives.’

‘...(libraries) are not only safe places for literacy and learning, they have also been the starting point of empowerment for many citizens who lack opportunities at home.’

‘..(Library staff) should be recognised for the significant role they play in modern society’

Background

In early 2014 Central Government Commissioned William Sieghart, with assistance from an advisory panel, to investigate how the public library system could best work in the future. Their report was published in December 2014.

Key themes

The evidence the panel gathered identified 2 key themes - that there have already been far too many library reviews in recent years which have come to nothing, and that not enough decision makers at national or local level appear sufficiently aware of the remarkable and vital value that a good library service can offer modern communities of every size and character.

The review concluded that despite the growth in digital technologies there is a clear need and demand for libraries, and emphasised their importance to their communities, especially for the most vulnerable in society and children and young people. It suggested that a ‘re-energised library network’ (achieved through improvements in digital technology, Wi-Fi access in a comfortable, retail-like environment) would act as important community hubs and have a key role to play in helping to improve literacy standards and partnership working with local schools and local cultural organisations.

However, the review recognised that the present governance of the library network does not allow for either economies of scale or for genuine national strategic leadership. There is also a desire for greater consistency in, for example, branding and signage, sharing digital networks and national library cards.

Recommendations

The report makes three major recommendations:

- The provision of a national digital resource for libraries, to be delivered in partnership with local authorities;
- The setting up of a task and finish force, led by local government, in partnership with other bodies involved in the library sector, to provide a strategic framework for England, and to help in implementing the following; and
- The task force, to work with local authorities, to help them improve, revitalise and if necessary, change their local library service, while encouraging, appropriate to each library, increased community involvement.

Meeting	Member Attendance
14 th January 2015	Cllr Hilary Cox Cllr Adrian Dearnley Cllr John Ward Cllr Margaret Wilkinson
2 nd March 2015	Cllr Hilary Cox Cllr Adrian Dearnley
12 th March 2015	Cllr Hilary Cox Cllr Adrian Dearnley Cllr John Ward
1 st April 2015	Cllr Hilary Cox Cllr Adrian Dearnley Cllr John Ward Cllr Margaret Wilkinson
30 th April 2015	Cllr Hilary Cox Cllr Adrian Dearnley Cllr John Ward Cllr Margaret Wilkinson

Communities Committee

Item No. 10.

Report title:	Fire and Rescue Review – interim report from the Member Working Group
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe, Executive Director Community and Environmental Services
Chair of task and finish group	Cllr Dan Roper
Strategic impact <p>The service has a strategic role to play in making Norfolk safer by preventing fires and other emergencies from happening, reducing the impact of fires and other emergencies when they do occur and responding efficiently and effectively to calls for assistance. It helps to save lives, prevent injuries and to limit the economic impact of fire and emergencies.</p> <p>A member task and finish group has been established to “undertake a strategic review of NFRS and to provide recommendations on the future shape of service provision”, in the context of further reductions in public spending. By properly planning for change we can minimise the risks to service delivery and to the safety of people and property in Norfolk.</p>	

Executive summary

This is the initial report from the member task and finish group for the strategic review of Norfolk fire and rescue service.

The group has reviewed a wide range of evidence and data, visited Carrow Fire Station and spoken with representatives from the Trade Unions. This has enabled the group to formulate a view on how the fire and rescue service should function on the basis that “form follows function”. This view is reflected in a draft strategic vision for 2020 that is being recommended to Committee.

Given the financial pressures on the County Council the group has started to consider how different future funding scenarios may impact on the future function and form of the service. The group has identified potential for income generation but concludes that this will not be sufficient to close funding gaps. In addition, areas for further consideration have been identified including use of the workforce, station viability and developing a robust evidence base to inform decision-making.

Recommendations:

- 1. Committee are requested to review the initial report at Appendix 1 and:**
 - a. Discuss the conclusions reached so far and identify any additional areas for consideration by the group**
 - b. Comment on and agree the draft strategic vision for 2020 (Appendix 2) which will inform the future direction of the service.**
- 2. Approve Councillor Harry Humphrey as a replacement for Councillor Cox on the working group**

1. Proposal

Information on the group's initial thoughts are contained within the report at Appendix 1. This includes a proposed strategic vision for the fire and rescue service in 2020 and some initial "red lines" and operating principles for the service that Committee may approve as proposed or suggest changes.

There are statutory requirements in respect of any changes to frontline fire and rescue services including the need to publish and consult on an Integrated Risk Management Plan (IRMP). The IRMP is a strategic plan that sets out the Fire and Rescue Service's objectives for at least a three year period and it is part of the Norfolk County Council Policy Framework. If any such changes are recommended by this review, public consultation on an IRMP will be integrated within the Council's overall budget consultation process.

2. Evidence

The group has reviewed a vast range of information, data and evidence and taken into consideration practice from other fire and rescue authorities (see background papers). The group visited Carrow fire station to see the breadth of rescue services NFRS provides and also met informally with representatives from the Trade Unions.

In considering the strategic direction of the fire and rescue service the group has had due regard to the [Fire & Rescue Service National Framework 2012](#) which requires Fire and Rescue Authorities (FRA) to produce an Integrated Risk Management Plan and to:

- Review all foreseeable risks that threaten its area
- Identify what roles it wants its fire and rescue service to take in managing those risks
- Fund it to undertake those roles as economically and effectively as it can
- Monitor, manage and report clearly and openly on how it is performing against the plan
- Consult with the public and other stakeholders on its proposals

The Group initially focused on what it felt the function of NFRS should be on the basis that "form follows function". To shape discussions the group considered a range of potential scenarios which were evaluated using an approved national software toolkit called "Fire Service Emergency Cover" (FSEC). This maps changes in risks and the impact of proposed changes and is designed to test different models of emergency response to find the most effective options.

3. Financial Implications

The member task and finish group has been established to "undertake a strategic review of NFRS and to provide recommendations on the future shape of service provision", in the context of further reductions in public spending with the objective of identifying potential services efficiencies and savings opportunities, where possible, to support the County Councils savings targets.

There are no financial implications arising from this update report. Any financial implications arising from the recommendations from the working group will be clearly set out in future reports.

4. Issues, risks and innovation

These will be identified and evaluated based on any future recommendations from the working groups.

5. Background

In January 2015, Committees Committee formed a Task and Finish Group with the main objective “To undertake a strategic review of NFRS and to provide recommendations on the future shape of service provision”. The group’s intention is to provide a strategic vision for NFRS in 2020, with a clear roadmap to that destination.

It was agreed that the group would seek to identify outcomes from the review and that the group would report back to Committee as follows:

- May 2015 - Initial report
- September 2015 – final recommendations report

The Task and Finish Group members are:

- Cllr Jonathan Childs
- Cllr Emma Corlett
- Cllr Hilary Cox (Cllr Cox stood down from the group in March. Cllr Harry Humphrey is proposed as a replacement)
- Cllr Nigel Dixon
- Cllr Daniel Roper (Chair)
- Cllr Nigel Shaw

Background Papers

Strategic review of NFRS: Evidence fact sheet

Communities and Local Government (2012) The Fire and Rescue National Framework for England -

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5904/nationalframework.pdf

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Appendix 1:

Norfolk Fire & Rescue Service – Strategic Review Initial Report

1. Communities Committee Member Working Group

The Group's terms of reference are to undertake a strategic review of NFRS and to provide an initial report to the Communities Committee on 13th May 2015. The group's intention is to provide a strategic vision for NFRS in 2020, with a clear roadmap to that destination.

2. Options

To shape discussions, officers are modelling a range of potential future scenarios.

3. Working Group Guidelines to Officers

3.1. "Red Lines"

- *To retain direct control of the FRS and NOT move to a commissioned model*
- *999 Call handling to remain based within Norfolk.*

3.2. Operating Principles

- Preserve a 'full spectrum' approach, providing a range of prevention, protection and response activity; continue to maintain/develop technical rescue functions
- Form follows function – the shape of NFRS needs to be determined by the tasks Councillors want it to deliver
- Total numbers of firefighters are more important than the shift systems they work, or the number of fire stations they work from
- Income generation, whilst useful, will not earn enough to be a panacea

4. Further Questions

4.1. Wholetime workforce

Members have asked for more information on opportunities for wider use of wholetime staff in prevention, protection, income generation work and redeployment to bolster and augment retained fire cover.

4.2. Evidence Base

Members have asked for clearly evidenced, outcome focused business cases, setting out the public safety impact of cuts or investment in the FRS. They agreed that the DCLG supplied FSEC software package would be the appropriate model to present these projected results, in terms of the Economic Cost of Fire, and numbers of lives lost or saved.

Appendix 2:

Draft Strategic Vision

In 2020, Norfolk's Fire and Rescue Service will be at the heart of community protection for Norfolk. Its focus will be on saving lives, rendering humanitarian assistance, protecting property and the environment and safeguarding the local economy. It will plan, prepare for and support the end to end management of every risk that has been identified by the Fire & Rescue Authority through its Integrated Risk Management Plan. Norfolk Fire and Rescue Service will provide an 'All Hazards' service covering the full spectrum of prevention, enforcement and emergency response.

Our contribution to sustainable economic development and the health and well-being of Norfolk will be recognised and valued.

The Fire and Rescue Service will be locally accountable through Norfolk County Council as the Fire and Rescue Authority. Operational delivery will be joined up seamlessly with the partners we work with on the ground and we will play a leading role in the multi-agency management of emergency incidents.

When measuring our performance, we will, for those risks that most affect Norfolk, such as flooding or forest fires, seek best practice wherever it can be found. In terms of cost-effectiveness and joined up service delivery, we will measure ourselves against all UK emergency services. For operational capability and competence, we will measure ourselves against all UK fire & rescue services.

Whether full-time, part-time, retained or volunteers, our people will be respected as professional, able to operate independently, competently, and flexibly to deliver the right result, in the right place, at the right time, every time.

We will be trusted by the people of Norfolk to be there when they need us and to deliver for them.

Strategic review of NFRS: Evidence fact sheet

Resources

- 42 fire stations – mix of wholetime, retained, day crew and tidal cover
- 80 Fire trucks – each costs around £250,000, and typically lasts around 15 years.
- 29 of our 41 stations only have one, retained, fire engine.
- Fleet of specialist vehicles includes environmental protection units, a control vehicle, foam tankers, heavy rescue modules, aerial platforms and an underwater search and recovery diving unit.
- A workforce establishment of 904.6 posts, of which 287.8 are full-time uniformed (firefighters and control staff), 96.8 are non-uniformed and 520 are retained firefighters.



- The widest range of operational capabilities in the UK fire and rescue sector, providing a comprehensive 'All-Hazards' response to natural and man-made threats, as part of integrated national and international resilience programmes.
- The 7th largest FRS in England by number of stations, and 5th largest by area protected.

Prevention (£0.269m)	Protection (£0.414m)	Response (£13.373m)
Fire Safety	Risk based inspections	Fire
Road Safety (partnership funded)	Enforcement	RTC
Youth Development (self-financing)	Planning guidance (building design, access, water supplies)	Hazardous materials & environmental protection
Community Safety Volunteers		Counter terrorism
Public health (Fire fit volunteers)		Animals
		Flooding
		Co-responding
		Technical rescue
		999 Call handling

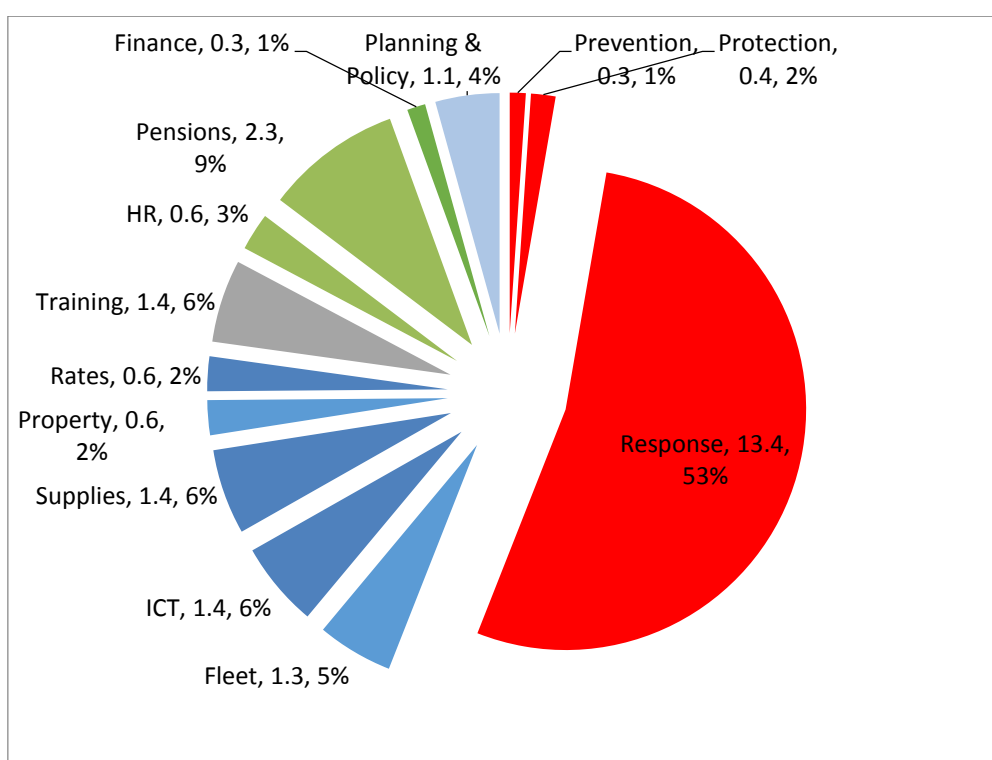
Key to NFRS activity

Red: Statutory/ compulsory
 Half red: Statutory/discretion over how provided
 Yellow: Discretionary/ currently externally funded
 Green: Discretionary

Finance

- The total budget for 2013/14 was £29.56 million including capital charges (net £26.65m).
- Equivalent to £22.90 council tax for average Band D household (national average £68.96) or £30.36 per head of population (national average £38.78, Family group average £35.61)
- Over 75% of revenue budget is spent on staff wages, and 9 out of 10 staff go to fires
- In last three years non staff revenue spending has been cut by 25%, senior manager posts by 44%, support staff by 25% and full time firefighters by 13%. In the last decade, the gap between NFRS funding and inflation has been more than 25%.
- Approximate running costs of a fire station, engine and crew average:
 - Wholtime fire engine: £1 million per year.
 - Day Crew fire engine: £0.5 million per year.
 - Retained fire engine: £0.15 million per year (variable on workload)

£27 million - Revenue Breakdown



Comparative benchmarking - finance

	Norfolk	Family Group Average
Cost per head, 2013-14	£30.43	£35.61
Cost per head, 2014-15	£30.36	£36.51
Income	£2.729M	£1.995M
Population	850k	753k
Area	538k Ha	263k Ha
Population density	1.6	3
Fire stations	42	24
Response Vehicles	99	58
Total Staff	832	631
Support Staff	95	99
Pay bill	£20M	£20.8M

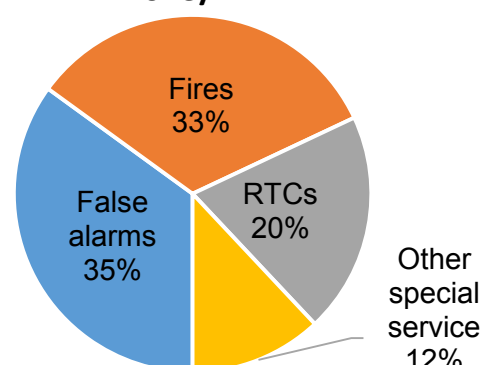
- Second lowest cost fire and rescue service in the country (after Suffolk) whilst covering the second most rural population (after Cornwall)
- Good levels of income generation
- Low proportion of back office to frontline staff
- Low pay bill compared to other fire and rescue services

Performance

- Changing **call profile**- attending fewer fires and false alarms, but proportionally more road traffic collisions (RTCs):

- Over the past 12 years prevention work has reduced fire calls by 58% (4,580 in 2002/3 to 1,925 in 2013/14).
- In the last four years our call challenge policies have helped to reduce the number of false alarm calls we attend by over 40% (2,854 in 2010/11 to 1650 in 2013/14)
- The number of RTCs we attend has risen by 10% (1,284 in 2011/12 to 1,407 in 2013/14)
- The service now responds to a broader range of special service incidents e.g. flooding, chemical incident, rescuing trapped people or animals, bariatric rescue, terrorist incident

Incidents attended in 2013/14



- In **2013/14**:
 - 797 people were rescued by NFRS
 - We reached 78.8% of life risk incidents within our emergency response standards- below the 80% target that we set ourselves.
- Downward trend in **fire deaths** has now plateaued. Most fatalities continue to occur in accidental dwelling fires with between 2 and 9 deaths recorded in Norfolk in each of the last 13 years.
- 56% reduction in **fire related injuries** (excluding precautionary checks) between 2001/02 and 2013/14
- 15% reduction in the number of people **killed and seriously injured on Norfolk's roads** (compared to 2005-09 baseline) but since 2012 the trend has reversed which is causing concern
- The estimated **economic cost of fire** in Norfolk has risen from £155m in 2011/12 to £210m in 2013/14. With no reduction in calls this would have been around £70m more

Comparative benchmarking – performance

- Generally perform relatively well compared to similar fire and rescue authorities but performance has recently plateaued or is declining across a number of areas

Performance compared to Family Group – better than, average or below average		
Fire injuries	Staff Absence	Deliberate Fires
False Alarms	Fires	Road collisions
Retained availability	Fires in non-domestic properties	Lack of smoke alarms

Communities Committee

Item No. 11.

Report title:	The Firefighters' Pension Scheme (England) Regulations 2014 SI 2014/2848 Scheme Manager Discretions
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic impact This report is presented to ensure compliance with the requirements of the Firefighters' Pension Scheme (England) Regulations 2014.	

Executive summary

SI 2014/2848 laid before Parliament on 28th October 2014 introduces a new Fire Pension Scheme effective from 1st April 2015. Within that scheme are a number of scheme manager discretions as contained in the Firefighters' Pension Scheme (England) Regulations 2014, some of which require the Fire Authority to make a policy decision on. The purpose of this report is therefore to recommend for approval a policy position on those discretions that require it and to delegate to the Scheme Manager the responsibility for making decisions on all other discretions contained within the scheme as they may arise.

Recommendations:

- 1. Discretion Pensionable Pay (Regulation 17). Continual professional development payments are treated as pensionable pay.**
- 2. Discretion Contributions during absence from work due to illness, injury, trade dispute or authorised absence (Regulation 111). The Scheme employer will require the scheme member to pay employer contributions in the case of trade dispute or authorised absence and may require the scheme member to pay employer contributions in the case of absence from work due to illness; but will not require the scheme member to pay employer contributions in the case of injury sustained whilst carrying out authorised duty.**
- 3. Discretion Delegation (Regulation 5). That the Chief Fire Officer, or his / her nominated deputy, is given delegated authority to authorise all other scheme discretions as they arise, subject to the agreement of the Executive Director of Finance.**

1. Proposal

It is proposed that a policy decision is made in respect of the scheme manager discretions contained in Regulations 5, 17 and 111 of the Firefighters' Pension Scheme (England) Regulations 2014, and that, following those policy decisions, all other discretions are delegated to the Chief Fire Officer to manage on a day to day basis.

2. Evidence

The proposals are put to comply with the Firefighters' Pension Scheme (England) Regulations 2014.

3. Financial Implications

There are no significant financial costs forecast at this time from the discretions outlined, as any additional liabilities will fall within the DCLG subsidy.

Increased pensionable pay will increase the employers pension contributions but the costs related to the changes are not expected to be excessive.

4. Issues, risks and innovation

The employer is required to make decisions in relation to the discretions contained in the scheme.

5. Background

SI 2014/2848 laid before Parliament on 28th October 2014 introduces a new Fire Pension Scheme effective from 1st April 2015.

The document attached at the appendix lists the scheme manager discretions (including those attached to an obligation) as contained in the Firefighters' Pension Scheme (England) Regulations 2014.

The regulations are written to determine that the scheme manager "may" do certain things. Although no distinction is drawn, in some contexts the meaning of that is permissive, signifying that there is discretion to exercise, and in other contexts the word "may" essentially has the same meaning as "shall".

There are three regulations that require a discretion policy decision to be made as follows:

Delegation (Regulation 5)

The Scheme Manager must ensure the delegated powers are appropriate and current.

This report recommends that the Scheme Manager powers are delegated to the Chief Fire Officer to approve, subject to the agreement of the Executive Director of Finance thereby enabling him / her to manage and exercise the discretions on a day to day basis.

Pensionable Pay (Regulation 17)

The Scheme Manager has discretion to determine if continual professional development payments are to be treated as pensionable pay (Regulation 17(1) (d)).

This report recommends a policy decision that continual professional development payments are treated as pensionable pay. These payments have been treated as pensionable pay to date in the 1992 and 2006 schemes and this practise is consistent with other Fire and Rescue Services.

Contributions during absence from work due to illness, injury, trade dispute or authorised absence (Regulation 111)

Where an active member is absent from scheme employment because of illness or injury and not entitled to receive pensionable pay, or because of a trade dispute or authorised unpaid absence, they may pay member contributions. If they do, the scheme employer may require that they should also pay employer contributions.

This report recommends that the scheme member will pay employer contributions in the case of a trade dispute or authorised unpaid absence. In the case of an injury arising from authorised duty the report recommends that the employer will not require the scheme member to pay employer contributions and in the case of illness the report recommends that the employer may require the scheme member to pay employer contributions.

This is consistent with current practise both within NFRS and NCC and also with other Fire and Rescue Services.

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:

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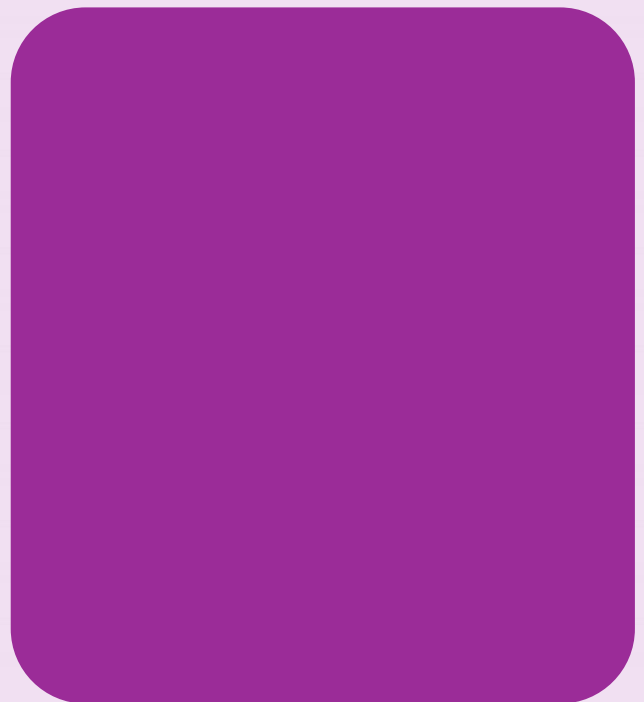


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Scheme Manager Discretions



The Firefighters' Pension Scheme
(England) Regulations 2014 SI 2014/2848



Foreword

SI 2014/2848 laid before Parliament on 28th October 2014 introduces a new Fire Pension Scheme effective from 1st April 2015.

This document lists the scheme manager discretions (including those attached to an obligation) as contained in The Firefighters' Pension Scheme (England) Regulations 2014 linked here: <http://www.legislation.gov.uk/ukxi/2014/2848/contents/made>

The regulations are written to determine that the scheme manager 'may' do certain things. There are, undoubtedly, differences of opinion as to what the meaning of the word 'may' means in any given context e.g. in some contexts it is permissive – signifying that there is a discretion to exercise – and in other contexts it is argued that the word 'may' essentially has the same meaning as 'shall'. Other than listing the discretions where a policy is needed immediately, this document makes no attempt to draw a distinction and, in recognition of the fact that there may be differences of opinion, merely lists all of the relevant regulations, in which there is a scheme manager obligation.

Version Control

Version	Author	Date Reviewed
1.0	Clair Alcock	2nd March 2015

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Discretions

Power to Delegate

1. Delegation (Regulation 5)

The scheme manager must ensure that delegated powers are appropriate and current.
[Regulation 5(2)]

Opting Out

2. Opting into this scheme (Regulation 12)

An optant-in will become an active member of the scheme with effect from the beginning of the first pay period following the date on which the option is exercised. There is an option for the scheme manager to vary the date on which the person becomes an active member, to such other time as the scheme manager considers appropriate. [Regulation 12(5)]

3. Opting out after the first three months (Regulation 16)

An optant-out ceases to be in pensionable service with effect from the first day of the first pay period following the date on which the option is exercised. If the scheme manager considers that day to be inappropriate, it may vary the date to the first day of any later pay period as the scheme manager does consider appropriate. [Regulation 16(2)(b)]

Pensionable Pay

4. Pensionable pay (Regulation 17)

The scheme manager has discretion to determine if continual professional development payments are to be treated as pensionable pay. [Regulation 17(1)(d)]

Membership

5. Active membership (Regulation 19)

A person who is on unpaid authorised absence can count the period as active membership if the scheme manager permits them to be treated as an active member during that period. (Presumably this would be linked to Regulation 111(4) and subject to the member paying the appropriate contributions.) [Regulation 19(c)]

Pension Accounts

6. Establishment of pension accounts: general (Regulation 28)

The scheme manager must establish and maintain pension accounts for scheme members, but they may be kept in such form as the scheme manager considers appropriate. [Regulation 28(2)]

7. Closure and re-establishment of active member's account (Regulation 37)

If a member has more than two active member's account and ceases pensionable service with less than three months' qualifying service in respect of one account, that account must be closed and benefits aggregated with one of the others; the member may select which one. If the member fails to choose, the scheme manager has discretion to choose. [Regulation 37(3), (4) and (5)]

8. Closure of deferred member's account after gap in pensionable service not exceeding five years. (Regulation 49)

If a deferred member re-enters pensionable employment after a gap of five years or less, the scheme manager must close the deferred member's account and re-establish the active member's account, transferring entries from the deferred account. If the person had more than one relevant deferred member's account, they must select – within three months of re-entering scheme employment – which one should close. If they fail to make a selection, the scheme manager must make the choice for them. [Regulation 49(3) and (4)]

Retirement Benefits

9. Employer initiated retirement (Regulation 62)

An employer can determine that an active member age 55 or over but under age 60 who on the grounds of business efficiency is dismissed or has their employment terminated by mutual consent, can receive immediate payment of retirement pension without the early payment reduction. An employer may only use this discretion if the employer determines that a retirement pension awarded on this basis would assist the economical, effective and efficient management of its functions having taken account of the costs likely to be incurred in the particular case.

[Regulation 62(1) and (2)]

10. Exercise of partial retirement option (Regulation 63)

An active member aged at least 55 who would be entitled to immediate payment of pension if they leave pensionable service and who claims payment of the pension, may opt to claim the whole of their accrued pension but continue in pensionable service. The person concerned must give appropriate notice to the scheme manager and the partial retirement option is taken to be exercised on a date agreed between the member and the scheme manager. [Regulation 63(5)]

Ill-Health Benefits

11. Review of ill-health award or early payment of retirement pension (Regulation 68)

The scheme manager must have a policy for reviewing, at such intervals as it considers appropriate, the award of ill-health pensions where the recipient is under deferred pension age and has been receiving the award for less than 10 years, and for reviewing the early payment of deferred pensions on ill-health grounds for so long as the recipient is below deferred pension age.

[Regulation 68(1) and (2)]

12. Consequences of review (Regulation 69)

If, following the review of a lower tier ill-health pension under Regulation 68, the scheme manager determines that the recipient is capable of performing the duties appropriate to the role from which the person retired on grounds of ill-health, the employer must consider whether or not to make an offer of re-employment. [Regulation 69(3)]

13. Commencement of pensions (Regulation 70)

If a deferred member requests, and is entitled to, the early payment of retirement pension on grounds of ill-health, the scheme manager must determine the date of payment as being the date on which the person became incapable of undertaking regular employment because of infirmity of mind or body or, if that date cannot be ascertained, the date of the member's request for early payment. [Regulation 70(7)]

If a deferred member requests deferral of payment of a deferred pension beyond deferred pension age, or requests early payment with an early payment reduction before deferred pension age, the scheme manager will decide the payment date after the claim for payment has been made. [Regulation 70(8)]

Allocation

14. Allocation election (Regulation 72)

The scheme manager must give consent for the allocation of a portion of pension to a dependant who is not the spouse, civil partner or cohabiting partner of an active or deferred member. (Consent can be withheld if the scheme manager is not satisfied that the person nominated is not substantially dependent of the active member.) [Regulation 72(3)(b) and (4)]

15. Adjustment of allocated benefit (Regulation 75)

If a member who has made an allocation election dies after reaching age 75, and the amount of allocated pension does not qualify as a dependant's scheme pension under section 167 of the Finance Act 2004 (pension death benefit rules), the amount may be adjusted in a manner determined by the scheme manager. [Regulation 75(1) and (2)]

Death Benefits

16. Meaning of "surviving partner" (Regulation 76)

A cohabiting partner may be considered a "surviving partner" and potentially qualify for a pension provided they meet certain conditions, one of which is that they must have been in a "long-term relationship" – a continuous period of at least two years – at the date at which entitlement needs to be considered. The scheme manager has discretion to allow the person to qualify where the period is less than two years. [Regulation 76(1)(b)(v) and (2)]

17. Person to whom lump sum death benefit payable (Regulation 95)

The scheme manager has absolute discretion as to the recipient of any lump sum death benefit payable. [Regulation 95]

18. Payment of pensions under Part 6 "Death Benefits" (Regulation 100)

If a child's pension is due in respect of an eligible child under age 18, the scheme manager will determine to whom it should be paid and will give directions to that person as to how the payment should be applied for the eligible child's benefit. [Regulation 100(2)]

19. Surviving partner's pensions and eligible child's pensions: suspension and recovery (Regulation 101)

A scheme manager has the right to cease paying a surviving partner's pension and/or eligible child's pension and recover any payment made in respect of a pension where it appears to the scheme manager that the recipient made a false declaration, or deliberately suppressed a material fact in connection with the award. (This does not affect the scheme manager's right to recover a payment or overpayment under any other provision where the scheme manager considers it appropriate to do so.) [Regulation 101(2) and (3)]

20. Provisional awards of eligible child's pensions: later adjustments

(Regulation 102)

If children's pensions have been made to certain persons on the basis that they were eligible children and there were no others, and subsequently it appears that any of those children were not eligible, or there was a further eligible child to whom no payment has been made, or that a child born after the member's death is an eligible child, the scheme manager has discretion to adjust the amount of pensions as required in view of the facts as they subsequently appear. The adjustments may be made retrospectively. (This does not affect the scheme manager's right to recover a payment or overpayment under any other provision where the scheme manager considers it appropriate to do so.) [Regulation 102(2) and (3)]

21. Adjustment of benefits to comply with FA 2004 where members die over 75

(Regulation 104)

If a member dies after reaching age 75 and any part of a pension to which a person becomes entitled on the death would not qualify as a dependant's scheme pension for the purposes of section 167 of the Finance Act 2004 (the pension death benefit rules), the scheme manager has discretion to adjust the benefit payable to the person so that it would qualify under that section of the Act. [Regulation 104(1)(a) and (2)]

Contributions

22. Member contributions (Regulation 110)

Where there is a change in scheme employment or a material change which affects the member's pensionable pay in the course of a financial year and the revised amount falls into a different contribution rate band, the scheme manager must determine that this rate should be applied and inform the member of the new contribution rate and the date from which it is to be applied. [Regulation 110(5)]

When identifying the appropriate contribution rate, a reduction in pay in certain circumstances as listed in Regulation 110 are to be disregarded. In addition, the scheme manager can specify the circumstances in a particular case where a reduction in pensionable pay will be disregarded. [Regulation 110(7)(h)]

23. Contributions during absence from work due to illness, injury, trade dispute or authorised absence (Regulation 111)

Where an active member is absent from scheme employment because of illness or injury and not entitled to receive pensionable pay, or because of trade dispute or authorised unpaid absence, they may pay member contributions; if they do, the scheme employer may require that they should also pay employer contributions. [Regulation 111(2), (3) and (4)]

24. Deduction and payment of contributions (Regulation 114)

Member contributions due under Regulation 110 may be deducted by the scheme employer from each instalment of pensionable pay as it becomes due, unless another method of payment has been agreed between the scheme manager and the member. [Regulation 114(1)]

Contributions due in respect of absence from work on reserve forces service leave may be deducted from any payment made under Part 5 of the Reserve and Auxiliary Forces (Protection of Civil Interests) Act 1951. [Regulations 114(2)]

Contributions which the member is required to pay, or has elected to pay under Regulations 111 and 113 may be paid by a lump sum or by deduction from instalments of pensionable pay as agreed between the member and the scheme manager. [Regulation 114(3)]

Transfers

25. Statement of entitlement (Regulation 135)

The scheme manager must specify in a statement of entitlement the "guarantee date" date by reference to which the cash equivalent or club transfer value is calculated; this date must fall within the three months beginning with the date of the member's application for the statement of entitlement and within ten days ending with the date on which the member is provided with the statement. The scheme manager has discretion, if it believes reasonable, to extend this date to within six months of the date of the member's application if, for reasons beyond the scheme manager's control, the information needed to calculate the transfer value cannot be obtained before the end of the three month period. [Regulation 135(4)]

26. Request for acceptance of a transfer payment (Regulation 141)

There is a time limit of one year from becoming an active member in which a person can request a transfer payment from a non-occupational pension scheme. The scheme manager has the discretion to extend this period. [Regulation 141(3)]

27. Transfer statement (Regulation 142)

The scheme manager can require an active member to ask the scheme manager of a previous non-club pension scheme to provide a statement of the amount of transferred pension that the member would be entitled to count provided that the transfer date falls within two months of the date of the statement. [Regulation 142(2)]

28. Club transfer value statement (Regulation 144)

The scheme manager can require an active member to ask the scheme manager of a previous club pension scheme to provide a statement of the amount of transferred pension that the member would be entitled to count provided that the transfer date falls within two months of the date of the statement. [Regulation 144(2)]

Appeals and determinations

29. Appeal concerning entries on the certificate (Regulation 148)

If a member is not satisfied with a certificate setting out the details in their pension account(s) as required under Regulation 146, they can require the scheme manager to deal with their disagreement under arrangements implemented by the scheme manager in accordance with the requirements of section 50 of the Pensions Act 1995 (resolution of disputes) and the Occupational Pension Schemes (Internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments) Regulations 2008. The scheme manager must have these arrangements in place. [Regulation 148(1)]

30. Determinations by the scheme manager (Regulation 151)

It is the scheme manager that must determine whether a person is entitled to an award or to retain an award. [Regulation 151]

31. Role of IQMP in determinations by the scheme manager (Regulation 152)

The scheme manager must select an Independent Qualified Medical Practitioner to provide a written opinion in respect of medical matters which may only be decided by having regard to such an opinion. [Regulation 152(1)]

If a person wilfully or negligently fails to submit to medical examination by the selected IQMP and the IQMP is unable to give an opinion on the basis of the medical evidence available, the scheme manager can make the determination based on such medical evidence as the scheme manager thinks fit, or without medical evidence. [Regulation 152(7)]

32. Review of medical opinion (Regulation 153)

Where a member requests a review of an IQMP's opinion in the light of new evidence received by the scheme manager within 28 days of the member having received the opinion, the scheme manager may agree to giving the IQMP the opportunity of reviewing the opinion. [Regulation 153(1)].

Upon receiving the IQMP's response the scheme manager must confirm or revise its original determination and advise the member accordingly. [Regulation 153(4) and (5)]

33. Notice of appeal (Regulation 155)

If a member wishes to appeal against a determination made by the scheme manager and their grievance lies in the medical opinion upon which the determination was based, they can appeal to a board of medical referees. The appeal must be made within 28 days of the date on which the member receives the relevant documents under Regulation 154(4). If the appeal is not made within this time limit and the scheme manager is of the opinion that the person's failure to give notice within the required period was not due to the person's own default, the scheme manager has a discretion to extend the time limit for such period as the scheme manager considers appropriate, not exceeding six months from the date the Regulation 154(4) documents were supplied. [Regulation 155(2)]

34. Reference of appeal to the board (Regulation 156 - See also Regulation 161)

Where a member has given notice of appeal to a board of medical referees, before the board arranges a time and place for the interview and medical examination a member of the board will review the documents supplied to the board in accordance with Regulation 156. If the board member is of the opinion that the board may regard the appeal as frivolous, vexatious or manifestly ill-founded the board member will notify the Secretary of State accordingly. This will be copied to the scheme manager who must, in turn, send a copy of it to the scheme member advising that if their appeal is unsuccessful, the member may be required to pay the scheme manager's costs and requesting notification from the member as to whether, in the circumstances, they wish to continue with, or withdraw, the appeal. [Regulation 156(8) to (12)]

35. Procedure where appeal to be pursued (Regulation 157)

The scheme manager must decide which persons will attend the interview as its representatives. The scheme manager must also decide whether or not to submit written evidence or a written statement (and must decide a response to any written evidence or written statement from the appellant). [Regulation 157(6) to (9)]

36. Expenses of each party (Regulation 161)

If the medical appeal board determines in favour of the scheme manager and states that in its opinion the appeal was frivolous, vexatious or manifestly ill-founded, the scheme manager can require the appellant to pay it such sum not exceeding the total amount of the fees and allowances payable to the board under Regulation 160(1) as the scheme manager considers appropriate. [Regulation 161(2)]

If the appellant withdraws the appeal requesting cancellation, postponement or adjournment of the date appointed for interview and/or medical examination less than 22 working days before the date appointed, the scheme manager can require the member to pay it such sum not exceeding the total amount of the fees and allowances payable to the board under Regulation 160(1) as the scheme manager considers appropriate. [Regulation 161(3)(a)]

If the appellant's acts or omissions cause the board to cancel, postpone or otherwise adjourn the date appointed for interview and/or medical examination less than 22 days before the date appointed, the scheme manager can require the member to pay it such sum not exceeding the total amount of the fees and allowances payable to the board under Regulation 160(1) as the scheme manager considers appropriate. [Regulation 161(3)(b)]

37. Appeals on other issues (Regulation 163)

If a member disagrees with a scheme manager's determination of award under Regulation 151 and the disagreement does not involve an issue of a medical nature, the member can require the scheme manager to deal with the disagreement under requirements which the scheme manager must have in place in accordance with section 50 of the Pensions Act 1995 (requirement for dispute resolution arrangements) and the Occupational Pension Schemes (Internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments) Regulations 2008. [Regulation 163]

Payment of pensions

38. Commutation of small pensions (Regulation 167)

If the pension entitlement of a member of the scheme, or the pension entitlement of a member's beneficiary, does not exceed the small pensions commutation maximum the scheme manager may pay the entitlement as a lump sum. This would, however, be subject to the consent of the recipient and must comply with the commutation provisions that apply in the circumstances. [Regulation 167(3)]

39. Payments for persons incapable of managing their affairs (Regulation 168)

If it appears to the scheme manager that a person other than an eligible child who is entitled to benefits under the scheme, is by reason of mental incapacity or otherwise, incapable of managing his or her affairs, the scheme manager may pay the benefits or any part of them to a person having the care of the person entitled, or such other person as the scheme manager may determine, to be applied for the benefit of the person entitled. If the scheme manager does not pay the benefits in this way, the scheme manager may apply them in such manner as it may determine for the benefit of the person entitled, or any beneficiaries of that person. [Regulation 168]

40. Payments due in respect of deceased persons (Regulation 169)

If, when a person dies, the total amount due to that person's personal representatives under the scheme (including anything due at the person's death) does not exceed the limit specified in the Administration of Estates (Small Payments) Act 1965, the scheme manager can pay the whole or part of the amount due to the personal representatives or any person or persons appearing to the scheme manager to be beneficially entitled to the estate, without requiring the production of grant of probate or letters of administration. [Regulation 169]

Forfeiture

41. Forfeiture: offences committed by members, surviving partners or eligible children (Regulation 171)

If a member, surviving partner or eligible child is convicted of a relevant offence, the scheme manager can withhold pensions payable under the scheme to a member, any person in respect of the member, a surviving partner or an eligible child, to such extent and for such duration as it considers appropriate. "Relevant offence" is defined in this Regulation. The definition includes offences injurious to the State (including treason) or likely to lead to a serious loss of confidence in the public service. There are certain conditions set out in the Regulation, e.g. it is only the part of the pension that exceeds any guaranteed minimum pension that can be withheld.

[Regulation 171(1), (2), (3) and (5).]

Where a pension is withheld, the scheme manager can at any time, and to such extent and for such duration as the manager thinks fit, apply the pension for the benefit of any dependant of the member or restore it to the member. [Regulation 171(4)]

42. Forfeiture of pensions: offences committed by other persons (Regulation 172)

If a surviving partner or eligible child is convicted of the murder of a scheme member from whose benefits their pension would be derived the scheme manager must withhold all of the survivor's or child's pension otherwise payable. However, if a surviving partner or eligible child is convicted of the manslaughter of the member or any other offence, apart from murder, of which the unlawful killing of the member is an element, the scheme manager has discretion as to whether or not to withhold the pension to which they would otherwise be entitled. The amount withheld must only be that part of the pension which exceeds any guaranteed minimum pension. If the conviction is subsequently quashed, the pension must be restored with effect from the day after the date on which the member died. If, after the conviction has been quashed, the person is again convicted of murder, manslaughter or an associated offence as outlined above, any restoration is cancelled.

[Regulation 172(1) to (5)]

43. Forfeiture of lump sum death benefit: offences committed by other persons (Regulation 173)

If a person is convicted of a relevant offence, i.e. the murder or manslaughter of the member, or any other offence of which the unlawful killing of the member is an element, the scheme manager must withhold all of any lump sum death benefit payable to that person. If, however, the conviction is subsequently quashed on appeal, the scheme manager may, to such extent and for such duration as it thinks fit, restore to the person the amount of benefit withheld. If, after the conviction has been quashed, the person is again convicted of murder, manslaughter or an associated offence as outlined above, any restoration is cancelled. [Regulation 173]

44. Forfeiture: relevant monetary obligations and relevant monetary losses (Regulation 174)

If a member has a relevant monetary obligation or has caused a relevant monetary loss, the scheme manager may, to such extent and for such duration as it considers appropriate, withhold benefits payable to that person under the scheme. "Relevant monetary obligation" and "relevant monetary loss" are defined in the Regulation. There are certain limits, e.g. the amount withheld may only be that which exceeds the person's guaranteed minimum pension and the scheme manager may only withhold it if there is no dispute about the amount or, if there is, there is a court order or the award of an arbitrator. The monetary obligation must have been incurred to the employer after the person became an active member and arising out of or connected with the scheme employment in respect of which the person became a member of the scheme, and arising out of the person's criminal, negligent or fraudulent act or omission. The procedure is set out in Regulation 176. [Regulation 174]

45. Set-off (Regulation 175)

A scheme manager has a discretion to set off a "relevant monetary obligation" against a member's entitlement to benefits under the scheme, subject to certain conditions which are similar to those contained in Regulation 174 (Forfeiture). The procedure is set out in Regulation 176. [Regulation 175]

Payment and Deduction of Tax

46. Payment on behalf of members of lifetime allowance charge (Regulation 178)

At a scheme member's request, the scheme manager may pay on the member's behalf any amount that is payable by way of the lifetime allowance charge under section 214 of the Finance Act 2004. The scheme manager may only comply with the request if the member pays it the amount in question on or before the date on which the event occurs or the member authorises the deduction of the amount from a lump sum becoming payable to the member under the scheme at the same time as the event occurs. [Regulation 178]

47. Evidence of entitlement (Regulation 184)

The scheme manager can require any person who is in receipt of a pension or may have entitlement to a pension or lump sum under the scheme to provide such supporting evidence as the scheme manager may reasonably require so as to establish the person's identity and their continuing or future entitlement to the payment of any amount under the scheme. [Regulation 184(1) and (2)]

If a person fails to comply with the scheme manager's requirements in this respect, the scheme manager can withhold the whole or part of any amount that it otherwise considers to be payable under the scheme. [Regulation 184(3)]

Added pension

48. Amount of accrued added pension may not exceed overall limit of extra pension (Schedule 1 Part 1, Paragraph 4)

The total amount of accrued added pension must not exceed a certain limit. If it appears to the scheme manager that a member who has elected to make periodical contributions will exceed the limit the scheme manager may cancel the election (by written notice to the member).
[Schedule 1 Part 1, Paragraph 4]

49. Member's election to make periodical contributions for added pension (Schedule 1 Part 1, Paragraph 7)

If a scheme member wishes to make periodical payments for added pension, the scheme manager can set a minimum amount which must be paid. [Schedule 1 Part 1, Paragraph 7(3)]

50. Periodical payments (Schedule 1 Part 2, Paragraph 8)

If a scheme member wants to make periodical payments for added pension, but does not want them to be deducted from pensionable pay, the scheme manager may agree another method of payment. [Schedule 1 Part 2, Paragraph 8 (3)]

51. Periodical payments during periods of assumed pensionable pay (Schedule 1 Part 2, Paragraph 10)

After a period of assumed pensionable pay or a period of reduced pay, the member may give written notice to the scheme manager authorising the employer to deduct the aggregate of payments – which would have been made but for the leave – from the member's pay during the period of six months from the end of the period of reduced pay. The scheme manager can extend this period of six months. [Schedule 1 Part 2, Paragraph 10(4)]

Tapered Protection

52. Meaning of "tapered protection closing date" (Schedule 2 Part 1, Paragraph 3)

The tapered protection closing dates for tapered protection members are given in the 1992 scheme tables in Schedule 2 Part 4. In most cases the appropriate closing date can be ascertained by reference to the band of dates in which the firefighter's birthday falls. The tapered protection date for a tapered protection member of FPS 2006 to whom paragraph 9(5) or 21 applies (members returning to pensionable service) is determined by the scheme manager. [Schedule 2 Part 1, Paragraph 3(3); Schedule 2 Part 2, Paragraph 9(5); and Schedule 2 Part 3, Paragraph 21]

Discretion Policy Needed Immediately

Delegation (Regulation 5)

The scheme manager must ensure that delegated powers are appropriate and current.

Pensionable pay (Regulation 17)

The scheme manager has discretion to determine if continual professional development payments are to be treated as pensionable pay. [Regulation 17(1)(d)]

Contributions during absence from work due to illness, injury, trade dispute or authorised absence (Regulation 111)

Where an active member is absent from scheme employment because of illness or injury and not entitled to receive pensionable pay, or because of trade dispute or authorised unpaid absence, they may pay member contributions; if they do, the scheme employer may require that they should also pay employer contributions. [Regulation 111(2), (3) and (4)]

For more information please contact

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Communities Committee

Item No. 12.

Report title:	Establishment of Local Pension Board for the Firefighters' Pension Schemes
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic impact This report is presented to ensure compliance with the requirements of the Public Services Pensions Act 2013 as it relates to the establishment of local pension boards.	

Executive summary

The Public Services Pensions Act 2013 requires Local Pension Boards to be established for all public services pension schemes. This report proposes the establishment of a Local Pension Board for the Fire-fighter Pension Schemes. The report details the background to the legislation and the proposals for the governance and structure of the Local Pension Board.

Recommendations:

- 1. That, in order to comply with the requirements of the Public Services Pensions Act 2013, a Local Pension Board is established for the Fire-fighter Pension Schemes with effect from 1st April 2015.**
- 2. That the terms of reference for the Board will be based on the model terms of reference produced by LGA, as attached.**
- 3. That the Chief Fire Officer, or nominated deputy, is given delegated authority to establish the Board and make decisions on daily administration of the Scheme.**

1. Proposal

It is proposed that a Local Pension Board is established for the Fire-fighter Pension Schemes.

The Pension Board shall comprise a minimum of 4 members of which it is proposed that the employer representatives comprise a minimum of one elected member.

It is proposed that authority is delegated to the Chief Fire Officer to establish a process to identify the officer employer representative(s) and the appropriate scheme member representatives.

It is proposed that the terms of reference for the Board as attached are adopted.

The Department for Communities and Local Government (DCLG) has undertaken a consultation exercise on the establishment of Pension Boards from 1st April 2015.

2. Evidence

The proposals are based on the Draft Code of Practice for the Governance and Administration of public service pension schemes.

3. Financial Implications

The appointments to the Board are expected to be non remunerated (although expenses may be payable).

There will be some costs incurred from attendance at training for Board members. The Scheme Manager may wish to allocate a budget to the Board for such costs or, as the expenditure is not expected to be significant, to report on expenditure incurred as required.

4. Issues, risks and innovation

The establishment of a Pension Board will require administrative support which will be drawn from existing resources and may therefore impact on other work priorities.

The establishment of a firefighters Local Pension Board is required by the Public Services Pensions Act 2013. The Council, as the fire Authority, must therefore comply with the Act and its regulations.

5. Background

In 2010 the Government commissioned Lord Hutton to chair the independent Public Services Pensions Committee (IPSPC) to review public services pensions and to make recommendations on how they can be made sustainable and affordable in the long term, and fair to both public sector workers and the taxpayer. Lord Hutton's final report was published in March 2011 and made a number of recommendations including that "every pension scheme should have a properly constituted, trained and competent pension board, with member nominees, responsible for meeting good standards of governance, including effective and efficient administration".

This recommendation was enshrined into legislation by the Public Services Pensions Act 2013. In order to comply with the Act, from 1st April 2015 each Fire and Rescue Service / Authority is required to have established a local pension board to assist the scheme manager to:

- Secure compliance with the scheme regulations and any other legislation relating to the governance and administration of the scheme and any connected scheme and to
- Ensure the effective and efficient governance and administration of this and any connected scheme.

For the purposes of these regulations, Norfolk County Council as the Fire and Rescue Authority is the "Scheme Manager".

Nationally there will be a Scheme Advisory Board which will be responsible for providing advice to the Scheme Manager to assist them in carrying out their responsibilities.

In setting up a Local Pension Board it is important to note that this is not a decision making body. Consequently the Pension Board must be separate from the body responsible for the management and administration of the scheme.

The key features and proposed format of the Board are:

- The Local Pension Board must have an equal number of scheme member and employer representatives and must have at least 4 members;
- Scheme member representatives are appointed for the purpose of representing all members of the Firefighters' Pension Schemes. These may be, but are not limited to, trade union representatives;
- A scheme member representative may be an active, deferred or retired scheme member;
- Employer representatives are appointed for the purpose of representing the employer. These may be, but are not limited to, elected members or officers of the Fire Service / Authority. However, an officer or member of the Service / Authority who is responsible for making decisions on the pension scheme and / or discharging the functions under the regulations is not permitted to be a member of the Board as the Board may be scrutinising the decisions of that officer or member;
- Only scheme member and employer representatives may vote;
- The Scheme Manager will determine the terms of appointment to the Board but in doing so they must be satisfied that the individuals have the capacity and understanding to represent either the employer or scheme members as appropriate;
- The Scheme Manager must be satisfied that there are no conflicts of interest before appointment and after appointment. Any appointee must provide the Scheme Manager with any information which it reasonably requires to satisfy itself as to whether there is a conflict;
- There are no stated requirements regarding the frequency of meetings, this may be determined by the Scheme Manager.

The Local Government Association will be providing training for Pension Board members during May and June 2015.

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:

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**PENSION BOARD OF NORFOLK FIRE AND RESCUE SERVICE
TERMS OF REFERENCE**

Statement of purpose

1. The purpose of the Board is to assist Norfolk County Council (NCC) in its role as a scheme manager of the Fire Fighters Pension Scheme. Such assistance is to:
 - (a) secure compliance with the Regulations, any other legislation relating to the governance and administration of the Scheme, and requirements imposed by the Pensions Regulator in relation to the Scheme and';
 - (b) ensure the effective and efficient governance and administration of the Scheme.

Duties of the Board

2. The Board should at all times act in a reasonable manner in the conduct of its purpose. In support of this duty Board members:
 - (a) Should act always in the interests of the scheme and not seek to promote the interests of any stakeholder group above another.
 - (b) Should be subject to and abide by NCC code of conduct for members.

Membership

The Board will comprise an equal number of employer and scheme member representatives with a minimum requirement of no less than four in total.

Member representatives

3. Three scheme member representatives shall be appointed to the Board.
4. Scheme member representatives shall either be members of the scheme administered by NCC or have experience of representing pension scheme members in a similar capacity.
5. Scheme member representatives should be able to demonstrate their capacity to attend and complete the necessary preparation for meetings and participate in training as required.

Employer representatives

6. Three employer representatives shall be appointed to the Board

7. Employer representatives shall be office holders or senior employees of NFRS or Elected Members of NCC or have experience of representing scheme employers in a similar capacity. Office holders or employees of NFRS with delegated responsibility for discharging the scheme manager function of NFRS may not serve as employer representatives.
8. Employer representatives should be able to demonstrate their capacity to attend and complete the necessary preparation for meetings and participate in training as required.
9. Employer representatives shall be appointed by NFRS in a manner which it considers best promotes the purpose of the Board.

Other members

10. NFRS shall appoint to the Board as required other members subject to their number not exceeding the total combined number of employer and member representatives.
11. Any appointments of other members shall have regard to the best interests of the purpose of the Board

Appointment of chair

12. The NFRS shall appoint a Board appointed chair
13. The duties of the chair should be in accordance with the duties of a chair within NFRS.

Notification of appointments

14. On appointment to the Board NFRS shall publish the name of the appointees, the process followed in the appointment together with the way in which the appointments support the effective delivery of the purpose of the Board.

Conflicts of interest

15. All members of the Board must declare to NFRS on appointment and at any such time as their circumstances change any potential conflict of interest arising as a result of their position on the Board.
16. On appointments to the Board and following any subsequent declaration of potential conflict NFRS shall ensure that any potential conflict is effectively managed in line with both the internal procedures of NFRS and the requirements of the Pensions Regulators codes of practice on conflict of interest for Board members.

Knowledge and understanding (including Training)

17. Knowledge and understanding must be considered in light of the role of the Board to assist NFRS in line with the requirements outlined in section 2 above. The Board should establish and maintain a policy and framework to address the knowledge and understanding requirements that apply to Board members. That policy and framework shall set out the degree of knowledge and understanding required as well as how knowledge and understanding is acquired, reviewed and updated.
18. Board members shall attend and participate in training arranged in order to meet and maintain the requirements set out in the Board's knowledge and understanding policy and framework.
19. Board members shall participate in such personal training needs analysis or other processes that are put in place in order to ensure that they maintain the required level of knowledge and understanding to carry out their role on the Board.

Term of office

20. Term of Office should be in accordance with the committee cycle in NCC.
21. Board membership may be terminated prior to the end of the term of office due to:
 - (a) A member representative appointed on the basis of their membership of the scheme no longer being a member of the scheme
 - (b) A member representative no longer being a member of the body on which their appointment relied
 - (c) An employer representative no longer holding the office or employment or being a member of the body on which their appointment relied
 - (d) The representative no longer being able to demonstrate their capacity to attend and prepare for meetings or to participate in required training.

Meetings

22. The Board shall as a minimum meet two times per year. Meetings shall normally take place between the hours of 0900 and 1700 Monday to Friday.
23. The chair of the Board with the consent of the Board membership may call additional meetings. Urgent business of the Board between meetings may, in exceptional circumstances, be conducted via communications between members of the Board including telephone conferencing and e-mails.

Quorum

24. The total number of members required to be present for a meeting to be quorate is four plus the chair or deputy chair.

Voting

- 25. The Chair shall determine when consensus has been reached.
- 26. Where consensus is not achieved this should be recorded by the Chair.
- 27. In support of its core functions the Board may make a request for information to the Chief Fire Officer with regard to any aspect of the scheme manager function. Any such a request should be reasonably complied with in both scope and timing.
- 28. In support of its core functions the Board may make recommendations to the Chief Fire Officer which should be considered and a response made to the Board on the outcome within a reasonable period of time.

Interpretation

- 29. In these terms 'the Scheme' means the Firefighters' Pension Scheme.
- 30. In these terms Regulations means the Firefighters' Pension Scheme 1992, as amended, the Firefighters' Pension Scheme 2006, as amended and the Firefighters' Pension Scheme Regulations 2014 as amended.
- 31. In these terms 'regulations' include the Firefighters' Pension Scheme 1992, as amended, the Firefighters' Pension Scheme 2006, as amended, the Firefighters' Pension Scheme Regulations 2014 as amended, , the Pension Regulators Codes of Practice as they apply to the scheme manager and pension board and any other relevant legislation applying to the Scheme.

V3 27-11-2014

Communities Committee

Item No. 13.

Report title:	Retirement of the Chief Fire Officer
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director, Community and Environmental Services
Strategic impact This report requests consent for the retirement of the Chief Fire Officer. Under the Fire and Rescue Services Act 2004 Norfolk County Council is the fire and rescue authority for the county. The power is exercised by Communities Committee and therefore the consent of the Communities Committee is required.	

Executive summary

The Chief Fire Officer has requested approval to retire on 29 September 2015 as by this date he will have met the relevant age and service criteria to be able to access his pension. There are no pension strain costs as a result of this request to retire.

Recommendations:

The Communities Committee is asked to approve the request to retire and note the final date of employment as 29 September 2015.

1. Proposal

- 1.1. The Chief Fire Officer, Nigel Williams, will have achieved 30 years service on 29 September, 2015 and has requested to retire on condition that he is able to access his pension benefits at this time. The new Firefighters' Pension Scheme, introduced from April 2015, contains various protected conditions for those who joined an earlier Firefighters' pension scheme under different terms and conditions. Mr Williams became a member of the pension scheme in 1992 and therefore is able to retire and access benefits if the appropriate age and service criteria relevant to that scheme are met. These criteria are:

- reached the age of 50
- completed more than 25 years fire service
- attained the minimum age of 45 years by 2 April 2012
- have continuous membership of the 1992 pension scheme

Mr Williams meets these criteria. Additionally however, Chief Fire Officers who are members of the 1992 Scheme require permission to take their benefits before age 55. As Mr Williams will be below the age of 55 years, formal approval for his retirement is now being sought.

- 1.2. Mr Williams joined the Fire Service on 30 September 1985 and has worked in every role and rank throughout his 30 year career, serving within West Yorkshire, Suffolk, the Fire Service College, and Dorset before moving to Norfolk as the Chief Fire Officer in 2010. Mr Williams has achieved much in his career and has underpinned his considerable operational experience with a Master of Science degree, with Merit, in Command and Leadership. This mix of operational expertise and academic rigour has been evident throughout the five year period Mr Williams has served in Norfolk and has resulted in a high

performing Fire Service with the widest range of operational capability in the UK. Mr Williams describes the Norfolk Fire Service as one of the finest Fire and Rescue Services he has ever had the privilege to work for and to lead and points to the new fire stations built at Sheringham, Carrow and in King's Lynn, as well as the purchase of 30 new fire engines, as particular achievements. Mr Williams is also very aware of the contribution made by the teams he has worked with, the support of elected Members, colleagues and the media. He describes as a major strength the quality and the commitment of the workforce within Norfolk, which together with positive relationships with partners and other stakeholders has been key to the success of the Fire and Rescue Service in Norfolk. It is evident that Norfolk has benefitted tremendously from Mr Williams' experience, knowledge and undoubted passion for his role over the five years he has been in post.

2. Evidence

- 2.1. Mr Williams is eligible to request payment of his pension benefits through the provisions of the 2015 Firefighters' Pension Scheme and the Finance Act 2004.

3. Financial Implications

- 3.1. There are no pension costs falling to Norfolk County Council as a result of Mr Williams' retirement.

4. Issues, risks and innovation

- 4.1. Whilst Mr Williams is required to give three months notice of his intention to leave Norfolk County Council employment he has offered his resignation in good time in order to assure continuity and stability for the Fire Service.

5. Background

- 5.1. There are no background papers accompanying this report.

Officer Contact

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

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Communities Committee

Item No. 14.

Report title:	Forward Plan for Communities Committee
Date of meeting:	13 May 2015
Responsible Chief Officer:	Tom McCabe – Executive Director Community and Environmental Services
Strategic impact The Committee Forward Plan sets out the items/decisions programmed to be brought to this Committee for consideration in relation to communities issues in Norfolk. The plan helps the Committee to programme the reports and information it needs in order to make timely decisions. The plan also supports the Council's transparency agenda, providing service users and stakeholders with information about the Committee's business.	

Executive summary

This report sets out the Forward Plan for the Communities Committee. The Forward Plan is a key document for this committee to use to shape future meeting agendas and items for consideration, in relation to delivering communities issues in Norfolk.

Each of the Council's committees has its own Forward Plan, and these are published monthly on the County Council's website.

The latest version of the Forward Plan for this Committee is included at Appendix A.

Recommendations:

- 1. To review the Forward Plan and identify any additions, deletions or changes to reflect key issues and priorities the Committee wishes to consider.**

1.0 Proposal

- 1.1 The Forward Plan is a key document for this committee in terms of considering and programming its future business, in relation to communities issues in Norfolk.
- 1.2 The current version of the Forward Plan (as at 29 April 2015) is attached at Appendix A.
- 1.3 The Forward Plan is published monthly on the County Council's website to enable service users and stakeholders to understand the planned business for this Committee. As this is a key document in terms of planning for this Committee, a live working copy is also maintained to capture any changes/additions/amendments identified outside the monthly publishing schedule. Therefore, the Forward Plan attached at Appendix A may differ slightly from the version published on the website.
- 1.4 If any further changes are made to the programme they will be reported verbally at the Committee meeting.

2.0 Evidence

- 2.1 Bringing together the business for this Committee into one Forward Plan enables Members to understand all of the business programmed. This is a tool to support the Committee to shape the overall programme of items to be considered to ensure they reflect the Committee's priorities and responsibilities.

3.0 Financial Implications

- 3.1 There are no financial implications arising from the Forward Plan. Any financial implications relating to the issues/decisions included on the Plan will be considered and detailed in the relevant report to this Committee.

4.0 Issues, risks and innovation

- 4.1 The Forward Plan indicates the issues/decisions which have potential implications for other service committees. There are separate Forward Plans owned by each Committee.

Officer Contact

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

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Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
Meeting 1 July 2015				
Update on key service issues and activities	No	To review service updates on key issues and activities and identify any areas where the Committee would like to receive further information.	01/07/15	Business Support & Dev. Manager (Sarah Rhoden)
Performance monitoring report	No	Comment on performance and consider areas for further scrutiny.	01/07/15	Business Intelligence and Performance Analyst (Daniel Harry)
Fire and Rescue review – Recommendations from the Member Working Group	None anticipated	To consider the recommendations from the member Working Group	01/07/15	Deputy Chief Fire Officer (Roy Harold)
Finance Monitoring report	No	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	01/07/15	Finance Business Partner (Andrew Skiggs)
Meeting 9 September 2015				
Update on key service issues and activities	No	To review service updates on key issues and activities and identify any areas where the Committee would like to receive further information.	09/09/15	Business Support & Dev. Manager (Sarah Rhoden)

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
Libraries review - Recommendations from the Member Working Group	None anticipated.	To consider the recommendations from the member Working Group	09/09/15	Assistant Director Cultural Services (Jennifer Holland)
Fire and Rescue review – Integrated risk management plan (IRMP)	None anticipated	To approve the draft IRMP for public consultation	09/09/15	Deputy Chief Fire Officer (Roy Harold)
Performance monitoring report		Comment on performance and consider areas for further scrutiny.	09/09/15	Business Intelligence and Performance Analyst (Daniel Harry)
Finance Monitoring report	No	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	09/09/15	Finance Business Partner (Andrew Skiggs)
Meeting 21 October 2015				
Update on key service issues and activities	No	To review service updates on key issues and activities and identify any areas where the Committee would like to receive further information.	21/10/15	Business Support & Dev. Manager (Sarah Rhoden)
Finance Monitoring report	No	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	21/10/15	Finance Business Partner (Andrew Skiggs)

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
Meeting 11 November 2015				
Update on key service issues and activities	No	To review service updates on key issues and activities and identify any areas where the Committee would like to receive further information.	11/11/15	Business Support & Dev. Manager (Sarah Rhoden)
Performance monitoring report		Comment on performance and consider areas for further scrutiny.	11/11/15	Business Intelligence and Performance Analyst (Daniel Harry)
Finance Monitoring report	No	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	11/11/15	Finance Business Partner (Andrew Skiggs)
Potential items for Communities Committee				
An 'Adding Value' Study (How Now, How Better?)				
A Coherence Review (Within & Between)				
An Information Management Study ('3 Knows', Smarter Delivery)				
A Promoting Public Health Study (Within & Beyond Committee)				

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
A Funding Review (Potential Savings, Future Costs, Spending Priorities)				
Norfolk Fire and Rescue's response to recommendations arising from national incidents	Possibly	To note	Ad hoc	Assistant Director Community Safety and Chief Fire Officer (Nigel Williams)
Significant changes to the role of the Fire and Rescue Service (e.g. Co-responding)	Possibly	To agree	Ad hoc	Assistant Director Community Safety and Chief Fire Officer (Nigel Williams)
Standard items included on the agenda for every meeting				
Update on key service issues and activities				
Performance monitoring report		Comment on performance and consider areas for further scrutiny.	March, July, September and November meetings only	Business Intelligence and Performance Analyst (Daniel Harry)
Finance Monitoring report	No	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.		Finance Business Partner (Andrew Skiggs)

