

# Communities Committee

Date: **Wednesday 14 January 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](mailto:committees@norfolk.gov.uk)

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## **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 19 November 2014.

**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 9 January 2015**.

**6. Update on Key Service Issues and Activities**

**(Page 11)**

Report by Interim Executive Director of Community and Environmental Services

**7. Service and Financial Planning 2015-18**

**To Follow**

Report by Interim Director of Finance

- 8. Finance Monitoring Report at Period Eight 2014-15** (Page 23)  
Report by Interim Executive Director of Community and Environmental Services
- 9. Member Working Groups – Terms of References** (Page 34)  
Report by Interim Executive Director of Community and Environmental Services
- 10. Forward Plan** (Page 39)  
Report by Interim Executive Director of Community and Environmental Services

**Group Meetings**

Conservative	9:00am	Mezzanine 1, County Hall
UK Independence Party	9:00am	Room 504
Labour	9:00am	Room 513
Liberal Democrats	9:00am	Room 530

**Chris Walton**  
**Head of Democratic Services**  
County Hall  
Martineau Lane  
Norwich  
NR1 2DH

Date Agenda Published: 6 January 2015



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## **Communities Committee**

**Minutes of the Meeting Held on Wednesday 19<sup>th</sup> November 2014  
10:00am Edwards Room, County Hall, Norwich**

### **Present:**

Mr P Smyth (Chair)

Mr C Aldred  
Mr B Bremner  
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

### **1. Apologies and substitutions**

- 1.1 Apologies were received from Margaret Wilkinson (substituted by Bert Bremner).

### **2. To agree the minutes of the meeting held on 21 October 2014.**

- 2.1 The minutes of the meeting held on 21 October 2014 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 Chairman accepted an item of urgent business to clarify the representative for the Theatre Royal, as it was not appropriate for the Head of Democratic Services to make an appointment under delegate powers.
- 4.2 The Committee **RESOLVED** that Wyndham Northam was appointed to Theatre Royal Trust – The Board.

### **5. Local Member Issues / Member Questions**

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

## **6. Update on Key Service Issues and Activities**

- 6.1 The Committee received the report from the Interim Executive Director Community and Environmental Services which provided Members with regular information about key service issues and activities which supported the Council's transparency agenda. The update enabled Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update.
- 6.2 Members asked if it was possible to send Parish Councils a copy of the Trusted Trader directory. The directory was available online and was kept instantly up to date. A link to the directory would be sent to the Parish Councils for their information.

## **7. 2013/14 Report on the Councils Mandatory Public Health Functions**

- 7.1 The Committee received the report from the Interim Director of Public Health, which provided an overview for Members on performance of the five mandatory duties of Public Health for the year ending March 2014.
- 7.2 During the discussion, the following points were made;
- There were no financial implications as these were mandatory functions which were within the ring-fenced budget of the public health department.
  - There had been concern that the integration of sexual health and HIV services would be detrimental to the services; however the Committee heard that service users were now receiving a better quality of service. It was also reported that NCC public health was the first council to integrate these services.
  - The Committee heard that there were no risks around the five mandatory functions, and there was no risk of over spending.

### **7.3 The Committee RESOLVED;**

- To note the report.

## **8. Establishment of Four New Member Working Groups**

- 8.1 The Committee received the report from the Interim Executive Director Community and Environmental Services which proposed that four specific working groups were established with focused terms of reference which could then make recommendations to the Committee.
- 8.2 **The Committee RESOLVED;**
- To approve the establishment of a Libraries Working Group with the membership of John Ward, Hilary Cox, Margaret Wilkinson and Adrian Dearnley.

- To approve the establishment of a Fire and Rescue Working Group with the membership of Nigel Shaw, Nigel Dixon, Hilary Cox, Daniel Roper, Jonathan Childs and Emma Corlett.
- To approve the establishment of an Adult Education Working Group with the membership of Margaret Dewsbury, Richard Bearman, Margaret Wilkinson, and Jason Law.
- To establish the Public Health working group at the next Communities Committee.

## **9. Regulation of Investigatory Powers Act 2000 (RIPA)**

9.1 The Committee received the report from the Practice Director nplaw, and the Interim Executive Director Community and Environmental Services. The report detailed the use of RIPA by the Council for 2013/14, the outcome of the inspection of the Council by the Office of Surveillance Commissioner and summarised the changes to the Council's Policy and Guidance.

9.2 During the discussion, the following points were made;

- It was reported that officers receive regular training and those applying the regulations are well equipped with the knowledge needed. Clear interpretation of the regulations had been given from the Home Office to enable cost effective internal training to be carried out.
- The Committee heard that underage sale of alcohol had to be included in the list of authorisations; however there had been no additional funding from Central Government to support this.

### **9.3 The Committee RESOLVED;**

- To note the use of RIPA by the Council for 2013/14.
- To note the outcome of the Inspection of the Council by the Office of Surveillance Commissioners.
- To approve the revised Policy and Guidance document for RIPA.

## **10. Enabling Communities**

10.1 The Committee received the report from the Director of Community Services. The report provided information about the Councils approach to Enabling Communities, which is about co-ordinating and supporting new ways of working with communities across the authority in order to support Norfolk County Councils core functions.

10.2 During the discussion, the following points were made;

- The communities agenda would be an important point going forwards, as

part of the new structure of NCC would be to review how the Council worked effectively with communities.

- More control could be given to Parish Councils as they were at the heart of the communities, and were more aware of community issues.
- The Committee were informed that the report highlighted what had already been carried out, but it would be the Committees remit to direct future work and improve the co-ordination for the activities that would take place.
- There was a need to build relationships with town and parish councils so they could engage and invest in the programme. It was important that NCC worked with them. However, it was also necessary to be honest with them, and not to disguise savings with empowerment.
- There were examples of good practice which already existed with areas in the form of community projects, and these could be learnt from.
- Urban areas of Norfolk did not have parishes to empower, but the relevant district council had cabinet members who were neighbourhood representatives. Twin and triple hatters could be made use of in this instance.

**10.3 The Committee RESOLVED;**

To note the Councils existing approach to Enabling Communities and that this approach is about co-ordinating and supporting new ways of working with communities across the authority in order to support Norfolk County Councils core functions.

**11. The Norfolk County Council Engagement Framework 2014-17**

11.1 The Committee received the report from the Head of Business Intelligence and Performance Service & Corporate Planning & Partnerships Service. The report gave the context for engagement at the Council including examples of the different levels of activity undertaken. The report also contained an overview of the Frameworks key strategic content.

11.2 During the discussion, the following points were made;

- The Policy would encourage working with communities to take over the ownership of buildings. Under the Localism Act, communities would have first refusal of an asset when it was being disposed of.
- Some Members were concerned that some communities would rather not be empowered to undertake things for themselves, but would rather pay for others to be employed and earn a wage. It was pointed out that it would be for the communities to invite discussion, and not for anything to be forced upon them.

**11.3 The Committee RESOLVED;**

- To agree the Norfolk County Council Engagement Framework 2014-17.

## **12. Compliments and Complaints Performance Review: April 2013 - March 2014**

- 12.1 The Committee received the report from the Interim Executive Director Community and Environmental Services, which outlined the main activities of the Compliments and Complaints team for the financial year 2013-2014.
- 12.2 During the discussion, the following points were made;
- The Committee noted that there was an improvement in the number of Children's Services compliments received, which had risen by 50%.
  - There had been significant tightening of data protection as there had been some referrals made to the Information Commissioner's Office. It had therefore been placed on the risk register and was the rationale behind the creation of the Information Management Team.
- 12.3 **The Committee RESOLVED;**
- To consider the compliments and complaints performance and information for the financial year 2013-2014.

## **13. Performance Monitoring and Risk Report**

- 13.1 The Committee received the report from the Interim Executive Director Community and Environmental Services which reviewed quarter two (July to September 2014) performance results for the 13 different service areas that are covered by the Communities Committee.
- 13.2 During the discussion, the following points were made;
- There was an aspirational target set to reduce business mileage in order to decrease the need to drive around the County. Other ways of communicating was encouraged such as teleconferencing.
  - It was reported that rogue traders were dealt with in many ways, but covert surveillance was only used occasionally, when absolutely necessary.
  - The mental health sickness levels of retained firemen related to their personal and home life and were not work related in the majority of the cases reported. More specific information would be circulated.
  - It was a struggle to have a whole complement of retained firefighters at a station as it took considerable time for a retained firefighter to become fully trained and skilled. Retained firefighters were being asked to be available at other stations which were low staffed station and were being compensated for this.
- 13.3 **The Committee RESOLVED;**



- To review and comment on the performance indication.
- To consider any areas of performance that required a more in-depth analysis.

#### **14. Communities Committee Finance Monitoring Report at Period 06 2014-15**

14.1 The Committee received the report from the Interim Executive Director Community and Environmental Services. The report provided the Committee with information on the financial position of the Service for 2014-15 and was the second financial monitoring information for the new financial year.

14.2 During the discussion the following points were made;

- A number of the reserves were held for specific uses, and they should not be used to prop up capital budgets.
- The figure which related to unspent grants did not mean that it was money that would not be able to be spent in the future. Money from grants did not always follow the financial year. They could also be for a specific project which would span a number of years.
- There was a slight hold on the tendering and recruitment for the children's 0-19 service within Public Health. This would take place after the procurement for lifestyle services, therefore the figures reported showed a slight underspend.

#### **14.3 The Committee RESOLVED;**

- To note the forecast revenue outturn position for 2014-15 as at Period 06 of a £0.140m underspend.
- To note the forecast capital outturn position for the 2014-15 capital programme.
- To note the current forecast for use of reserves.

#### **15. Forward Plan**

15.1 The Committee received the report from the Interim Executive Director Community and Environmental Services. The plan set out the items and decisions programmed to be brought to the Committee for consideration.

15.2 In addition to the current forward plan items, the working groups would report to the Committee.

#### **15.3 The Committee RESOLVED;**

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

The meeting closed at 1:05pm.

**CHAIRMAN**



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# Communities Committee

Item No. 6.

<b>Report title:</b>	<b>Update on key service issues and activities</b>
<b>Date of meeting:</b>	<b>14 January 2015</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe – Interim Executive Director Community and Environmental Services</b>
<b>Strategic impact</b> Providing regular information about key service issues and activities supports the Council's transparency agenda, by publishing information about the Council's activities, 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 28 November and 19 December 2014) are included at Appendices A and B.

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 Appendix A 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 and B (dated 28 November and 19 December 2014).

### 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. Since the date of the last Committee meeting (11 November 2014) and the date of this report was written (30 December 2014) there have been no delegated decisions taken to report.

## 2. Evidence

- 2.1. See updates attached at Appendices A and B.

## 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](mailto: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: 28/11/2014		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>On Friday 21 November, over 100 young people took on the jobs of senior people from across the council and other organisations in the county. Norfolk's largest Takeover Day event yet was a real success, with young people saying things like:</p> <ul style="list-style-type: none"> <li>"I've learnt more today than I have in two weeks at school! Something like this really prepares you for what it's like in the workplace. I liked that I got to give my opinion in meetings and really join in with the discussions."</li> <li>"It was a great experience and definitely on my list of places to consider when the time comes for work experience. Thanks for making me feel so welcome and making the day jam-packed and full of things to do. It was a great opportunity and I'm so glad I applied."</li> </ul> <p>We had 40 young people debate with councillors. They voted in favour of there being a living wage and for the school curriculum including more information about finance, politics, sex and relations. A discussion about Sir Michael Wilshaw's views on Norfolk schools provoked some very strong reactions, with many young people defending the education they were receiving and extolling the virtues of growing up in Norfolk.</p>	P Jackson
Customer Services	<ul style="list-style-type: none"> <li>The Customer Service Strategy is currently being reviewed with a view to being brought to Committee in the spring 2015. The strategy needs to reflect the enabling communities approach which will begin to take shape over the coming months. The additional time will also allow the Customer Service Strategy to fully exploit the emerging opportunities from DNA.</li> </ul>	C Sumner

Sensitivity Classification:

	<ul style="list-style-type: none"> <li>• Norfolk County Council will be introducing an automated payment phone line for invoices from Monday 1<sup>st</sup> December. The automated line will allow 24 hours access to customers, as well as helping to reduce manual handling for NCC.</li> </ul>	C Sumner
Cultural Services	<p><b>Libraries</b></p> <p>On Friday 21 November, the Business Library at the Norfolk and Norwich Millennium Library ran <b>Start!</b> a special business event aimed at young entrepreneurs aged between 15 and 25. Local author Alexander Gordon Smith gave a talk and took Q&amp;A about how he started his business Egg Box Publishing, and local successful business Franks Bar offered tasty treats while talking about how they got their business off the ground. Attendees also heard from youth charity the Prince's Trust, about practical steps young people can take to start a business.</p> <p>The Start! series of events delivered by Norfolk libraries is funded by a grant from the British Library and Arts Council and has covered topics such as social enterprise, business planning and how to do market research. Further information can be found here  <a href="http://www.norfolk.gov.uk/Business/Business_support_and_funding/Business_library/index.htm">http://www.norfolk.gov.uk/Business/Business_support_and_funding/Business_library/index.htm</a></p> <p><b>Adult Education</b></p> <p>The Service has just published its Spring term course listing and is in the process of writing its annual Self Assessment Report which will be monitored by the Skills Funding Agency, Education Funding Agency and Ofsted.</p> <p><b>Museum</b></p> <p>Norfolk Museum Service has been announced a finalist in two of the 2014 EDP Visit Norfolk Tourism Awards. Following visits by the judging panel, Gressenhall Farm and Workhouse has been shortlisted in the Best Visitor Attraction (over 50,000 visitors) category and Norwich Castle is a finalist in the Business Impact category for the highly successful <i>Roman Empire: People and Power</i> exhibition. The short listing in two categories highlights the importance of the museum service to the County's visitor economy. We will hear on Thursday 27 November if the museums have won their categories.</p> <p><b>Arts – NSTR</b></p> <p><b>NRO – NSTR</b></p> <p><b>Active Norfolk - NSTR</b></p>	<p>J Holland</p> <p>J Holland</p> <p>S Miller</p>

<b>Community Safety and Fire and Rescue</b>  Norfolk Fire and Rescue Service  Emergency & Resilience  Trading Standards	<ul style="list-style-type: none"> <li>• Budget and IRMP 2014-17 - on track - NSTR.</li> <li>• The Services annual Priority Based Budgeting programme is currently being undertaken.</li> </ul> <ul style="list-style-type: none"> <li>• Fire Fighter Pensions. The most recent period of Industrial action, by the FBU, including strike action commenced from 18:00 Fri 31 Oct to 18:00 Tues 4 Nov. During this period the Service managed over 100 calls with a significant fire in North Pickenham on 01 Nov 14. The nature of the fire and hazard assessment meant that 6 appliances were sent to deal with the incident with the Service resilience being maintained throughout. No further action has been called at the time of writing this briefing note.</li> </ul> <ul style="list-style-type: none"> <li>• Norfolk Fire and Rescue Service held its Annual Awards Ceremony at Norwich Castle on Wed 12 Nov 14 where recipients of medals, awards and commendations were presented by VIP guests and the Chief Fire Officer.</li> <li>• 17 Nov sees the transition to the new operating structure of the County Council with the Fire and Rescue Service now coming under the direct line management of the Interim Executive Director for Communities and the Environment with the Service now taking responsibility for the leadership and management of the Trading Standards, Emergency Planning and Community Safety/Crime Reduction teams.</li> </ul> <ul style="list-style-type: none"> <li>• Trading Standards is closely monitoring the status of the Avian Influenza situation in Yorkshire, in liaison with the Animal &amp; Plant Health Agency (APHA)</li> <li>• The Norfolk Resilience Forum (NRF) Exotic Notifiable Animal Disease Contingency Plan 2014 has been revised to reflect updated national guidance and lessons learnt during the Norfolk- hosted rabies exercise earlier this year. The Plan is due to go out for consultation.</li> <li>• Ahead of a trial expected to last for four weeks, three defendants pleaded guilty to a money laundering offence or offences against the Consumer Protection Regulations in relation to their home improvement business. Joint sentencing will take place on 15 January 2015</li> </ul>	Karen Palframan   Nigel Williams   Nigel Williams   Sophie Leney
Public Health	<ul style="list-style-type: none"> <li>• Great Yarmouth and Waveney CCG has won a prestigious Health Service Journal (HSJ) award for their work with Borough, County and District Council partners in the 'improved partnerships between health and local government' category at a ceremony in London</li> <li>• A JSNA workshop looking at housing and</li> </ul>	Lucy Macleod

Sensitivity Classification:

	homelessness will be held early in December DPH and Infection Control team have been working with NHS colleagues to look at ways of reducing the impact on the Norfolk and Norwich University Hospital in the event of a norovirus outbreak.	
Registration Services	<b>NSTR</b>	C Clarke



## Communities Committee fortnightly news update

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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: 19/12/2014		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<ul style="list-style-type: none"> <li>The team are processing around 1,500 responses from the budget consultation and preparing for consultation close which happens midnight 19 December.</li> <li>CCR have taken urgent action over last month to replace the council's survey software 'Survey Monkey' with new software 'Smart Survey.' This follows advice from NP Law to do so because of concerns relating to the storage of data by Survey Monkey. All council account holders and County Management Team have been advised with appropriate action taken.</li> <li>CCR have supported development and delivery of the parking and canteen consultations.</li> <li>The team have supported the design and delivery of research that has been instrumental in ensuring the highest level of take up for two year olds accessing funded early learning places across the eastern region</li> </ul>	P Jackson
Customer Services	<ul style="list-style-type: none"> <li>The Customer Service Centre has been awarded the Customer Service Excellence award (the government standard) for the fifth year running. The department was graded as "Compliant Plus" in a number of key areas.</li> <li>The new automated payment phone line is now live and available for customers to use. The automated phone line allows 24 hours access to customers, as well as helping to reduce manual handling for NCC.</li> </ul>	C Sumner
Cultural Services	<p><b>Libraries</b></p> <p><b>Visits and issues</b> - The annual comparison of library figures from CIPFA came out last week and once again Norfolk is top of the charts. For the 12 months from April 2013 to March 2014 Norfolk libraries issued more items than any other Shire authority (County) council service in England - 6389 items for every 1000 people in Norfolk</p>	J Holland

Sensitivity Classification:

	<p>(5.56million in total). The next highest county was Oxfordshire which issued 5652 items per 1000 population. In terms of visits, there were 4,930 per 1000 population (4.29million) to Norfolk libraries, second only to Worcestershire.</p> <p>Birmingham Library opened this year and we know that the library has welcomed over 2.5million visitors. However, the library did not produce annual statistics this year. So of the services that did produce figures, the Norfolk and Norwich Millennium Library issued most items at 1,124,406, and welcomed most visitors with 1,274,204.</p> <p>The annual citizen's survey results were also announced last week. This survey is undertaken by Ipsos Mori during the summer, and there were more pleasing results. 95% of the library users surveyed said they were very or fairly satisfied with the service, 94% were satisfied or fairly satisfied with the helpfulness of staff, while 96% of users said the library is important to them.</p> <p><b>Seighart Review</b> - The Department of Culture, Media and Sport has just issued the Seighart Review on library services. William Seighart visited the Norfolk and Norwich Millennium Library as part of his considerations.</p> <p>The report acknowledges that: 'Up and down the country many libraries are already exciting, relevant and vibrant community hubs that drive footfall to city and town centres and help to create a climate of aspiration'.</p> <p><a href="https://www.gov.uk/government/publications/independent-library-report-for-england">https://www.gov.uk/government/publications/independent-library-report-for-england</a></p> <p>Key Recommendations are:</p> <ol style="list-style-type: none"> <li>1. The provision of a national digital resource for libraries, to be delivered in partnership with local authorities;</li> <li>2. 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;</li> <li>3. 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.</li> </ol> <p>The timing of the report is helpful as it can be considered by the Committee's Member Working Group on Library Services.</p> <p><b>Sync The City</b> was an event run in November by SyncNorwich to build &amp; launch an IT Startup project in 54 Hours. Norfolk Library and Information Service pitched an idea about developing a mobile phone app that would</p>	
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	<p>encourage customers to visit library premises rather than interact solely online. This idea was picked up by a team of developers who came together to present a prototype which won the competition.</p> <p><b>Warm and Well campaign</b> - On 10 December Downham Market Library hosted the successful launch of NCC Warm and Well campaign, with long queues for the slipper swap scheme and advice stands provided by organisations that support older and vulnerable people. A further slipper swap event was held at Gaywood Library on 18 December. A short video about the Downham Market event is here:  <a href="http://www.norfolk.gov.uk/Safety_emergencies_and_accidents/Norfolk_winter/Warm_and_well/index.htm">http://www.norfolk.gov.uk/Safety_emergencies_and_accidents/Norfolk_winter/Warm_and_well/index.htm</a></p> <p><b>Kids Lit Quiz</b> - The national winners of the annual Kids Lit Quiz, which is promoted and supported in Norfolk by the School Library Service, were a team from Litcham High School. This means that a Norfolk school will now represent the UK in the international competition.</p> <p><b>Museum &amp; Arts</b>  <b>Gressenhall Farm and Workhouse</b> - has secured a significant capital grant from the Heritage Lottery Fund for the Voices from the Workhouse project to redevelop the permanent displays. The project was awarded a grant of £1.47 million towards the total project costs of £1.86 million. The project will:</p> <ul style="list-style-type: none"> <li>• Transform Gressenhall into a national centre for workhouse interpretation;</li> <li>• Enhance Gressenhall's role as one of Norfolk and East Anglia's premier destination attractions, with a target of increasing annual visitor numbers to 90,000;</li> <li>• Develop Gressenhall's role as a community heritage asset, serving the rural and market town communities of Breckland, and increasing participation from all parts of the country.</li> </ul> <p><b>EDP Tourism Award</b> - Norwich Castle Museum &amp; Art Gallery won an EDP Tourism Award in the Business Impact category for the <i>Roman Empire: Power and People</i> exhibition in recognition of the significant lift in visitor numbers the exhibition brought to Norwich Castle, its economic impact and the contribution to the wider visitor economy of Norfolk. The other finalists in this category were the Royal Norfolk Showground and the Norfolk Food and Drink Festival.</p> <p><b>NRO</b>  <b>Accredited Status</b> - The Norfolk Record Office has been awarded Accredited Status by the National Archives. The</p>	Steve Miller
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	<p>award letter stated:</p> <p>‘... the application showed a highly accreditable service developing at pace, diversifying its funding base and identifying a range of improvement activities from collection care to support for many levels of stakeholders. The service's procedures and governance had long been recognised to be strong, but the current proactive review of policy and development of planning had the potential to be transformative in a whole range of aspects of service delivery.’</p> <p><b>Active Norfolk</b>  <b>Tour of Britain</b> - The Friends Life Tour of Britain will be returning to Norfolk on Sat 12th September 2015. Whilst the route is not yet confirmed, the intention is to maximise the economic, cultural, sporting and health returns by taking in as many market towns across several districts along the route.</p> <p>We aim to develop a wide range of physical activity, sporting, health, business and cultural activities throughout 2015, developing momentum which will culminate in a weekend spectacle when the Tour arrives in September. We will provide a further update with more detail about plans when we have developed these further in the new year.</p> <p><b>Adult Education – NTR</b></p>	<p>Gary Tuson</p> <p>J Holland/Ben Jones</p>
<p><b>Community Safety and Fire and Rescue</b></p> <p>Norfolk Fire and Rescue Service</p> <p>Emergency &amp; Resilience</p> <p>Trading Standards</p>	<ul style="list-style-type: none"> <li>• Budget and IRMP 2014-17 - on track - NSTR.</li> <li>• The Services annual Priority Based Budgeting programme entering its final sign off stage ready for budget planning and approval for 2015-16.</li> <li>• Fire Fighter Pensions. The most recent period of Industrial action (the 49<sup>th</sup> period since the dispute began), by the FBU, including strike action commenced from 09:00 Tue 09 Dec to 09:00 Wed 10 Dec. During this period the Service managed over 28 calls with no significant incidents to report. The Service resilience has been being maintained throughout however the reduced level of resources and officers continues to place sustained pressure on what is an already very lean service structure. Should there be any strike periods over the Christmas and New Year period then Fire and Rescue Services across England are reporting that these pressures may be exacerbated: this may be the case in Norfolk. The regulations laid before parliament are due to come into force on or around 11<sup>th</sup> December for enactment in April 2015.</li> <li>• Norfolk Fire and Rescue Service attended a Flood Heroes event on 5 December exactly one year after the</li> </ul>	<p>Karen Palframan</p> <p>Nigel Williams</p> <p>Nigel</p>

Sensitivity Classification:

	<p>floods of 2013. The event was hosted by the EDP and included over 250 people from the various stakeholder organisations, community bodies and volunteers to highlight how they helped protect our communities in Norfolk.</p>	Williams
	<ul style="list-style-type: none"> <li>• A Communities Committee Working Group (CCWG) has been set up for Fire and Rescue and will commence their work in the coming months to help develop the forward plan for the next 3-5 years including reviewing and where necessary revising the current IRMP 2014-17.</li> </ul>	Roy Harold
	<ul style="list-style-type: none"> <li>• Trading Standards reorganisation has been completed and will be implemented from 1 January 2015 (in readiness for the budget reduction of £250K in 2015/16).</li> </ul>	Sophie Leney
	<ul style="list-style-type: none"> <li>• The recent investigation and successful prosecution of a Norfolk dog breeder, who sold fake "pedigree" puppies features on Fake Britain on BBC 1 on Friday 12 December at 09:15</li> <li>• EP update</li> </ul>	Sophie Leney  Lindsey Roue
Public Health	<ul style="list-style-type: none"> <li>• Claire Gummerson in the Public health Intelligence Team has won a Regional Public Health England Award for her work on excess winter deaths.</li> <li>• The funding for the transfer of Health Visitor and other 0-5 services has been announced. The Norfolk allocation is £6.7 million for the half year from October 2015. However, the entire baseline for Public Health is to be recalculated from April 2016. The DPH is seeking more clarification from the Department of Health as to the implications of this.</li> <li>• Work commissioned by the County Community Safety Partnership to improve the commissioning of services and raise awareness of domestic abuse has reported and the work is being taken forward by a steering group which includes the DPH. Partners are asked to review their internal policies and their corporate contribution to the reduction of domestic abuse.</li> <li>• As co-chairs of the Local Health Resilience Partnership, the DPH and the Area Team Lead for NHS England have participated in a national assurance process to examine the Emergency Preparedness of the health system in Norfolk including the hospitals, the CCGs and the community providers.. There are no concerns in the Norfolk area.</li> </ul>	L Macleod

	<ul style="list-style-type: none"> <li>• Actions from a Regional Ebola Exercise held in October are being taken forward. There have as yet been no cases in the UK. There is nothing significant to report since the Committee briefing.</li> <li>• The communities team has delivered Dementia Friends Sessions to 1500 community members in Norfolk and is rolling out training to all fire service personnel. A supporting booklet has been developed.</li> </ul> <p>We have just finished Dementia training and safeguarding with 10 walk volunteers leaders in North Norfolk and in January we are consulting with people who have dementia and their carers / families about what they would want from these walks and what are important things to consider. A 6month walk timetable will then be launched between April and October 2015.</p>	
Registration Services	<b>NSTR</b>	C Clarke

# Communities Committee

Item No. 8.

<b>Report title:</b>	Communities Committee Finance Monitoring Report at Period 08 2014-15
<b>Date of meeting:</b>	19th January 2015
<b>Responsible Chief Officer:</b>	Interim Director of Communities and Environmental Services
<b>Strategic impact</b> This report provides the Committee with information on the financial position of the Service for 2014-15 and is the third financial monitoring information for the new financial year. It provides information on variances from the original budget, emerging issues and the position on the expected use of reserves for Communities purposes.	

## Executive summary

The approved 2014 – 15 net revenue budget for this Committee is £50.208m. At the end of Period 08 we are forecasting a net underspend of £0.026m (0.05% of the net budget).

The 2014-15 Capital budget of £4.117m reflects the agreed programme for 2014-15. As at period 08, there are no forecast significant variations to the programme, but any changes that help further to achieving savings and/or contributing to more effective service delivery will be reported as soon as they are identified and agreed.

Communities' reserves at 1<sup>st</sup> April 2014 stood at £12.088m. The service is forecasting a net use of reserves in 2014-15 of £6.975m to meet commitments and deliver a balanced budget as set out in this report. The 2014-15 forecast outturn position for reserves and provision is £5.009m which includes unspent grants and contributions.

### Recommendation

**Members are invited to discuss the contents of this report and in particular to note:**

- a) The forecast revenue outturn position for 2014-15 as at Period 08 of a £0.026m underspend
- b) The forecast capital outturn position for the 2014-15 capital programme.
- c) The current forecast for use of reserves.

## 1. Proposal

- 1.1. Members have a key role in overseeing the financial position of Communities services, including reviewing the revenue and capital position and reserves held by the service. Although budgets are set and monitored on an annual basis it is important that the ongoing position is understood and the previous year's position, current and future plans and performance are considered.
- 1.2. This is the third monitoring report for 2014-15 and reflects the forecast position at the end of November 2014 (period 08).

## 2. Evidence

**2014/15 Monitoring**

- 2.1 This is the third monitoring report for 2014-15 and the table below summarises the forecast outturn position at the end of November 2014 (Period 08).

Table 1: Communities 2014-15 Forecast Position as at Period 08				
Revenue Monitoring 2014/15	Approved Budget	Forecast Outturn	Forecast +Over/(Under spend)	
	£m	£m	£m	%
Norfolk Fire & Rescue Service	27.804	27.744	(0.060)	(0.22)
Libraries, Museums, Record Office & Arts	15.160	15.288	0.128	0.84
Trading Standards	2.036	1.989	(0.047)	(2.30)
Adult Education	0.137	0.137	0.000	0.00
Public Health	(1.201)	(1.201)	0.000	0.00
Emergency Planning & Community Resilience	0.305	0.259	(0.046)	(15.08)
Active Norfolk	0.000	0.000	0.000	0.00
Customer Services – including HealthWatch	5.480	5.479	(0.001)	0.00
Registration Services	0.086	0.086	0.000	<b>0.00</b>
Consultation & Community Relations	0.295	0.295	0.000	<b>0.00</b>
Community Safety	0.106	0.106	0.000	<b>0.00</b>
<b>Committee Total</b>	<b>50.208</b>	<b>50.182</b>	<b>(0.026)</b>	<b>(0.05)</b>

- 2.2 As at the end of November 2014 (Period 08) the forecast revenue outturn position for 2014-15 is an underspend of £0.026m against a budget of £50.208m, a reduction in forecast savings of £0.114m since the last report.
- 2.3 The current forecast is based on the first eight months of the financial year, taking into consideration the approved budget, which provides a reasonable basis on which to estimate the future forecast outturn. There are no known cost pressures identified at this time that cannot be managed by the services with corrective action to achieve a balanced budget for 2014/15.
- 2.4 The detailed position for each service area is shown at **Appendix A**.

### Capital Programme 2014-15

- 2.5 The overall revised capital budget for the services reported to this Panel is £4.117m as at the end of November 2014 and is shown at table 2 below. Committed expenditure and national procurement frameworks, means that some project slippage has been brought forward from 2013/14 and elements of the original capital programme has been re-profiled to future years where required.
- 2.6 The programme is forecast to be in line with the current budget for 2014/15. Further details on individual schemes are shown at **Appendix B**.



Table 2: Communities Capital Programme					
Scheme or programme of work	2014/15 Capital Budget £m	Expenditure to Date £m	2014/15 Forecast Capital Outturn £m	Total Forecast (under)/over spend £m	Total Slippage £m
Norfolk Fire & Rescue Service	3.041	1.017	3.041	0.000	0.000
Libraries, Museums, Record Office & Arts	1.276	0.409	1.276	0.000	0.000
<b>CommitteeTotal</b>	<b>4.117</b>	<b>1.426</b>	<b>4.117</b>	<b>0.000</b>	<b>0.000</b>

There is no Capital Programme currently planned for Trading Standards, Adult Education, Public Health, Emergency Planning & Community Resilience, Active Norfolk, Customer Services, Registration Services and Consultation & Community Relations in 2014/15.

### Communities Reserves and Provisions

- 2.11 Communities reserves and provisions as at 31st March 2014 stood at £12.088m. The service is forecasting a net use of reserves in 2014-15 of £6.975m to meet project commitments and help to deliver a balance budget where required.
- 2.12 The 2014-15 forecast outturn position for reserves and provision is £5.113m. Further details on reserves and provisions for each service are shown at **Appendix C**.
- 2.13 Norfolk Fire and Rescue Service are not using £0.900m of reserves as originally planned due to the deferral of purchase of operational equipment.
- 2.14 The planned use of reserves figure for Libraries, Museums, Records Office & Arts in the table below did not include funding for approved projects or the use of revenue grants.
- 2.15 The additional use of Public Health reserves is to facilitate the agreed health projects programme.

Table 3: Communities Reserves & Provisions					
Reserves & Provisions 2014/15	Balance at 30 November 2014	Forecast Balance at 31 March 2015	Forecast use of reserves	Planned use of reserves	Variance
	£m	£m	£m	£m	£m
Norfolk Fire & Rescue Service	3.814	3.729	(0.085)	(0.985)	(0.900)
Libraries, Museums, Record Office & Arts	3.355	1.163	(2.192)	(0.378)	1.814
Trading Standards	0.140	0.077	(0.063)	0.000	0.063
Adult Education	0.167	0.167	0.000	0.000	0.000
Public Health	3.353	1.024	(2.329)	(2.148)	0.181
Emergency Planning & Community Resilience	0.000	0.000	0.000	0.000	0.000
Active Norfolk	0.572	0.234	(0.338)	(0.378)	(0.040)
Customer Services	0.162	0.117	(0.045)	(0.045)	0.000

Registration Services	0.412	0.412	0.000	0.000	0.000
Consultation & Community Relations	0.113	0.052	(0.061)	(0.061)	0.000
Community Safety	0.000	0.000	0.000	0.000	0.000
<b>Committee Total</b>	<b>12.088</b>	<b>6.975</b>	<b>(5.113)</b>	<b>(3.995)</b>	<b>1.118</b>

### 3. Financial Implications

- 3.1. There are no decisions arising from this report. The financial position for Communities services is set out within the paper and appendices.

### 4. Issues, risks and innovation

- 4.1 This report provides financial performance information on a wide range of services monitored by the Communities Committee. Many of these services could have a potential impact on residents or staff from one or more protected groups. The Council pays due regard to the need to eliminate unlawful discrimination, promote equality of opportunity and foster good relations.
- 4.2 There are no issues or risks directly arising from this report.

### 5. Background

- 5.1 This is the third monitoring report to the newly formed Communities Committee and no proposals are being requested, other than to consider and note the contents of this report.
- 5.2 As some budgets have been disaggregated from previous reporting structures in order to report to this committee, there may be some convergence of information with other committee meetings reporting on the previous year's position.
- 5.3 There are no background papers accompanying this report.

### Officer Contact

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

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**Tel No:** 01603 222026  
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## Appendix A

Revenue Monitoring 2014/15	Approved Budget	Forecast Outturn	Forecast +Over/(Under spend)
	£ 000	£ 000	£ 000
<b>Norfolk Fire &amp; Rescue Service</b>			
HQ Salaries	562	635	73
Resources	4,381	4,426	45
IRMP	321	328	7
Resilience & Operations	497	546	49
HR & Business Support	3,844	3,692	(152)
Community Safety	258	246	(12)
Training	1,348	1,286	(62)
Operations	13,428	13,543	115
Commercial Training	0	(9)	(9)
Fire Prevention	393	353	(40)
Central Finance HQ	2,773	2,862	89
Youth Development	0	31	31
Grants	(1)	(195)	(194)
<b>Norfolk Fire &amp; Rescue Service Total</b>	<b>27,804</b>	<b>27,744</b>	<b>(60)</b>
<b>Libraries, Museums, Record Office &amp; Arts</b>			
Norfolk Libraries & Information Service	10,217	10,363	146
Arts & Recreation Grants	456	439	(17)
Norfolk Museums Service	3,266	3,266	0
Norfolk Records Office	1,221	1,221	0
<b>Libraries, Museums, Record Office &amp; Arts Total</b>	<b>15,160</b>	<b>15,289</b>	<b>128</b>
<b>Trading Standards</b>	<b>2,036</b>	<b>1,989</b>	<b>(47)</b>
<b>Norfolk Adult Education Service</b>	<b>137</b>	<b>137</b>	<b>0</b>
<b>Public Health</b>			
Business & Staffing	(27,341)	(27,341)	0
Children and Young People Programme	2,749	2,749	0
Communities	230	230	0
DAAT	8,785	8,785	0
Health Protection	43	43	0
Minimising Risk & Harm	9,975	9,975	0
PH Intelligence and Information Management	125	125	0
Reducing Early Mortality	4,233	4,233	0
<b>Public Health Total</b>	<b>(1,201)</b>	<b>(1,201)</b>	<b>0</b>

<b>Emergency Planning &amp; Community Resilience</b>	<b>305</b>	<b>259</b>	<b>(46)</b>
<b>Active Norfolk</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Customer Services</b>			
Customer Access Development	169	169	0
Compliments & Complaints	379	379	0
Post Service	606	606	0
Web Content Management	256	256	0
HealthWatch	407	406	(1)
Customer Service Centre	1,319	1,319	0
County Hall Reception	48	48	0
Social Care Centre Of Expertise	2,296	2,296	0
<b>Customer Services Total</b>	<b>5,480</b>	<b>5,479</b>	<b>(1)</b>
<b>Registration Services</b>			
Registrars General	382	382	0
Diss (Depwade)	(1)	(1)	0
Downham Market	(47)	(47)	0
Dereham	(17)	(17)	0
Fakenham	(5)	(5)	0
Great Yarmouth	(111)	(111)	0
Kings Lynn	27	27	0
Ceremonies	105	105	0
North Walsham (also Cromer)	(118)	(118)	0
Norwich	(116)	(116)	0
Thetford (Wayland)	(25)	(25)	0
Watton / Swaffham	12	12	0
<b>Registration Services Total</b>	<b>86</b>	<b>86</b>	<b>0</b>
<b>Consultation &amp; Community Relations</b>	<b>295</b>	<b>295</b>	<b>0</b>
<b>Community Safety</b>	<b>106</b>	<b>106</b>	<b>0</b>
<b>Committee Total</b>	<b>50,208</b>	<b>50,182</b>	<b>(26)</b>

#### Notes:

The main item of overspend within the **Norfolk Fire & Rescue Service** is increased Operational costs. The main item of underspend is an increased receipt of USAR grant.

The overspend within **Libraries, Museums, Record Office & Arts** is due to accommodation savings not being achieved but is partly offset through control of running costs and scrutiny of grant applications.

The underspend within **Trading Standards** is through management of vacancies and control of non-essential costs.

## Appendix B

<b>COMMUNITIES CAPITAL PROGRAMME Scheme or programme of work</b>	<b>2014/15 Capital Budget</b>	<b>2014/15 Forecast Capital Outturn</b>	<b>Total Forecast (under)/ over spend</b>	<b>Current Total Slippage to 2015/16</b>
	<b>£ 000</b>	<b>£ 000</b>	<b>£ 000</b>	<b>£ 000</b>

### **Norfolk Fire & Rescue Service**

Boat Facilities	5	5	-	-
Carrow Training	41	41	-	-
CLG unallocated	112	112	-	-
CMW	87	87	-	-
East Coast Project	85	85	-	-
Generators	18	18	-	-
Solar panels	5	5	-	-
Training	318	318	-	-
USAR	400	400	-	-
Vehicle replacement	83	83	-	-
Water rescue	1,173	1,173	-	-
Station Improvements	126	126	-	-
Miscellaneous	513	513	-	-
Kings Lynn new build	76	76	-	-
<b>Service Total</b>	<b>3,042</b>	<b>3,042</b>	<b>-</b>	<b>-</b>

### **Libraries, Museums, Record Office & Arts**

#### *Museums*

Bridewell				
Redevelopment	23	23	-	-
Gressenhall Farm & Workhouse - Eco- buildings	47	47	-	-
Seahenge	7	7	-	-
Biomass Boiler CERF	11	11	-	-
GFWH Wind & Solar	17	17	-	-
Museum Stock System	40	40	-	-
Castle Keep Improvements	9	9	-	-
Strangers Hall replacement lighting	2	2	-	-
Gressenhall Sewerage Treatment Plant Upgrade	253	253	-	-

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<i>Libraries</i>		-	-	-
Library Refurbishment Programme 14 / 15	200	200	-	-
S106 Schemes	7	7	-	-
CERF Watton library	24	24	-	-
CERF Blofield library	35	35	-	-
CERF Gt Yarmouth library	36	36	-	-
CMW Wymondham library	2	2	-	-
<b>Service Total</b>	<b>1,276</b>	<b>1,276</b>	-	-
<b>Committee Total</b>	<b>4,318</b>	<b>4,318</b>	-	-

Trading Standards	No Capital Programme
Adult Education	No Capital Programme
Public Health	No Capital Programme
Emergency Planning & Community Resilience	No Capital Programme
Active Norfolk	No Capital Programme
Customer Services	No Capital Programme
Registration Services	No Capital Programme
Consultation & Community Relations	No Capital Programme

**Communities Reserves & Provisions 2014/15**

	Type	Balance at 30 November 2014  £ 000	Forecast Balance at 31 March 2015  £ 000	Forecast usage of reserves  £ 000
<b>Norfolk Fire &amp; Rescue Service</b>				
EU Part Time Workers Provision (Pensions)	Provision	850	850	0
Fire Pensions	Reserve	348	348	0
Equipment/Leasing	Reserve	918	918	0
Operational / PPE / Clothing	Reserve	967	962	(5)
Retained FireFighters	Reserve	542	542	0
Unspent Grants & Contributions Reserve	Grant	189	109	(80)
<b>Norfolk Fire &amp; Rescue Service Total</b>		<b>3,814</b>	<b>3,729</b>	<b>(85)</b>

**Libraries, Museums, Record Office & Arts**

*Norfolk Libraries & Information Service*

R & R Fund		1,008	597	(411)
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Information Technology		491	116	(375)
Unspent Grants And Contributions Reserve	Grant	217	128	(89)
<b>Subtotal</b>		<b>1,716</b>	<b>841</b>	<b>(875)</b>

*Arts & Recreation Grants*

R & R Fund	Reserve	22	22	0
<b>Subtotal</b>		<b>22</b>	<b>22</b>	<b>0</b>

*Norfolk Museums Service*

R & R Fund	Reserve	224	154	(70)
Income Reserve	Reserve	40	24	(16)
Unspent Grants And Contributions Reserve	Grant	568	293	(275)
<b>Subtotal</b>		<b>832</b>	<b>471</b>	<b>(361)</b>

*Norfolk Records Office*

Residual Insurance & Lottery	Reserve	378	365	(13)
Unspent Grants And Contributions Reserve	Grant	12	12	0)
<b>Subtotal</b>		<b>390</b>	<b>167</b>	<b>(223)</b>
<b>Libraries, Museums, Record Office &amp; Arts Total</b>		<b>3,335</b>	<b>1,163</b>	<b>(2,192)</b>

### Trading Standards

Personal Protective Equipment	Reserve	140	77	(63)
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### Adult Education

Income Reserve	Reserve	159	159	0
Unspent Grants And Contributions Reserve	Grant	8	8	0
<b>Adult Education Total</b>		<b>167</b>	<b>167</b>	<b>0</b>

### Public Health

Unspent Grants & Contributions - Warm & Well	Grant	24	24	0
Unspent Grants & Contributions - PH Ring fenced grant	Grant	3,329	1,000	(2,329)
<b>Public Health Total</b>		<b>3,353</b>	<b>1,000</b>	<b>(2,353)</b>

### Emergency Planning & Community Resilience

0 0 0

### Active Norfolk

Unspent Grants And Contributions Reserve	Grant	572	234	(338)
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### Customer Services

Customer Access ICT Reserve	Reserve	141	141	0
Complaints Organisational Change Reserve	Reserve	45	45	0
Customer Service Centre Repairs & Renewals Reserve	Reserve	25	25	0
Customer Service Centre ICT Reserve	Reserve	7	7	0
<b>Customer Services Total</b>		<b>218</b>	<b>218</b>	<b>0</b>

### Registration Services

Accommodation and ICT Reserve	Reserve	412	412	0
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### Consultation & Community Relations



Consultation Organisational Change Reserve	110	49	(61)
Youth Parliament ICT Reserve	3	3	0
<b>Consultation &amp; Community Relations Total</b>	<b>113</b>	<b>52</b>	<b>(61)</b>
<b>Committee Total</b>	<b>11,984</b>	<b>6,975</b>	<b>(5,009)</b>

# Communities Committee

Item No. 9.

<b>Report title:</b>	<b>Member Working Groups – Terms of Reference</b>
<b>Date of meeting:</b>	<b>14 January 2015</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe – Interim Executive Director Community and Environmental Services</b>
<b>Strategic impact</b> Working Groups enable a small group of Members to develop a more in-depth knowledge in a particular subject area and to focus on that subject area in a way that Committees would not have the time to be able to do so. As such, they have a useful purpose in assisting committees in the decision making process.	

## Executive summary

At the last meeting (19 November 2014) the Committee agreed to establish a number of Working Groups to progress important pieces of work; Libraries, Fire and Rescue, Adult Education. Membership of each of these Groups was also agreed and it was left to the Groups themselves to agree who would Chair.

This report sets out the proposed terms of reference for each of these groups, along with outline timetable information and details of the group membership/Chairs.

For Adult Education, it is proposed to set up a steering group to help monitor performance and to challenge delivery and direction of the service generally. As this work would be ongoing a specific timetable is not proposed. For the Libraries and Fire and Rescue groups, the intention is to identify recommendations/actions to feed into the overall budget setting process for 2016/17.

- 1. To agree the proposed Terms of Reference for the Libraries Working group set out in Appendix A.**
- 2. To agree the proposed Terms of Reference for the Fire and Rescue Working Group set out in Appendix B.**
- 3. To agree the proposed Terms of Reference for the Adult Education Steering Group set out in Appendix C.**
- 4. To agree the outline timescales for all three Working Groups set out at para 1.4.**

## 1. Proposal

- 1.1. At the last meeting (19 November 2014) the Committee agreed to establish a number of Working Groups to progress important pieces of work. Membership of each of these Groups was also agreed and it was left to the Groups themselves to agree who would Chair. The Committee noted the intention for the groups to hold initial scoping meetings and report back to this meeting with a suggested terms of reference.

## 1.2. Terms of reference

The proposed Terms of Reference for the Libraries, Fire and Rescue and Adult Education groups are included in Appendices A-C respectively, along with information about the Membership.

## Timescales

- 1.3. As set out in Appendix C, it is intended for a steering group to be set up to help

monitor performance and to challenge delivery and direction of the Adult Education Service. As this work will be ongoing, no specific timescales or timetable is needed. However, the group will provide updates and recommendations to this Committee, as needed.

- 1.4. The Libraries and Fire and Rescue Groups will seek to identify outcomes from the review that could be put in place for the financial year 2016/17. The outline timescales for this are:-

- Initial options – report to Committee in May 2015
- Recommendations –report to Committee in September 2015

For both of these, the intention is for any agreed actions to be fed into the Council's budget setting process for 2016/17 as far as possible, including any public consultation (if needed). In the case of Fire and Rescue, there are statutory requirements for public consultation in respect of any changes to frontline fire and rescue services. If any such changes are recommended, this public consultation could be integrated within the Council's overall budget consultation process and timescales, as has been the case in previous years.

### **Public health review**

- 1.5. The Committee also agreed to establish a Working Group to review the role and interaction of Public Health within the wider NCC family with a view to optimising the integration and the mutual delivery of public health outcomes. The timescale for this review is being discussed between the Committee Chair and the Director of Public Health, who will report information to this Committee separately.

## **2. Evidence**

- 2.1. N/A

## **3. Financial Implications**

- 3.1. There are no implications arising from this report. Any implications, financial or otherwise, relating to the remit of the Working Groups will be considered by the relevant Working Group and recommendations made to this Committee, as needed.

## **4. Issues, risks and innovation**

- 4.1. As para 3.1 above.

## **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



If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

**Member Working Group – Libraries****Proposed Terms of Reference (task and finish group)**

To consider the future direction of Norfolk Library and Information Service and to make recommendations to the Communities Committee on the 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 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.

**Membership**

Cllr Hilary Cox  
Cllr Adrian Dearnley  
Cllr John Ward  
Cllr Margaret Wilkinson

**Member Working Group – Fire and Rescue****Proposed Terms of Reference (task and finish group)**

To undertake a strategic review of NFRS and to provide recommendations on the future shape of service provision.

In carrying out this review, the group will:-

- Consider existing information, data and evidence;
- Engage with external parties, for example other service providers, as deemed necessary;
- Engage with key stakeholders, as deemed necessary, for example there are strong links with other service providers working with vulnerable people, including Adult social Care.

**Membership**

Cllr Jonathan Childs  
Cllr Emma Corlett  
Cllr Hilary Cox  
Cllr Nigel Dixon  
Cllr Daniel Roper (Chair)  
Cllr Nigel Shaw

## Member Working Group – Adult Education

### Proposed Terms of Reference (steering group)

#### 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 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.

#### Draft 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

#### Membership

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

## Forward Plan for Communities Committee

### Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
<b>14 January 2015 meeting</b>				
Finance Monitoring report	None anticipated	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	14/01/15	Head of Finance (Peter Timmins)
Service and Financial Planning 2015-18	All Committees will receive a report on service and financial planning 2015-18	To note the provisional finance settlement for 2015-16 and the latest planning position for Norfolk County Council and review and comment on updated budget proposals and responses to consultation where relevant.	14/01/15	Head of Service and Head of Finance (Steven Aspin)
Norfolk Domestic Abuse Change programme				Community Safety Co-Ordinator (Jon Shalom)
Member Working Groups – Terms of Reference	No	To agree the Terms of Reference for the Fire and Rescue, Libraries and Adult Education Member Working Groups	14/01/15	Business Support & Dev. Manager (Sarah Rhoden)
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.	14/01/15	Business Support & Dev. Manager (Sarah Rhoden)

## Forward Plan for Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
<b>11 March 2015 meeting</b>				
Fire and Rescue Annual Statement of Assurance	No	To note	11/03/15	Assistant Director Community Safety and Chief Fire Officer (Nigel Williams)
Adult Education Annual Report	No	Agree the annual report.	11/03/15	Assistant Director Community Services (Jennifer Holland)
Performance Monitoring Report (Quarter 3 results)	No	To note progress and consider whether any aspects should be identified for further scrutiny.	11/03/15	Head of Business Intelligence and Performance (Debbie Bartlett)
Finance Monitoring report	None anticipated	To review the service's financial position in relation to the revenue budget, capital programme and level of reserves.	11/03/15	Head of Finance (Peter Timmins)
Trading Standards Service Plan (including Food & Feed Law Enforcement Plan (FFLEP) and Enforcement of Age Restricted Sales Plan(EARSP)	Follows on to full Council as service plan is part of NCC policy framework.	Recommend the adoption of the Plan to Council – including the Food and Feed Law Enforcement Plan and Enforcement of Age Restricted Sales Plan	11/03/15	Trading Standards Manager (Sophie Leney)
Norfolk Armed Forces	Potential links to Children's	To note progress	11/03/15	Head of Business



## Forward Plan for Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
Community Covenant – Two Years On	and Adult Services Committees			Intelligence and Performance (Debbie Bartlett)
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.	11/03/15	Business Support & Dev. Manager (Sarah Rhoden)
Customer Services Strategy		To approve for recommendation to Full Council	11/03/15	Customer Access and Development Manager (Ceri Sumner)
December 2013 Tidal Surge Action plan update	No	Review the progress on the action plan developed from the lessons identified in the debriefing of the Tidal Surge event of December 2013.	11/03/15	Resilience Manager
Trading Standards Business Services Policy and Consumer Support Policy	No	To review and consider service provision, including chargeable business advice, to enable agreed budget savings to be delivered.	11/03/15	Trading Standards Manager (Sophie Leney)
<b>13 May 2015 meeting</b>				
Update on key service issues and activities	No	To review service updates on key issues and activities and identify any areas where the Committee	13/05/15	Business Support & Dev. Manager (Sarah Rhoden)

## Forward Plan for Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
		would like to receive further information.		
<b>Potential items for Communities Committee</b>				
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)				
A Funding Review (Potential Savings, Future Costs, Spending Priorities)				
Fire and Rescue Authority's Integrated Risk Management Plan	Possibly	Agree recommendations and forward them to Council	Every three years or where any significant changes are required.	Assistant Director Community Safety and Chief Fire Officer (Nigel Williams)
Norfolk Fire and Rescue's response to recommendations arising from national	Possibly	To note	Ad hoc	Assistant Director Community Safety and Chief Fire Officer (Nigel

## Forward Plan for Communities Committee

Issue/decision	Implications for other service committees?	Requested committee action (if known)	Anticipated date for decision	Lead officer
incidents				Williams)
Norfolk Fire and Rescue's review of major incidents within Norfolk e.g. tidal surge/flooding	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)
<b>Standard items included on the agenda for every meeting</b>				
Update on key service issues and activities				