

Communities Committee

**Minutes of the Meeting Held on Wednesday 4 July 2018
10:00am, Edwards Room, County Hall, Norwich**

Present:

Mrs M Dewsbury – Chairman

Mr T Adams
Ms J Barnard
Mr D Bills
Mr M Castle
Mr N Dixon
Mr P Duigan

Mr R Hanton
Mr H Humphrey
Dr C Jones
Mr M Kiddle-Morris (Vice-Chairman)
Mr I Mackie
Mr M Sands

Also Present:

Mr B Spratt
Mr K Kiddie

1. Apologies and substitutions

- 1.1 Apologies for absence were received from Ms S Squire (Mr M Castle substituted) and Mrs S Butikofer (Mr T Adams substituted) and Mr J Ward (Mr P Duigan substituted) and Ms C Rumsby (Mr M Sands substituted).

2 To agree the minutes of the meeting held on 21 May 2018.

- 2.1 The minutes of the meeting held on Monday 21 May 2018 were agreed as an accurate record by the Committee and signed by the Chairman.

2.2 Matters arising from the Minutes

- 2.2.1 The Chairman agreed to follow up the request made at the last meeting for Members that sat on outside bodies, or other internal committees, to provide a regular update to the Committee (paragraph 12.2).
- 2.2.2 In response to a question about why the Committee had not received a report on “Substance mis-use” following the transition period after the move to a new provider as requested at the last meeting, the Director of Public Health advised that an update had been included within the Performance Report. The Director of Public Health agreed to discuss with Ms Barnard outside the meeting.

3 Declarations of Interest

- 3.1 There were no declarations of interest.

4 Urgent business

4.1 The Committee congratulated the Director of Public Health, the Public Health team and Partners who had won the Public Health Improvement Category at the recent Municipal Journal Awards for its Norfolk Domestic Abuse Change Programme.

4.2.1 The Committee received an update from the Chief Fire Officer about the work Norfolk Fire and Rescue Service was undertaking to respond to incidents and to ensure the Service was prepared for the potential risk of further fires in the current dry weather conditions. The Committee was reassured that all the risks had been mitigated. Once the current weather conditions changed, the Chief Fire Officer planned to write a letter to the employers of retained Fire Fighters, thanking them for their support to the Service.

5 Public Question Time

5.1 No public questions were received.

6 Local Member Issues / Members Questions

6.1 No Local Member Questions were received.

7 Norfolk Armed Forces Covenant Terms of Reference and the Appointment of a New Commissioner.

7.1 The Committee received the report by the Executive Director of Community & Environmental Services asking the Committee to approve the recruitment and appointment of a new Armed Forces Commissioner as the incumbent Commissioner completes his term of office in March 2019. The Committee was also asked to endorse the amended terms of reference for Norfolk's Armed Forces Covenant board, which had already been approved by the Board.

7.2 The Committee **RESOLVED** to:

1. Approve the establishment of a Panel consisting of Norfolk County Council's Armed Forces Member Champion and two other members of the Covenant Board to oversee the recruitment process and make an appointment to the Armed Forces Commissioner role to commence on 1 April 2019.
2. Endorse the amendments to the Norfolk Armed Forces Covenant Board Terms of Reference, as set out in Appendix 1 of the report.

8 Norfolk Fire and Rescue Service – key performance challenges.

8.1 The Committee received the report by the Executive Director of Community & Environmental Services setting out detailed end of year performance information for the Fire and Rescue Service.

8.2 The Committee welcomed Deputy Chief Fire Officer Stuart Ruff to his first Communities Committee meeting since taking up the role in May 2018.

8.3 The following points were noted in response to questions from the Committee:

- 8.3.1 To ensure one manager was always available as a minimum, a crew of 12 fire fighters would include one Watch Manager and two Crew Managers. Performance was improving in this area following the refocused efforts to ensure fire engines were always available and the training of members of staff to “act up”, providing additional cover.
- 8.3.2 Performance measure M8a (Percentage of time that part-time retained firefighter stations are available to respond to emergencies) remained a continual challenge. This measure would be included in the work to develop the RMRP Plan.
- 8.3.3 With regard to performance measure M33a (Number of false automatic fire alarms (AFAs) attended), some work would be undertaken to analyse the profile for all false AFA’s with a view to amending the AFA policy.
- 8.3.4 Members questioned whether it was fair to have a performance target for arson (M50 – The number of arson incidents attended) and were reassured that the target was part of a collaborative approach with the Police to identify trends and that the sharing of intelligence had proved successful. It was expected that development of the next Integrated Risk Management Plan (IRMP) for introduction in 2020 would provide some opportunities to amend some of the performance targets.
- 8.3.5 Regarding performance measure M13 (percentage of operational firefighting staff on full duties), the Committee was advised that this was a complex calculation around ensuring competent crews were always available, and helped to provide a focus for training and development.
- 8.3.6 The Committee praised the service provided by the Norfolk Fire and Rescue Service and reiterated its wish for the Service to remain under the remit of Norfolk County Council.
- 8.4 The Committee **RESOLVED** to:
1. **Note** the performance of the Norfolk Fire and Rescue Service, including how this relates to and reflects national trends. Where improvement is needed in some identified areas, task and finish roles to address specific issues and risks are in place.

9 Norfolk Day Presentation

- 9.1 The Committee received and **noted** a presentation from the Assistant Director, Culture and Heritage, a copy of which is attached at Appendix A.
- 9.2 Link to the Managing Director’s article about her favourite things about Norfolk - <https://www.norfolk.gov.uk/out-and-about-in-norfolk/norfolk-day/ten-reasons-wendy-thomson-loves-norfolk>
- 9.3 Link to Norfolk poppy project website: <https://www.norfolk.gov.uk/news/2017/11/plea-to-help-make-sea-of-poppies-to-remember-norfolk-war-victims>

- 9.4 An update on Norfolk Day events and activities can be found on the website at the following link:
<https://www.norfolk.gov.uk/out-and-about-in-norfolk/norfolk-day>
- 9.5 Members asked for information about the Norfolk Poppy Project to be circulated to Parish Councils for inclusion within their parish magazines.
- 9.6 In response to a question about any special events celebrating 100 years since women were granted the vote and how this could feed into Norfolk Day, the Committee was advised that there were no specific events for Norfolk Day although there were other projects and events taking place on this theme, for example later in the year a project was being planned for young women in Norwich, Great Yarmouth and King's Lynn to take part on Local Democracy Day.
- 9.7 Mr Mackie advised that Mrs M Stone, Chairman of Norfolk County Council, was planning an event on Inspirational Women and full details would be provided in due course.
- 9.8 The Committee **RESOLVED** to:
- **Note** the presentation.
- 10 Norfolk Against Scams Partnership (NASP) Steering Group – Terms of Reference.**
- 10.1 The Committee received the report by the Executive Director of Community and Environmental Services setting out (in Appendix 1 of the report) the proposed terms of reference for the Norfolk Against Scams Partnership (NASP) and the proposed membership of the NASP steering group.
- 10.2 The Chairman drew the Committee's attention to the Friends Against Scams Training for Members which was scheduled to take place on Thursday 5 July 2018 and urged Members to attend. The training would cover scams awareness advice, information on how scammers target potential victims as well as how to spot possible victims of scams within communities.
- 10.3 The Chairman also advised that a letter had been sent to Norfolk MPs asking them to get involved in protecting Norfolk people against scams and encouraging people who had fallen victim to a scam to speak out about their experiences to prevent others falling victim of the same scam.
- 10.4 In response to a question as to whether the steering group minutes would be publicly available, it was confirmed the minutes would be published taking into consideration any data protection issues and that Members of Communities Committee should have information about the Group.
- 10.5 The Committee **RESOLVED** to
agree the terms of reference for the Norfolk Against Scams Partnership (NASP) and the Member representation on the Steering Group

11 Mobile Library Service

- 11.1 The Committee received the report by the Executive Director of Community and Environmental Services outlining proposed principles for rural service delivery, proposed criteria for mobile route planning, as well as presenting some viable alternatives to rural service delivery to be piloted.
- 11.2 The following points were noted in response to questions from the Committee:
- 11.2.1 The Assistant Director, Community, Information and Learning advised that a Member workshop had been held on 8 March 2018 and the report had included the criteria suggested by Members at the workshop.
- 11.2.2 The Head of Libraries and Information advised that mobile library stops of more than one hour tended to take place in larger villages, for example Winterton and Mulbarton. It was recognised that more people were able to use the service if mobile library stops were longer.
- 11.2.3 The Assistant Director, Community, Information and Learning would circulate the information pack used at the workshop on 8 March 2018 to Members of Communities Committee.
- 11.2.4 Some Members felt that the details of the proposals should be known before the recommendations could be agreed, and were reassured that agreeing the proposed criteria for mobile library route planning would enable further work to be carried out and a more detailed report to be brought to a future Committee meeting.
- 11.2.5 As an example, the Head of Libraries and Information informed the Committee that the pop up library in Suffolk arrived in a village at approximately 11am and stayed until about 4 or 5pm. Nearly all the services which were available in libraries were available in pop up libraries, although they would be more expensive to provide. Examples of some of the activities which could be undertaken in the pop up library included the use of public computers, Rhyme-Time and Knit and Natter.
- 11.2.6 Some members felt that removing mobile libraries in rural areas would do nothing to help combat loneliness which was a big priority for the County Council.
- 11.2.7 Some Members felt that the new criteria made sense and would enable the mobile library service to continue.
- 11.2.8 The Head of Libraries and Information advised that there were currently 775 people volunteering their own time to support the library service, with 44 mobile library volunteers. Norfolk County Council had a track record of engaging volunteers.
- 11.2.9 The mobile library buses were serviced by Norse at a significantly lower cost than other service companies charged.

- 11.2.10 There were lots of ways library volunteers helped within the mobile library service, including a good neighbour scheme, so that if a person was visiting the library, they could also borrow books for a neighbour. Some work would need to be carried out to agree new membership criteria if such a scheme was adopted. The Assistant Director Community, Information and Learning advised that a trial of ideas to ensure equality of service was maintained for all of Norfolk.
- 11.2.11 The Chairman invited Cllr Bev Spratt to address the Committee. Mr Spratt said that libraries in rural areas were vital and that the report was a good review and he urged Members to agree the pilot scheme to help keep the library service running. Mr Spratt thanked the Chairman and Committee for looking at the issue.
- 11.2.12 Some members felt they could not support recommendation 2 until the results of the pilot scheme were known and Dr C Jones proposed removing the second recommendation.
- 11.2.13 The Executive Director of Community and Environmental Services advised that recommendation 1 would allow the team to plan the pilots, after which the Committee would be able to change the criteria if they wished. The proposal in the report gave the team the boundaries to allow them to assess all the options and bring further proposals to the Committee. He added that recommendation 2 was the proposed criteria for the review and that the two recommendations worked together.
- 11.2.14 The Assistant Director Community, Information and Learning advised that if any significant changes were proposed to service delivery following the paper-based exercise, a public consultation would be required. She also advised that the proposed criteria had been developed using feedback from the Member workshop held on 8 March 2018.

11.3 The Committee **agreed** to amend Recommendation 2 as follows:

2. Agree the proposed criteria for the route planning and pilot schemes to be reviewed by the Committee and adjusted if necessary based on predicted impact.

11.4 The Committee **RESOLVED** to:

1. **Agree** the proposed priorities for rural service delivery.
2. **Agree** the proposed criteria for route planning and pilot schemes to be reviewed by the Committee and adjusted if necessary based on predicted impact..

12 Work and health in Norfolk

- 12.1 The Committee received the report by the Executive Director of Community and Environmental Services setting out how Public Health commissioned a service which helped organisations become healthy employers and facilitated a network of volunteer Workplace Health Champions.
- 12.2 The following points were noted in response to questions from the Committee:

- 12.2.1 If the bid to the European Social Fund for an Integrated Health and Employment Service (IHES) was successful, reassurance had been obtained that any money awarded this year would be valid until the end of the project.
- 12.2.2 The Director of Public Health offered to discuss with Dr C Jones the hierarchy of evidence from qualitative medical circles and how the evidence was being used.
- 12.2.3 There were currently 3 full time employees working on the service and the Committee was reassured that the model currently used could impact on several thousand employees.
- 12.2.4 The commissioned service had been in place since April 2017; as the intervention took approximately 11 months, data relating to the impact was only just starting to come through. The evaluation work would be based on the businesses' progression through the Workplace Wellbeing Charter. Sickness rates would be looked at as part of the evaluation process.
- 12.3 The Committee **RESOLVED** to:
1. note the Public Health approach to promoting health in the workplace, and the model of the Thriving Workplaces service.
 2. Support the strategy to promote the health of NCC employees.
 3. Agree that healthy eating, mental health and stopping smoking are the Public Health priorities to support NCC to become a healthy workplace.

13 Finance Monitoring

- 13.1 The Committee received the report by the Executive Director of Community and Environmental Services providing it with financial monitoring information for the services reporting to Communities Committee for 2018-19.
- 13.2 In introducing the report, the Finance Business Partner Community and Environmental Services advised that the report had been based on information up to the end of May 2018 and that expenditure for Communities was largely made up of salary costs which meant that variances such as vacancies may impact on expenditure during the year. He also advised that all budget pressures were being closely monitored.
- 13.3 In response to questions from the Committee, the following points were noted:
- 13.3.1 Regarding the community information and learning reserves, the Finance Business Partner Community and Environmental Services advised that as it was still early in the financial year, the majority of balances related to planned activity against reserves and that funding did not necessarily follow the budget year.
- 13.3.2 The 50% spend on the Equality and Diversity Net revenue budget as set out in table 1 of the report was due to the budget not yet being offset by income.
- 13.4 The Committee **RESOLVED** to **note**:
- a) The 2018-19 revenue budget and forecast out-turn position for this

Committee.

- b) The Capital programme for the Committee.
- c) The balance of reserves brought forward to 2018-19 and the planned use of reserves

14 Risk Management

- 14.1 The Committee received the report by the Executive Director of Community & Environmental Services providing it with the Communities Committee departmental risks, reported as at July 2018, following the latest review conducted during June 2018. The reporting of risk is aligned with, and complements, the performance and financial reporting to the Committee.
- 14.2 In introducing the report the Risk Management Officer advised that, since the last report, two risks had been closed. (RM14337 – Demand Management of the Social Care Centre of Excellence; and RM14181 – Single points of knowledge and a lack of capacity to respond to major incidents).
- 14.3 The Committee requested the full risk register be brought to the next Communities Committee meeting, as previously requested by the Audit Committee.
- 14.4 The Committee **RESOLVED** to **note**:
 - a) The reconciliation report in Appendix A of the report, which detailed two significant changes to the Communities department level risks;
 - b) The summary of current departmental level risks for this Committee in Appendix B of the report;
 - c) The list of possible actions, suggested prompts and challenges presented for information in Appendix C of the report;
 - d) The background information to put the risk scoring into context, shown in Appendix D of the report.

15 Performance Management

- 15.1 The Committee received the report by the Executive Director of Community & Environmental Services providing data against the new 2018/19 vital signs list derived from measures contained with the “plans on a page” previously presented to, and agreed by, Communities Committee.
- 15.2 The following points were noted in response to questions from the Committee:
 - 15.2.1 The reason for no data being included in three categories on the Vital Signs Dashboard (CIL – Increased literacy and numeracy levels) (NFRS – Wholetime fire station availability) and (CIL – Customer satisfaction with Council Services) was because the performance measurement was still under development.
 - 15.2.2 A Task and Finish Group had been established to consider the number of people killed and seriously injured on Norfolk’s roads (KSI).
 - 15.3.3 The Committee expressed concern about the numbers of seriously injured on the roads, and asked if there were any graphs to show where serious injuries were happening which could identify potential cluster areas. The Director of

Public Health advised that the Task and Finish Group were currently considering this area. Once the Task and Finish Group had completed its work, it was hoped the work could feed into the development of a revised Strategy.

- 15.4 The Committee **RESOLVED** to:
Note the performance data, information and analysis presented in the body of the report.

16 Forward Plan and Decisions taken under delegated authority


- 16.1 The Committee received the report by the Executive Director of Community and Environmental Services setting out the Forward Plan for Communities Committee, together with the relevant decisions taken under delegated powers by the Executive Director (or his team) within the Terms of Reference of Communities Committee.
- 16.2 The Committee **RESOLVED** to **note**:
1. The Forward Plan at Appendix A of the report.
 2. The delegated decisions detailed in Section 2 of the report.

The meeting concluded at 12.30 pm.


Chairman

Norfolk Day 2018


Community and Environmental Services



EDP
NORFOLK DAY
FRIDAY JULY 27 2018
BBC






Norfolk Library and Information Service




Norfolk and Norwich Millennium Library
10.30am-12pm **Norwich Time Travellers**
Get together to reminisce, discover more about our local history collection, and share memories of Norfolk over a cup of tea.

Norfolk and Norwich Millennium Library
2-4pm **The Story on my Street**
Bring the history of your house to life through imaginative storytelling with Isabelle King. In this creative writing workshop you will use your house history as inspiration to create characters, setting and the start of an amazing story. For ages 7 - 11

Norfolk Library and Information Service




Just a Cuppa – A Norfolk Mardie Drop in for a chat about Norfolk in the past over a cuppa, At the following libraries, check locally for times: **Acle, Attleborough, Biofield, Caister, Diss, Earham, Gorleston, Hellesdon, Thetford, Watton and Wymondham**



The Norfolk Poppy project –simple poppy making for children at **every library and mobile route**. This is part of the Norfolk in World War One Project and we are making a poppy to represent each of the Norfolk lives lost in the Great War. These will go on display in libraries later this year.




Norfolk Library and Information Service



StoryWalks: get outside on Norfolk Day
Children aged 3-7 will be sure to love thrilling story times in the library followed by getting the whole family active with Norfolk-themed treasure hunts outdoors. Every session will go ahead whatever the weather – so be sure to bring sun cream, hats and maybe your wellies! All children must be accompanied by an adult. Book a place at the **Gaywood, Cromer, North Walsham, Great Yarmouth, Harleston, Tuckswood, Norfolk & Norwich Millennium Library**.


Norfolk Day – Celebration of learners work – 27th July 2018 – Wensum Lodge – 10am to 4pm

Join us for an exhibition of some of the work produced by our imaginative and talented learners over the last 12 months. Get inspired to start your own learning journey with Norfolk Community Learning Services

Showcasing work from the following course areas:
Silversmithing
Creative writing
Watercolour paintings – Norwich Buildings
Family learning courses





Norfolk Day – Hare brained fun at the Norman Centre Mile Cross– 27th July 2018 - 9.30am to 11.30am

Join us for a day of Hare related Arts and Crafts to commemorate Norfolk Day and our involvement with the GoGoHares2018! This summer.

Keep the children busy with our free family activities on Norfolk Day including:
Make and decorate your own Hare Puppet
Model Hares out of Lego

And much more, no need to book just turn up on the day between





Trading Standards Service

- ✓ Sharing how we keep Norfolk Communities safe through our work
- ✓ Promoting our Friends Against Scams initiative, including via Pop-Up Events
- ✓ Highlighting the services available via our Norfolk Trusted Trader Scheme
- ✓ Publishing 'Top tips' when choosing traders via our Twitter page @NorfolkTT
- ✓ Promoting the 'In Good Company' campaign to our Trusted Traders to help tackle loneliness
- ✓ A spotlight on Norfolk businesses that we have supported and helped to thrive following our advice and guidance
- ✓ Posting support messages and sharing/retweeting other NCC messages

We will be launching our latest No Cold Calling Zone, highlighting how Norfolk Communities can come together to protect their community

Businesses that ask to join our Trusted Trader Scheme on Norfolk day will be offered a 50% membership discount

We will be offering free health checks for weighing and measuring equipment for Norfolk businesses and residents



Norfolk Museums Service

- 01 Norwich Castle – Family-friendly activities
- 02 Projection of Norfolk Day logo on Castle Museum
- 03 Free entry to Strangers' Hall and Museum of Norwich
- 04 'A Walk in the Woods' at Gressenhall Farm and Workhouse
- 05 Bespoke trail at Ancient House Museum
- 06 Family-friendly activities at Lynn Museum and King's Lynn Town Hall
- 07 Family-friendly activities at all three museums across Great Yarmouth



Projections on Norwich Castle






Special family activities






Norfolk Record Office


During the day we will be running 2x 2-hour sessions using Norfolk Record Office documents to consider how the county evolved into the Norfolk we know today.

Attendees will:


- Uncover a variety of unusual maps, sale particulars and other material.
- Understand the changes in landscape.
- See how Norfolk has been portrayed in the past.

Support from Communications




Norfolk Day Coverage



Dr Wendy Thomson has written a piece on her favourite ten things about Norfolk, which will be covered in the Eastern Daily Press.

The EDP has also guaranteed Norfolk County Council a full spread of coverage on our support for Norfolk Day.



NCC Voxpops

An easy way to support Norfolk Day and the county is to create pieces of digital content showing love of the county.

30-second voxpops with key council personnel such as Directors and Committee Chairs.

This wouldn't be to promote our services – though it could be a useful side effect - but it would be great for social engagement.

- How would you spend a summer day in Norfolk?
- What are you proudest of about Norfolk?
- What's one surprising thing about Norfolk?



Digital content, images and branding

- Create a Norfolk Day page on the NCC website. This would give us a more official base for our support, as well as allowing us to centralize our contributions.
- Support the EDP's Norfolk Day art competition via social media content and marketing.
- Create bespoke social media headers and profile pictures for the fortnight leading up to Norfolk Day. This would be an easy way of showing support for the project that is eminently visible.



In Good Company

Our award-winning campaign to tackle loneliness in Norfolk, In Good Company, awards Quality Marks to organisations who do outstanding work to combat social isolation.

The next batch of IGC Quality Marks will be awarded on Norfolk Day.

We plan to award the EDP and Radio Norfolk with honorary Quality Marks for the vital work they do in keeping Norfolk connected.

