



Communities Committee

Minutes of the Meeting Held on Wednesday 6 March 2019
10:00am, Edwards Room, County Hall, Norwich

Present:

Mrs M Dewsbury – Chairman

Mr T Adams
Ms J Barnard
Mr D Bills
Mr N Dixon
Mr R Hanton
Mr H Humphrey

Dr C Jones
Mr K Kiddie
Mr B Long – Vice-Chairman
Ms C Rumsby
Ms S Squire
Mr J Ward

1. Apologies and substitutions

1.1 There were no apologies for absence.

2. To agree the minutes of the meeting held on Wednesday 16 January 2019

2.1 The minutes of the meeting held on Wednesday 16 January 2019 were agreed as an accurate record by the Committee and signed by the Chairman.

3. Declarations of Interest

3.1 No declarations were made.

4. Urgent business

4.1 There were no items of urgent business.

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. Verbal update/feedback from Members of the Committee regarding any Member working groups or bodies they sit on.

7.1 The Chairman read out the following statement with regard to the Road Safety Task and Finish Group:

“At the November 2018 Communities Committee, the Members Road Safety Task and Finish Group agreed to feed back after further meetings. These have now taken place. They covered:

- An action plan for taking forward the recommendations agreed in November
- A governance structure that will be proposed to the new Road Safety Partnership
- A communications framework for the Partnership to consider
- A proposal to produce an annual report of data and intelligence that will set out the key facts and figures of the previous year.

The group commented on and endorsed the work presented. It noted the scale of activities underway and agreed that the Road Safety Partnership would be the best mechanism to take forward work on the safe systems approach. The Members Task and Finish Group is therefore content that its tasks are complete and that no further meetings of the Group are required.”

8 Norfolk Armed Forces Community Covenant Strategy and Action Plan

8.1 The Committee received the report by the Executive Director of Community & Environmental Services providing it with the year-end progress report on Norfolk’s independent Armed Forces Covenant Board’s Strategy and Action Plan 2017-19. The report also set out the Board’s forward strategy for 2019-22.

8.2 The Committee welcomed Tony Tomkinson to his last meeting as Armed Forces Commissioner and thanked him for the work he had undertaken in setting up the Armed Forces Covenant and his service to the armed forces in Norfolk. Mr K Kiddie, Armed Forces Member Champion, on behalf of the Covenant Board paid tribute to Tony Tomkinson, thanking him for his commitment in setting up the covenant.

8.3 The Committee also welcomed Air Commodore Keith Pellatt who had been appointed as the new Armed Forces Commissioner. Mr Kiddie also welcomed Air Commodore Keith Pellatt, and said he looked forward to working with him.

8.4 Mr Tomkinson responded that it had been an honour and a privilege to have been the Armed Forces Commissioner since its inception. He paid tribute to Norfolk County Council Councillors for signing up to the Armed Forces Covenant and also thanked officers, particularly Tom McCabe, Caroline Money, Nicola Dane, Merry Halliday and Bev Herron who had provided him with an excellent range of support.

8.5 Mr K Pellatt thanked the Committee for its warm welcome to him as the new Armed Forces Commissioner and said he was looking forward to taking on the role. He also thanked Tony Tomkinson on behalf of the Armed Forces Covenant Board for his work.

8.7 The Committee **RESOLVED** to:

Endorse the scope of the Board's forward strategy for 2019-22.

9 Trading Standards Service Plan including Food and Feed Law Enforcement Plan and Enforcement of Age Restricted Sales and Illegal Tobacco Plan.

9.1 The Committee received the report by the Executive Director of Community and Environmental Services introducing the Trading Standards Service Plan 2019-20, including Annex 1: Enforcement of Age Restricted Sales and Illegal Tobacco Plan 2019-20, and Annex II: Food and Feed Law Enforcement Plan 2019-20 which need to be adopted by the Communities Committee.

9.2 In presenting the report, the Head of Trading Standards highlighted some of the achievements of the Trading Standards Service over the last year, including:

- Establishment of the Norfolk Against Scams Partnership.
- Continued disruption to the supply of illegal tobacco.
- Raising awareness of the dangers of food allergens, working with young people and businesses.
- Working with unsafe products – to take unsafe products out of the marketplace.

9.3 In response to questions from the Committee, the following points were noted:

9.3.1 Following a recent successful conviction of an individual by Norfolk County Council Trading Standards after an investigation into the sale and supply of illegal tobacco, the Head of Trading Standards advised that retailers were starting to keep less stock of illegal tobacco in their shops. She added that suppliers were becoming more sophisticated which meant investigations had moved on and the service worked with the Police and Her Majesty's Revenue & Customs (HMRC) to tackle the issue at a wholesale level.

9.3.2 The Head of Trading Standards advised that the service was keen to work with businesses by offering advice and help to ensure they operated within the law.

9.3.3 With the deletion of 2 Trading Standards Officer posts it was recognised less investigation work could be undertaken, although with most of the work now being intelligence led, resources could be appropriately directed to respond to the intelligence received.

The reduction in staffing could mean the service was less able to deal with individual complaints. The Consumer Advice helpline (part of the Citizen's Advice Bureau) had referred approximately 2500 complaints to the service last year and although all the complaints could not be individually investigated, it allowed Trading Standards to gain an understanding of businesses and work with them to comply with the law, or take any formal action necessary.

9.3.4 Appendix 4: Annexe III (Delivery of Animal Health and Welfare Framework 2019-2020) of the agenda papers set out the Norfolk County Council Policy for animal health and welfare, with the same rules applied to animal welfare as other areas of the service. The Committee was reassured that, if a specific animal welfare policy was required, one would be in place.

- 9.3.5 If the Trading Standards service received intelligence about sales of products to underage people, the legal framework set out the penalties. Trading Standards would offer advice to ensure shop owners understood the requirements of the law and would be able to take more formal action if it was required.
- 9.3.6 The Committee was advised that the Great Yarmouth Community Action Partnership was working with businesses and the police to make sure businesses understood the law and how to discourage any anti-social behaviour outside their premises.
- 9.3.7 The Head of Trading Standards would provide details of the sorts of general issues found when carrying out Animal Welfare visits and which premises had been visited.
- 9.3.8 The Norfolk Against Scams Partnership included a range of businesses and organisations who worked to publicise the dangers of scams, working with the National scams team. One of the recent initiatives was working with Royal Mail nationally, and other couriers, to remove scam mail from the postal system before it was delivered.
- 9.3.9 Members considered that the wording in paragraph 3 of the Trading Standards Service Plan 2019-20 should be strengthened as the service tackled, not only the most serious cases, but all forms of fraudulent, illegal and unfair trading, including e-crime.
- 9.3.10 Following Brexit, it was expected that Trading Standards would continue with business as usual, although as laws changed there may be a requirement to advise businesses particularly about changes on import rules and to conserve legal trading. Trading Standards staff would be allocated to investigations as needed.
- 9.4 The Committee reviewed the report and **RESOLVED** to:

- **Adopt** the Trading Standards Service Plan including Annexes I and II

The Chairman advised that the Committee would be considering agenda items 10 (Norfolk Fire and Rescue Authority Statement of Assurance 2017-18) and 11 (Norfolk Fire and Rescue Annual Service Plan 2019-20) in its role as the Fire Authority.

10 Norfolk Fire and Rescue Authority Statement of Assurance 2017-18.

- 10.1 The Committee received the report by the Executive Director of Community & Environmental Services setting out how the Statement looked back to the previous financial year and provided assurance on financial, governance and operational matters.
- 10.2 The Chairman welcomed Lorne Green, Police & Crime Commissioner for Norfolk to the meeting.
- 10.3 In response to questions from the Committee, the following points were noted:

- 10.3.1 Regarding a comment that 250 miles of inland waterways in Norfolk was a very cautious estimate, the Interim Chief Fire Officer advised that the service did have the necessary capacity to respond to incidents.
- 10.3.2 Community Safety Projects received continued support from Norfolk Fire and Rescue Service (NFRS) and partner agencies, sharing intelligence and responding to any issues as they arose.
- 10.3.3 The Committee was reassured that NFRS retained the ability to respond to all incidents, recognising that Norfolk had a large geographical footprint. A risk plan assessed the risks and a balanced approach was taken to all incidents, although availability of appliances was sometimes challenging.
- 10.3.4 The Committee was reassured that the demands of the Integrated Risk Management Plan (IRMP) checks were well resourced in terms of prevention and the service remained engaged with the process.
- 10.3.5 With regard to the figure quoted in the report of £31.90 per head of population against the English average of £36.10, the Interim Chief Fire Officer said that the figure was taken from national data.
- 10.3.6 The results from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Inspection should be available around the end of May/beginning of June 2019. Once received, the report would be shared with the Police & Crime Commissioner.
- 10.3.7 The Interim Chief Fire Officer advised that a range of collaboration work had taken place so far through the revitalised Collaboration Board. A baseline study had taken place and the Collaboration Board was now identifying where to focus key areas of activity.
- 10.3.8 It was not possible at this stage to ascertain what savings would be made from the collaboration between NFRS and Police. The Executive Director of Community & Environmental Services advised that the funding for the NFRS was not ring-fenced and that, due to an exceptionally hot summer in 2018, the service had overspent its budget, which would be managed within the Community & Environmental Services departmental budget. Beyond that Norfolk County Council would continue to proactively invest in the service, with approximately £9m in the NFRS capital programme to fund investment in training, equipment and buildings.
- 10.3.9 The Police & Crime Commissioner asked for an assurance from the Chairman that the NFRS budget would be protected and grow in the next five years, mindful of the savings Norfolk County Council needed to make. The Chairman said that such an assurance was not possible. The Executive Director of Community & Environmental Services reassured the PCC that Members had expressed the desire to protect NFRS and the essential work it carried out, and had an excellent track record of the Committee investing in the service to protect communities.
- 10.3.10 Since the Grenfell Tower tragedy and while waiting for the outcome of the

inquiry, the Committee was reassured that NFRS had reviewed all its processes and procedures and was aware of its responsibilities. A local evacuation policy, based on the risks, had been reviewed and work undertaken at all high-rise properties in Norfolk offering advice in managing potential risks.

10.3.11 The number of retained fire fighters available during day shifts was causing some problems in crewing appliances. The Committee was reassured that appliances would attend incidents promptly.

10.4 The Committee considered the report and **RESOLVED** to:

- **Note** the assurances that financial, governance and operational management of Norfolk Fire and Rescue Service meet statutory requirements.
- **Approve** the Norfolk Fire and Rescue Authority Statement of Assurance 2017/18.

11 Norfolk Fire and Rescue Annual Service Plan 2019-20

11.1 The Committee received the report by the Executive Director of Community and Environmental Services providing an oversight of the priorities and activities to be delivered by Norfolk Fire and Rescue Service in 2019-20.

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

11.2.1 The Service had the ability and capacity to respond to any large incidents in Norfolk. During times of increased demand on NFRS, Norfolk County Council would make reserves available to the service to cover the costs incurred. The Executive Director of Community & Environmental Service advised that it was hoped a similar approach to budgets for NFRS could be taken as to that of the Highways team whereby a reserve fund was held, for example in mild weather conditions where gritting had not been needed, money was put away in a reserve fund to allow funds to be available in the event of a major incident. The Executive Director added that discussions would be held with the Finance department to develop a reserve.

11.2.2 A suggestion was made about speaking to large retailers, such as Marks and Spencer, asking them if they would be prepared to release retained fire-fighting staff and also to encourage staff to apply to become a retained fire fighter.

11.2.3 Arrangements were in place that enable roving staff to be deployed to different locations, as needed, to ensure sufficient cover was in place for response.

11.2.4 The Interim Chief Fire Officer reassured the Committee that he had confidence that the equipment and training provided to ensure staff were fully equipped and protected was sufficient, with the right person having the right equipment to deal with any incident. He added that a review of Personal Protection Equipment (PPE) would be undertaken in the next few months to ensure the right equipment was provided.

- 11.2.5 Any Member who wished to visit the NFRS Training Centre at Scottow should contact the Executive Director of Community & Environmental Services in the first instance.
- 11.2.6 The Interim Chief Fire Officer explained how the service was working to reduce sickness absence, including monitoring the fitness of staff to ensure they met required standards, together with a range of mental health support to help individuals maintain their own health and fitness.

Ms S Squire left the meeting at 11.25am.

- 11.2.7 The new 4 x 4 vehicles to be introduced early summer 2019 would allow the service to reach remote incidents. It was expected that the new vehicles would be deployed to areas deemed to have the greatest need.
- 11.2.8 The service was currently involved with the Princes Trust to deliver a youth development programme, with a target age range of 16-24 year olds. Regular visits were also made to schools and pre-schools.
- 11.2.9 Members asked if registered social landlords should be added to the “Reduce accidental dwelling fires” category as they considered risks to property in a different way to local authorities.
- 11.3 The Committee **RESOLVED** to:
1. **Agree** the Norfolk Fire and Rescue Service Delivery Plan 2019-20.
 2. As it was the last meeting of the Committee, no areas on which to receive further information were identified.

12 Attleborough Library

- 12.1 The Committee received the report by the Executive Director of Community and Environmental Services providing an overview of the planned move of Attleborough Library from its current location in Connaught Road into a multi-function hub within the Attleborough Community and Enterprise Centre.
- 12.2 The Committee received a presentation (attached at Appendix A) from the Head of Libraries and Information.
- 12.3 The Committee welcomed the move of Attleborough Library into the Attleborough Community and Enterprise Centre, particularly the inclusion of the changing places disabled toilet facilities.
- 12.4 In response to a question, it was confirmed that the new location of Attleborough Library was closer to existing bus stops on the High Street as well as being nearer to the free public car park in Attleborough.
- 12.5 No decision had yet been made on the disposal of the old Attleborough Library building which would remain vacant until the Corporate Property Team made a decision about its disposal.

- 12.6 The Committee **RESOLVED** to:
- **Endorse** the movement of Attleborough Library into the multi-service hub, as part of the Local Service Strategy agreed through Norfolk Futures.

13 Development of Sexual Health Services

13.1 The Committee received the report by the Executive Director of Community and Environmental Services proposing a comprehensive review and redesign of contraception services commissioned and provided by Norfolk County Council under its Public Health duties arising from the Health and Social Care Act 2012.

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

13.2.1 The iCASH service provided a specialist integrated service and covered the whole county of Norfolk, with hubs situated in Great Yarmouth, Norwich and King's Lynn. The Magdalen Group, one of the stakeholders in the sexual health network, had also carried out some work for Norfolk County Council.

13.2.2 During the planned review to modernise the service, consideration would be given to using web-chat, peer forums, online services and offering an on-line prescription service. Although the future budget was unknown, the aim was to future-proof the service in the ever-changing environment.

Members were reassured that most people chose to see their own GP, although patients could not always get an appointment with their own GP. It was hoped that, by working with partners, centres of excellence could be formed around the county for people to access services for easier access to advice, treatment, help and support.

13.2.3 Part of the review would be looking at C-cards to investigate how the service could target the most sexually vulnerable young people and make the service more efficient from their perspective.

13.2.4 The CIPFA (Chartered Institute of Public Finance and Accountancy) used benchmarking data from spend on sexual health in 2016-17. Effectively they benchmarked with other local authorities, using similar localities, to measure the spend per population on a range of different topics.

13.2.5 Work would be done to engage young people who used the service to ascertain their views and expectations for the service. The youth advisory boards and the Terence Higgins Trust would be part of the engagement plan, along with other key stakeholders who work with young people.

13.2.6 For people who did not have any symptoms, an on-line testing system had been established. This had enabled users to be triaged and had freed clinic face to face time to prioritise users who did have symptoms to be seen.

- 13.3 The Committee **RESOLVED** to:
- Recommend a comprehensive review of the council's sexual health services to develop a modern, integrated and affordable service offer for

implementation in 2020 and beyond.

- Officers report back on the outcome of this work in due course, including future commissioning strategy.

14 Risk Management

14.1 The Committee received the report by the Executive Director of Community and Environmental Services providing it with the Communities committee departmental risks, reported as at March 2019, following the latest review conducted during February 2019. The reporting of risk was aligned with, and complemented, the performance and financial reporting to the Committee.

14.2 Some Members felt that the target date of March 2019 for Risk RM14344 (Potential change of governance in the Fire and Rescue Service) was not likely to be met and therefore should not be shown as “amber”. Some Members felt that if it was possible the target would not be met, the report should say so.

In reply, the Executive Director of Community & Environmental Services reassured the Committee that regular discussions were held in management team meetings about departmental risks, including timelines for meeting targets.

14.3 The Executive Director of Community and Environmental Services explained that the Shadow Corporate Board was not a decision-making body and had been established following the decision made by Council in December 2018 to abolish the role of Managing Director and change to a Cabinet system of governance from May 2019. The Shadow Corporate Board was Chaired by the Leader of the Council and attended by senior officers who reviewed services on a weekly basis. It would remain a “Shadow Corporate Board” until the new governance arrangements took effect in May 2019.

14.4 The Committee considered the report and **RESOLVED** to agree:

- a) the departmental level risk reported by exception to this Committee, along with the new risk for Norfolk Museums Service.
- b) A summary of the departmental risks that fell under the remit of the Committee.
- c) The list of possible actions, suggested prompts and challenges presented for information.
- d) The background information to put the risk scoring into context.

15 Performance Management

15.1 The Committee received the report by the Executive Director of Community and Environmental Services based upon the revised Performance Management System, implemented from 1 April 2016.

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

15.2.1 The Assistant Director, Culture and Heritage advised that there would be some disruption at Norwich Castle during the renovations to the Keep, but previous experience gained during renovations at Gressenhall had proved that visitor

numbers may not significantly reduce. Some planning work was under way to cater for a reduction in visitor numbers, but other areas of the museum would be brought into use when the Keep was renovated to try to keep visitors interested.

- 15.2.2 Setting targets for visitor numbers to museums was based on a number of factors. The targets set were considered realistic while remaining challenging and were generally stretching. The Committee was pleased to note visitor numbers at museums had risen steadily over the last five years including visits by schools, bucking the national trend.
- 15.2.3 With regard to the percentage of new-borns that received a 6-8 week assessment from the Health Visitor, the Committee was reassured that monitoring of the 6-8 week assessments was continuing and the greyed out boxes included in the report showed where there had been a delay in the receipt of the data.
- 15.2.4 A report by the Task and Finish Group which had carried out some work on Killed, Seriously Injured (KSI) targets, which had remained the same for the last 10 years, with no prospect of making an impact on the target, would be brought to a future meeting.
- 15.3 The Committee **RESOLVED** to **note**:
- The performance data, information and analysis presented in the report and determine whether any recommended actions identified are appropriate or whether another course of action is required.

16 Finance Monitoring

- 16.1 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.
- 16.2 The Committee **RESOLVED** to:
- a) **Note** the 2018-19 revenue budget and forecast out-turn position for this Committee.
 - b) **Note** the Capital programme for the Committee.
 - c) **Note** the balance of reserves brought forward to 2018-19 and the planned use of reserves for 2018/19.

As this was the last meeting of the Communities Committee before the new governance arrangements took effect in May 2019, the Chairman thanked all Members and Officers for the work they had undertaken on the Committee.

The meeting concluded at 12.40pm.

Chairman

Attleborough Library: part of a Multi-function Hub




Norfolk County Council's strategy

Reshaping services to make them fit for the future. Working to join up services in our communities, offering help early and in the right places




Key principles

- We're joining up services in our communities, offering help early and in the right places
- This will be better for people and for the council and its partners, by making better use of our resources
- We are getting away from a one-size-fits-all model – targeting services where they are most needed
- This is not just about buildings – we are integrating services around communities




Four key focus areas

1. **Service continuum** – redesigning services along a continuum, from prevention through to specialist help and protection, to develop targeted offers in key localities
2. **Targeting services** – developing and utilising local intelligence to inform decision making, mapping existing and targeting future services
3. **Buildings review** – understanding our current footprint and opportunities for consolidating and repurposing
4. **Multi-function hubs** – develop a multi-service offer to realise opportunities offered by more integrated services and the One Public Estate programme




Attleborough Multi Function Hub

A multi function hub will be established in the Attleborough Community and Enterprise Centre



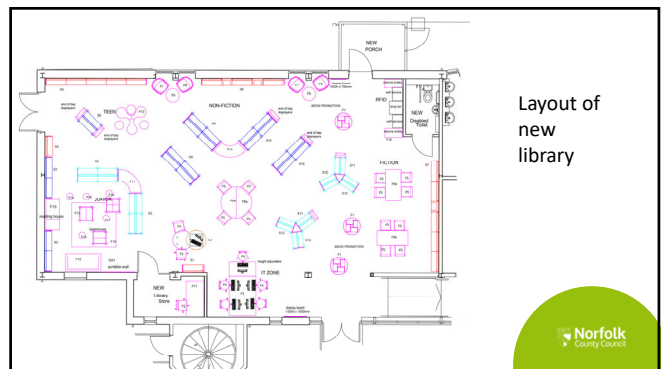
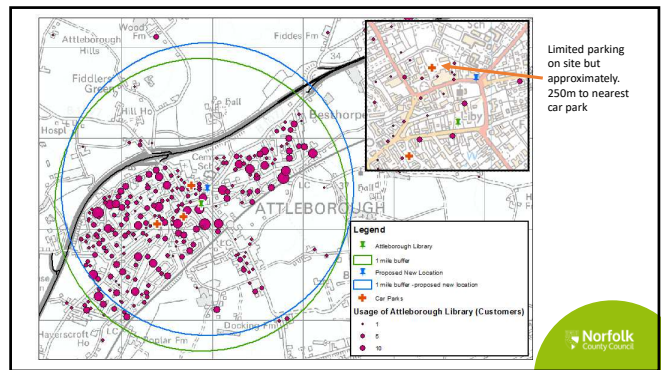
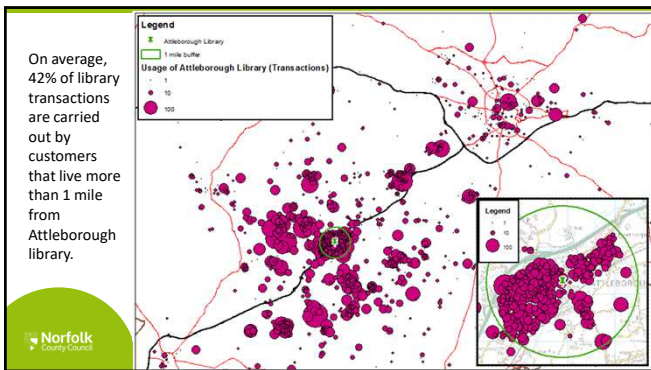
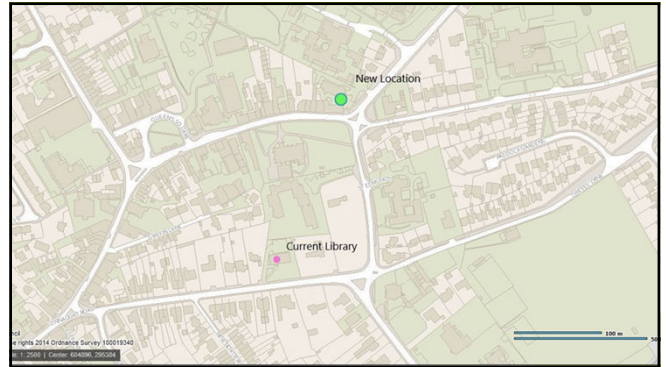

Attleborough Multi-function Hub: Services

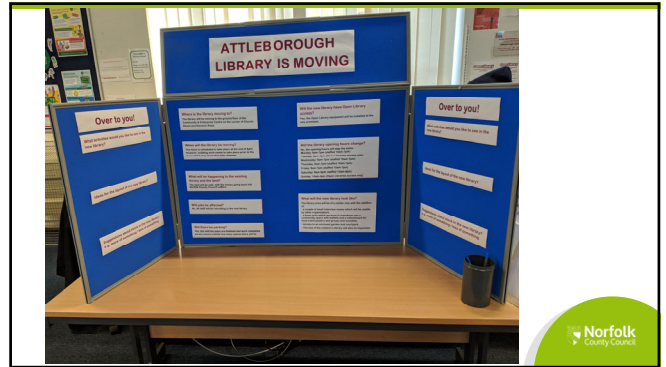
- Libraries
- Early childhood and family support services
- The healthy child programme
- Day opportunities for adults with learning disabilities
- Information and advice services
- Norfolk community learning service
- Drug and alcohol recovery
- Registrar services
- Public health prevention programmes




Attleborough Library

- In present location for 60 years
- Open for 69 hours each week – 7 days
- 42,000 visitors
- 67,237 items borrowed
- Occupies 176 square metres
- Wide range of activities for people of all ages





Customer Comments

- "the bottom shelf moved up"
- "please continue the mindfulness group which meets every Thursday morning from 10am-12pm. We all enjoy the colouring group"
- "space for children's activities but needs to have adequate spaces for storing buggies"
- "the ability to fence off the children's section like you do here so I can let my 18 month old to play safely while I choose her books"
- "continue to have the Thursday colouring group for healthy minds"
- "glad staff are staying"

Norfolk County Council

Customer Comments

- "disappointed at the amount of green space".
- "will there be a secluded area to still read books in the new building"
- "will there be adequate parking for all users?"
- "give more room to the historical sagas and family saga books"
- "reviews of books should be displayed"
- "promote new books"
- "offer refreshments"
- "Keep the lovely staff"

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you should read books!!! with your life with not in cartoon books!

Tom's 9 a.m.

Why don't you feed on books

I ♥ THE LIBRARY

Children from Rosecroft Primary and Attleborough Primary have been involved in choosing new books for the library and have been helping design posters to promote it

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Timescales

If all goes to plan:
 Attleborough Library closes in current location on 22 April 2019*

Attleborough Library re-opens in its new location on 29 April 2019*

*dates to be confirmed

Norfolk County Council