

Area Committee for Great Yarmouth

Date: Monday 11 May 2009
Time: 9.30am
Venue: Supper Room, Town Hall, Great Yarmouth Borough Council

Persons attending the meeting are requested to turn off mobile phones

Membership

Mr M R H Carttiss
Mr B J E Collins
Mr P T Hacon
Mr J A Holmes
Mr J R Shrimplin

Mr M Taylor
Mr T J Wainwright
Mr B R Walker
Mrs C M Walker

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

Tim Shaw on 01603 222948
or email timothy.shaw@norfolk.gov.uk

A g e n d a

1 **To Receive the Minutes of the Previous Meeting held on 23 February 2009** (PAGE)

2 **To Receive Apologies for Absence**

3 **Members to Declare Any Interests**

Please indicate whether the interest is a personal one only or one which is prejudicial. A declaration of a personal interest should indicate the nature of the interest and the agenda item to which it relates. In the case of a personal interest, the member may speak and vote on the matter. Please note that if you are exempt from declaring a personal interest because it arises solely from your position on a body to which you were nominated by the County Council or a body exercising functions of a public nature (e.g. another local authority), you need only declare your interest if and when you intend to speak on a matter.

If a prejudicial interest is declared, the member should withdraw from the room whilst the matter is discussed unless members of the public are allowed to make representations, give evidence or answer questions about the matter, in which case you may attend the meeting for that purpose. You must immediately leave the room when you have finished or the meeting decides you have finished, if earlier. **These declarations apply to all those members present, whether the member is part of the meeting, attending to speak as a local member on an item or simply observing the meeting from the public seating area.**

4 **To Receive Any Items Proposed As Matters of Urgent Business**

5 **Adult Social Services**

Report by Director of Adult Social Services (PAGE)

6 **Bus Information Provision**

Report by Director of Environment, Transport and Development (PAGE)

7 **Update on Vauxhall Rail Station – Bridge And Surrounding Area**

Report by Director of Environment, Transport and Development (PAGE)

Chris Walton
Head of Democratic Services

Date Agenda Published: 30 April 2009



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T:\Democratic Services\Committee Team\Committees\Great Yarmouth Area Committee\Agendas\Agendas\090511 Agenda

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Issued on behalf of Great Yarmouth Borough Council.

Norfolk County Council

Area Committee for Great Yarmouth

Minutes of the Meeting Held on 23 February 2009

Present:-

Mr B J E Collins
Mr P T Hacon
Mr J A Holmes
Mr J R Shrimplin

Mr M Taylor (Chairman)
Mr T J Wainwright
Mr B R Walker

Also Present:-

Mrs B Taylor	Great Yarmouth Borough Councillor
Mrs V J Pettit	Great Yarmouth Borough Councillor
Mr G R Plant	Great Yarmouth Borough Councillor
Mr M Butcher	Great Yarmouth Borough Councillor
Mrs P Linden	Great Yarmouth Borough Councillor
Mr D Law	Norfolk Constabulary
Police Sergeant D Smith	North Norfolk Constabulary
Mr P Warner	Great Yarmouth Borough Council Officer
Mr C Kutesko	Planning and Transportation Department, Norfolk County Council
Mr D Wardale	Planning and Transportation Department, Norfolk County Council
Mr R Mills	Planning and Transportation Department, Norfolk County Council
Mrs D Lord	Prospective Road Train Operator
Mr S J Pullinger	EDP
Ms L Bagshaw	Great Yarmouth Mercury

1 Chairman's Announcements – The Development of the Great Yarmouth Area Transport Strategy

The Chairman said that he would like all County and Borough Councillors to be kept informed of progress on the development of the Great Yarmouth Area Transportation Strategy, as part of public consultation on the strategy planned for summer 2009. The Chairman said that he would be happy for this matter to be the subject of a special meeting at some stage, because he wanted Members of both authorities to be given an opportunity to comment on options for the Third River Crossing.

ACTION BY:

2 Minutes

The minutes of the previous meeting held on 15 December 2008 were confirmed by the Area Committee and signed by the Chairman.

3 Apologies for Absence

Apologies for absence were received from Mr M R H Carttiss and Mrs C M Walker.

4 Declarations of Interest/Urgent Business

There were no declarations of interest. There were also no items of urgent business.

5 Civil Parking Enforcement

The annexed report by Mr David Law of Norfolk Constabulary about Civil Parking Enforcement was received.

Mr Law said that three seasonal, full-time Traffic Wardens would be employed by Norfolk Constabulary and in post for duties on the seafront by Easter 2009, subject to advertisement, recruitment and vetting all being done in a very short space of time. This matter had not been discussed by the Car Parking Steering Group since September 2008. It was noted that there had in the past been delays regarding confirmation of funding that had caused delays to recruitment. In the circumstances, Mr Plant, Chairman of the Group, had given provisional approval for the funding of these posts from the income from seafront car parking. Mr Plant confirmed that a meeting of the Steering Group would be held shortly. Mr Law said that the new seasonal Traffic Wardens would be employed by the Police and, therefore, would be able to deal with parking issues along the entire length of the seafront.

Mr Law went on to say that Norfolk Constabulary was in discussions with the County Council and the Borough Council about implementing an interim solution until car parking enforcement was introduced after the introduction of the Local Government Review, originally proposed for April 2010 but now potentially delayed by the extension of the Boundary Committee deadline for recommendations to Government.

The Chairman said that he would like to see a review of signage in the town and old signs replaced wherever possible.

Resolved –

That the report be noted.

6 Gapton Hall Roundabout

The annexed report by the Director of Environment, Transport and Development was received.

The Area Committee was pleased to note that the improvement programme of partial signalisation of the Gapton Hall roundabout was being funded by the Highways Agency for implementation in 2009/10. The partial signalisation would be on the A12 southbound approach and the roundabout itself, with all other arms either reverting back to, or being maintained, as a give way arrangement. These works were scheduled to start in September 2009 and be completed in December 2009. The Area Committee noted that the pedestrian and cycle crossing at the roundabout would remain.

Resolved-

That the report be noted.

7 Road Train: Seafront/Heritage/Town Centre Route

The annexed report by the Director of Environment, Transport and Development was received.

The Area Committee discussed an information report about the proposed road train route to link Great Yarmouth's heritage quarter and town centre with the seafront. The operator intended to start running the route from Easter 2009. A plan of the enclosed route was enclosed with the report and a "stop sign" for use on the route was shown to Members in the meeting.

Mr Peter Warner, Great Yarmouth Borough Council, said that the Borough Council and the County Council subsidised an open top tourist bus, in so far as part of the route provided a service from the Railway Station to the town centre. He said that competition from the road train operator along part of the route could mean that the heritage bus operator looked for additional public assistance, particularly with signage.

The proposed operator of the road train, Mrs Debbie Lord and Mr David Wardale, on behalf of the Director of Environment, Transport and Development, gave the following answers in response to Members' questions:

- The road train operator had been asked to make a contribution of one third towards the costs of the signage.
- The road train would be licensed by the Department for Transport.
- The proposed route had been approved by Norfolk Constabulary and the Highways Authority.

- The road train would be run as a commercial business.
- There had been a number of successful trials.
- The train was only as wide as an average size van.
- The train was sufficiently mobile to be able to get in and out of tight corners.
- The train complied with the Disability Discrimination Act.
- Members commented that King Street was already very busy and the road train would make it more so. Plans were being prepared for the partial pedestrianisation of King Street by 2010. It was hoped that there would be exceptions for the road train and cyclists.

Members of the Area Committee thanked the road train operator for attending the meeting and wished her well in this new business.

Resolved-

That the report be noted.

The meeting concluded at 11.10am

Chairman



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ADULT SOCIAL SERVICES

Report by the Director of Adult Social Services

Summary: -
This report provides an update on domiciliary care services as commissioned by Adult Social Services within the Eastern Locality

1. Background

- 1.1. Eastern Locality Community Care provides domiciliary care to people who are over 65 and people with physical disabilities over 18.
- 1.2. The Eastern Locality is split into four blocks and three block providers – Allied Healthcare, Care UK and One to One Homecare; provide the care in these areas. Please see appendix 1.
- 1.3. Currently we contract for each four-week period for a total of all four blocks for 14450 hours. (Please refer to appendix 2). This illustrates the usage of block provider domiciliary care over the period 2007-2009 and the capacity remaining in the current block agreements.
- 1.4. The Northern villages block has recently transferred from Briarcare to Care UK. Eastern Locality Management team and the County Procurement team had worked with Briarcare for a significant period to address concerns and issues raised regarding invoices, missed visits and administration difficulties. The agency was unable to adequately address these concerns thus after much consideration the block was transferred to Care UK.
- 1.5. All 90 service users in this area were contacted to explain the transfer and support was given via social work staff and the procurement unit. This transfer was successfully achieved on 26th April 2009.
- 1.6. Norfolk First Support is the in-house reablement domiciliary care service. This service aims to improve or maintain service users skills in order to maximise their independence in their home setting. This service is available for up to six weeks. If further domiciliary care is required after this time, the package transfers to the relevant block provider.

1.7. Norfolk First Support is now available to service users who live in the community as well as those discharged from a hospital setting. Over the past year they have provided over 9,000 hours care to the locality.

1.8. Since Norfolk First Support has been extended to people in the community the numbers supported are constantly increasing with for example w/c 29th March 580 hours being provided to 61 service users in the locality. This scheme is proving very successful and around 45% of service users who have been on this scheme no longer require domiciliary care after the 6-week period.

2. Resource Implications

2.1 **Finance** –Domiciliary care is a service that people are financially assessed for –this has not changed.

2.2 **Staff** – The transfer of contract from Briar care to Care UK included some staff tupeing across in line with current employment legislation.

2.3 **Property**- none

2.4 **I.T** – none

3. Other Implications

3.1 **Legal Implications** – none.

3.2 **Human Rights** – none

3.3 **Equality Impact Assessment** – a generic EIA has been undertaken on domiciliary care services.

3.4 **Communications** – None presently although there has been significant communication with the media, service users and members regarding the transfer of block provider.

4. Section 17 –Crime and Disorder Act – none

If you have any questions regarding matters in this report please contact;

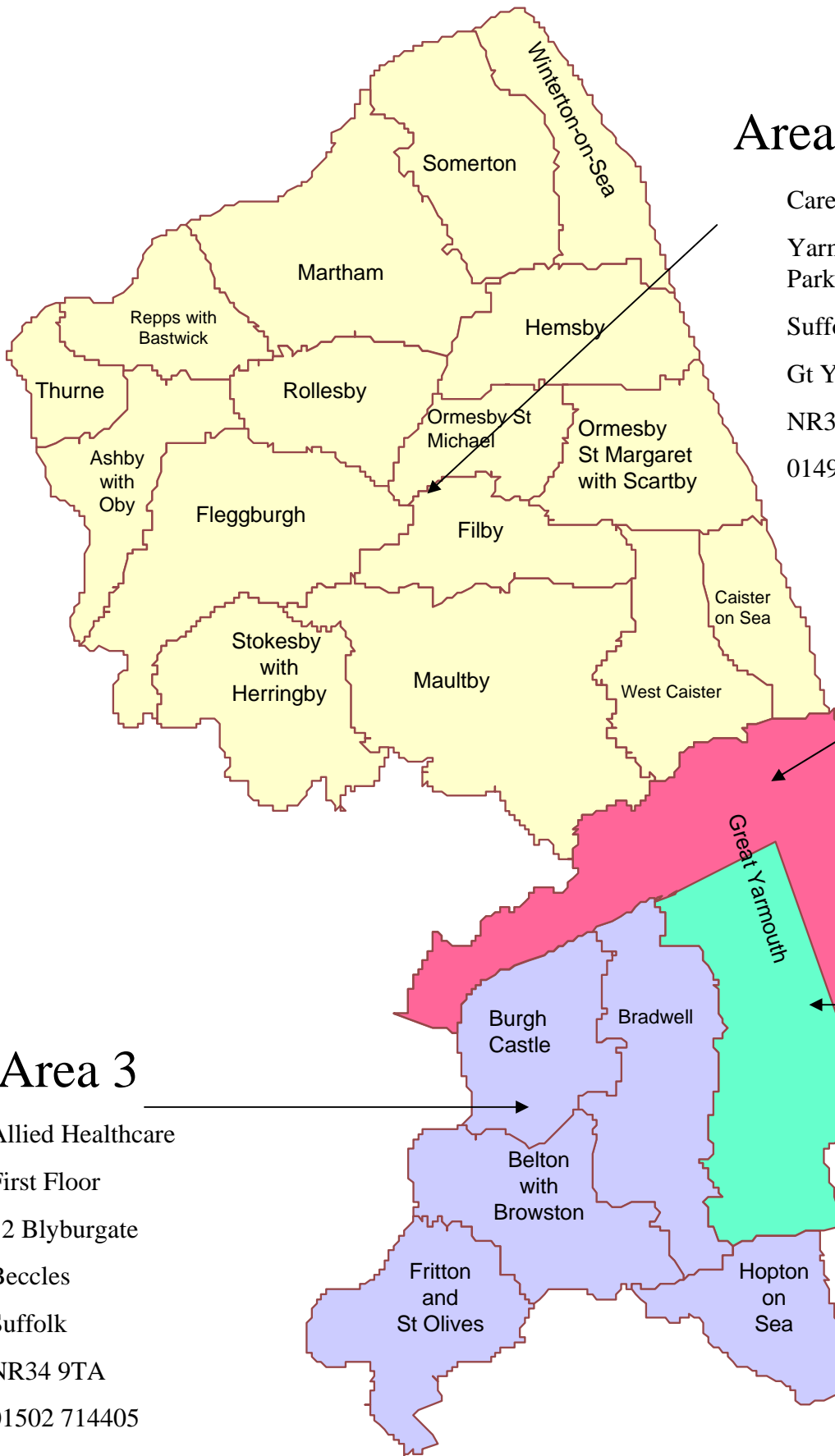
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Ferryside
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Area 1

Care UK
Yarmouth Business Park
Suffolk Road
Gt Yarmouth
NR31 0ER
01493 440200

Area 4

Care UK
Yarmouth Business Park
Suffolk Road
Gt Yarmouth
NR31 0ER
01493 440200

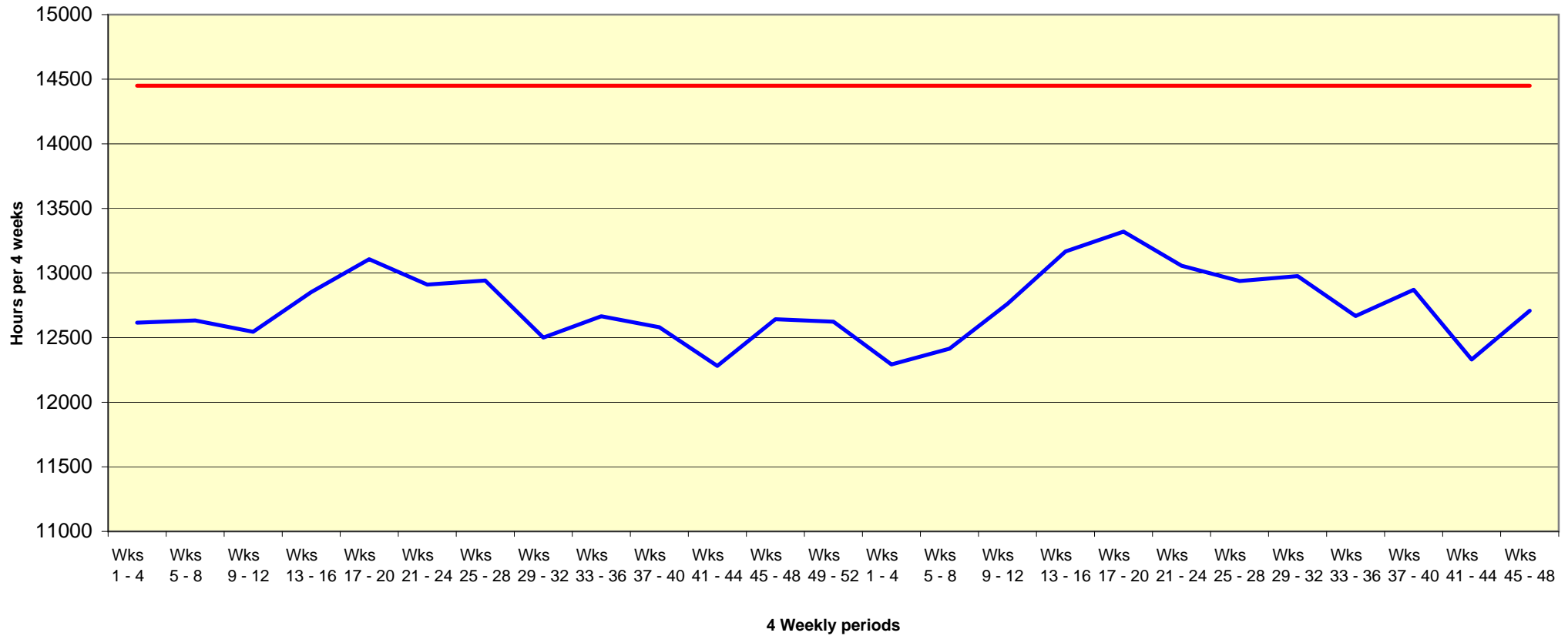
Area 2

One to One Homecare
199 High Street
Gorleston
Great Yarmouth
NR31 6RR
01493 656266

Area 3

Allied Healthcare
First Floor
12 Blyburgate
Beccles
Suffolk
NR34 9TA
01502 714405

Eastern Block - Total of All 4 Blocks 2007/08 and to week 48 in 2008/09



Totals

	2007/08													2008/09												
	Wks 1 - 4	Wks 5 - 8	Wks 9 - 12	Wks 13 - 16	Wks 17 - 20	Wks 21 - 24	Wks 25 - 28	Wks 29 - 32	Wks 33 - 36	Wks 37 - 40	Wks 41 - 44	Wks 45 - 48	Wks 49 - 52	Wks 1 - 4	Wks 5 - 8	Wks 9 - 12	Wks 13 - 16	Wks 17 - 20	Wks 21 - 24	Wks 25 - 28	Wks 29 - 32	Wks 33 - 36	Wks 37 - 40	Wks 41 - 44	Wks 45 - 48	
Block	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450	14450
Hours	12616	12633	12545	12852	13107	12910	12942	12500	12665	12580	12281	12642	12623	12292	12414	12762	13167	13320	13056	12938	12976	12667	12870	12330	12708	

Bus Information Provision

Report by the Director of Environment, Transport and Development

Summary

Members have asked that bus information is reviewed and the option of face-to-face customer service is explored at Great Yarmouth Market Gates Interchange. This report is to generate discussion amongst members and help determine the next steps.

1. Background

- 1.1. At the area committee August 2008 meeting members asked for further consideration to be given to bus related issues at the next available meeting. Discussions at the October meeting focused on the need for a public transport information office in Gt Yarmouth. During the debate, consideration was given to other local authority advice being made available at such a facility.
- 1.2. It was agreed that officers from both local authorities should examine the feasibility of providing an information point either at the Market Gates location or at a location in reasonably close proximity.

2. Progress Report

- 2.1. Officers have met twice to discuss opportunities and options in providing passenger information. The opportunities identified include:
 - Face to face contact
 - On street ticket sales
 - Non-staffed public accessible information
 - Opportunities for shared services provision (public transport, council tax, car parking, TIC and other one stop shop services).

Options considered

- Identification of appropriate premises and locations
- Alternatives to providing face to face information
- Capital set up costs and on-going revenue costs
- Options for shared services and facilities

2.2. Identification of appropriate premises

Existing public service is provided via accessible display racks in Gt Yarmouth/Gorleston libraries, the Town Hall, and Gt Yarmouth TIC. All facilities offer a range of public transport information but non offer a comprehensive advice and ticket sale service. These locations, whilst offering reasonably comprehensive but low key advice and information, do not have the scope or the capacity for a significant enlargement of the services that could potentially be offered.

The possibility of providing a bespoke retail unit has been examined and the following locations identified.

- Market Gates shopping centre
- Victoria Arcade

Accessibility – A unit on Temple Boulevard (Market Gates) has the potential of being available for 24 hours per day where as a unit in the central shopping Mall or the arcade would be limited for security reasons, to normal shopping hours. Approx 0800 – 1800.

2.3. Indicative Costings

The following gives a very broad indicative cost of what might be expected in terms of capital and revenue expenditure for a generic 800/900 sq foot unit which would provide for a customer service desk and accommodation for up to five members of staff and appropriate storage areas.

Costs would include rental, rates, service charges and utilities costs. Approx £14k per annum. Fit out costs depending on the type of shop unit and accommodation and fittings provided circa £30/£40K. Plus the possible additional costs of I.T requirements.

For Victoria Road arcade the rental costs are likely to be less but the other charges and fit out costs are likely to be similar to the Market Gates costs.

The above excludes the costs associated with staffing. For a facility that offers a 7 day per week service and assuming for security purposes 2 members of staff would be expected to be on the premises at any one time. Allowing for staff sickness, holiday cover and supervision the minimum provision would be the equivalent of 5FTE based on experience elsewhere in the county. This assumes the premises would be open from 0800 – 1800 Mon- Sat and 10.00-1600 on Sundays.

Staffing costs for five FTE would be in the region of circ £100K plus training and uniform costs. To minimise staff costs, it would not be unreasonable to assume that three staff in their current roles could be considered, to support two others specialising in providing full time, public transport information.

2.4. **Income**

Income sources have been identified as potentially originating from rail ticket sales, as agents for Nat/Ex, National Express Coaches, First and other bus operator season tickets. There is also a possibility of acting as agent for local venues such as Britannia Pier, Cinemas and other such performances. There may also be opportunities for advertising income or sponsorship. However, there may be revenue loss to existing operations such as the TIC, which in turn gives further pressures on the Borough Council's revenue budget. The level of expected income would not match the on-going revenue needed to fund premises, staffing, and other associated running costs

There is also the possibility of the premises being used as a one stop shop to handle penalty notices, Council tax and other services which could be managed on a re-charge basis. This would give the public far greater access to key services outside of normal office hours.

2.5. **Funding of capital and revenue costs**

At the present time £10k has been allocated from the County capital budget for 09/10. Any capital and or revenue support funding would need to be included in both the County and Borough Council's budgets for 2010/11 and 2011/12. It is unlikely that specific funding will be available from Central Government as there are no relevant grants available.

2.6. **Alternatives**

Alternative methods of providing hard copy and other information would include electronic delivery plus enhanced information provision at the TIC, local libraries, Town Hall and possibly the rail station.

There is also the possibility of providing a stand alone information point within the shopping centre, or outside at a strategic location within the interchange itself.

An interactive customer information point has recently been installed and a financial case could be submitted to provide an additional point in 2010/11. Although on-going revenue costs of approximately £1,500 would need to be identified.

3. **Resource Implications**

All options have significant capital and revenue resource issues

3.1. **Finance :**

Providing a staffed enquiry office will require significant on-going investment. Initial start up costs could be considered through capital funding but on-going revenue funding will need to be identified.

Income can be generated by earning commission through selling bus tickets for local and national bus operators and local attractions. However, the level of

expected income would not match the on-going revenue needed to fund premises, staffing, and other associated running costs.

Members will need to identify revenue streams to support the development and ongoing costs of this project.

3.2. **Staff :**

3.3. **Property :**

Premises would be required for a dedicated face to face bus information office. Current rental prices in Gt Yarmouth range between £15K-£55K per annum, depending on size and location. This excludes annual rates and utility costs. Any property will need to be suitable for both customer and staff.

3.4. **IT :** None.

4. **Other Implications**

4.1. **Legal Implications :**

New premises will require set up of new lease agreements.

4.2. **Human Rights :** None.

4.3. **Equality Impact Assessment (EqIA) :**

Any facility or service offered will need to be fully assessed against the standard Equality Impact Assessment criteria but this cannot be done until the final option is agreed

4.4. **Communications :** None.

5. **Section 17 – Crime and Disorder Act**

5.1. A staffed information facility could improve the safety of vulnerable waiting passengers and could give an immediate communication link to police or other security authorities. A local presence could be a deterrent for vandalism, other criminal acts and anti-social behaviour.

6. **Risk Implications/Assessment**

6.1. None.

7. **Conclusion**

7.1. This report sets out the broad options available to consider in moving forward a project to provide improved bus information at Market Gates and identifies possible partnerships and consultation requirements.

Members will note the significant capital and revenue costs in providing a fixed office/retail facility within Gt Yarmouth which is unlikely to be off-set by grant assistance or external capital/revenue support. This is not to say that opportunities will not arise in the future however, resourcing will remain a significant problem.

Action Required

- (i) Members are asked to note the report and consider whether further work or clarification of details needs to be undertaken to progress the project.
- (ii) Members are asked to consider whether they wish to make a recommendation to both Councils as to how provision could be made in the capital and revenue budgets for 2010/2011 2011/12 to cover the costs of works.

Background Papers

None

Officer Contact

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

Name	Telephone Number	Email address
Mary Richards/Peter Warner	01603 223404	mary.richards@norfolk.gov.uk



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The Vauxhall Station, Bridge and surrounding Area

Report by the Director of Environment, Transport and Development

Summary

This report is to update members on progress to enhance the Railway station area, bridge and approaches.

1. Background

- 1.1. Funding for a Feasibility Report is currently being sought that will evaluate the existing linkage in the vicinity of the Railway Station between public transport, pedestrian and cycle facilities and identify a programme of improvements and extensions to create high quality infrastructure that people will want to use

The scope of this feasibility report would consist of:-

- Examination and development of Pedestrian, Cyclist and Equestrian Routes linking Great Yarmouth town centre to the coast and to the Broads. This to be based on linking green spaces, utilising a green infrastructure as well as “grey transport corridors”.
- Improvement of Great Yarmouth Station and its linkage to all modes of sustainable travel. Including cycle storage and cycle hire
- The re-use of Vauxhall Rail bridge within the sustainable transport network

Great Yarmouth is a “key interchange” and a “regional transport node”. It is also “a priority area for regeneration and diversification of the regions tourist industry”. An opportunity currently exists therefore to develop and provide a well designed inter modal transport infrastructure that people will want to use that can provide, in particular, high quality facilities for walking, cycling and horse riding.

Provision could be made for safe and sustainable movements between homes, workplaces, education, town centre and leisure destinations connecting Great Yarmouth with the Broads countryside. The opportunity can also assist in encouraging visitors to arrive and depart by sustainable travel and link into public transport; in particular the under utilised Great Yarmouth railway station. Such management of travel behaviour may tackle congestion, reduce future traffic growth and help reduce future green house gas emissions.

To achieve this, a feasibility study is required to build on some

initial assessment work that has been carried out by Mott MacDonald on pedestrian and cycle routes in Great Yarmouth and this work needs to be formalised, expanded and taken forward together with the following “live” projects:-

- 1st East Regeneration of Great Yarmouth
- Great Yarmouth Area Transportation Study
- Train travel plans
- Greater Norwich Green Infrastructure Plan
- Great Yarmouth Third River Crossing
- The development of a “one stop” access web site
- A festival of walking for the Broads

2. **Progress Report**

- 2.1. A Project Funding Prioritisation Report has been prepared which will be used as the basis to seek Feasibility funding. (Appendix A)
- 2.2. A sum of £300k is available from the Great Yarmouth Borough Council administered “Fair Shares” funding stream. However this sum has been “ring fenced” for a limited period.

3. **Resource Implications**

- 3.1. **Finance** : Feasibility Study will be in the region of £40k. This is currently being sort from the Great Yarmouth area “on-street” car parking revenue budget. Other sources, however are also being pursued.
- 3.2. **Staff** : Resources are available within Mott MacDonald’s team
- 3.3. **Property** : There are private and public ownership issues which the Feasibility Report will investigate.
- 3.4. **IT** : None.

4. **Other Implications**

- 4.1. **Legal Implications** : To be investigated as part of the Feasibility Report.

- 4.2. **Human Rights** : None.

4.3. **Equality Impact Assessment (EqIA)** :

The current state of the bridge means that it may no longer be suitable in the near future for cyclists,

- 4.4. **Communications** : None.

5. **Section 17 – Crime and Disorder Act**

- 5.1. Lighting and CCTV will be investigated on the approaches to the bridge in the Feasibility Report.

6. **Risk Implications/Assessment**

- 6.1. The bridge, if left to deteriorate further, will become a Health and Safety

hazard

- 6.2. The “Fair Shares” funding has been “ring fenced” for a limited period after which it will be used on other projects within Runham Vauxhall area.

Recommendation or Action Required

- (i) The Committee is asked to comment on the above.

Background Papers

Project Funding Prioritisation Report

Officer Contact

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

Name	Telephone Number	Email address
David Wardale	01603 223259	David.wardale@norfolk.gov.uk



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