

Infrastructure and Development Select Committee

Date: **16 March 2022**
Time: **10am**
Venue: **Council Chamber, County Hall, Norwich**

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

Membership:

Cllr Barry Stone (Chair)
Cllr James Bensly (Vice-Chair)

Cllr Steffan Aquarone (Spokes)	Cllr Chrissie Rumsby
Cllr David Bills	Cllr Robert Savage
Cllr Claire Bowes	Cllr Vic Thomson
Cllr Chris Dawson	Cllr Colleen Walker (Spokes)
Cllr Jim Moriarty (Spokes)	Cllr Tony White
Cllr William Richmond	

**For further details and general enquiries about this Agenda please contact the
Committee Services Officer, Nicola Ledain:
email committees@norfolk.gov.uk**

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Advice for members of the public:

This meeting will be held in public and in person.

It will be live streamed on YouTube and, in view of Covid-19 guidelines, we would encourage members of the public to watch remotely by clicking on the following link:

https://www.youtube.com/channel/UCdyUrFjYNPfPq5psa-LFIJA/videos?view=2&live_view=502

However, if you wish to attend in person it would be most helpful if, on this occasion, you could indicate in advance that it is your intention to do so. This can be done by emailing committees@norfolk.gov.uk where we will ask you to provide your name, address and details

of how we can contact you (in the event of a Covid-19 outbreak). Please note that public seating will be limited.

They will also be required to wear face masks when they are moving around the room but may remove them once seated. We would like to request that anyone attending the meeting does the same to help make the event safe for all those attending. Information about symptom-free testing is available [here](#).

A g e n d a

1 To receive apologies and details of any substitute members attending

2 Minutes

To confirm the minutes of the meeting held on 19 January 2022.

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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, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.

If that is the case then you must declare such 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 Public Question Time

Fifteen minutes for questions from members of the public of which due notice has been given. Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk) by **5pm Friday 11 March 2022**. For guidance on submitting a public question please visit www.norfolk.gov.uk/what-we-do-and-how-we-work/councillors-meetingsdecisions-and-elections/committees-agendas-and-recent-decisions/ask-aquestion-to-a-committee

6 Local Member Issues/Questions

Fifteen minutes for local member 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) by **5pm Friday 11 March 2022**.

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| 7 Update on developing an overarching Policy for the use of Glyphosate based herbicides by NCC
Report by the Executive Director of Community and Environmental Services | Page 10 |
| 8 Invest Norfolk and Suffolk
Report by the Executive Director of Community and Environmental Services. | Page 23 |
| 9 Progress with delivering the Norfolk Access Improvement Plan (NAIP)
Report by the Executive Director of Community and Environmental Services. | Page 26 |
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| 11 Local Transport Plan Implementation Plan
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| 12 Forward Work Programme
Report by the Executive Director of Community and Environmental Services | Page 154 |

Group Meetings:

Conservative	9:00am
Labour	9:00am
Liberal Democrats	9:00am

Tom McCabe
Head of Paid Service
Norfolk County Council

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Date Agenda Published: Tuesday 8 March 2022



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Infrastructure and Development Select Committee

Minutes of the Meeting Held on Wednesday 19 January 2022
10.00am, held at County Hall, Norwich

Present:

Cllr Barry Stone – Chair

Cllr Steffan Aquarone

Cllr James Bensly

Cllr David Bills

Cllr Chris Dawson

Cllr Lana Hemsall

Cllr Jim Moriarty

Cllr Chrissie Rumsby

Cllr Robert Savage

Cllr Vic Thomson

Cllr Maxine Webb

Cllr Tony White

Also Present:

Grahame Bygrave

Denise Saadvandi

David Cumming

Niki Park

Tom McCabe

Sarah Rhoden

Nicola Ledain

Director of Highways and Waste, CES

Head of Adult Learning, CES

Strategic Transport Team Leader, CES

Head of Passenger Transport

Executive Director, Community and Environmental Services

Assistant Director, Performance and Governance, CES

Committee Officer, Democratic Services

1. Apologies and substitutions

- 1.1 Apologies were received from Cllr Claire Bowes, Cllr William Richmond (substituted by Cllr Lane Hemsall), Cllr Colleen Walker (substituted by Cllr Maxine Webb).

2. Minutes

- 3.1 The minutes of the meeting held on 17 November 2021 were agreed as a true record and signed by the Chair.

3. Declarations of Interest

- 3.1 There were no interests declared.

4. Items of Urgent Business

- 4.1 There were no items of urgent business.

5. Public Question Time

- 5.1 There were no public questions received.

6. Local Member Issues / Questions

6.1 There were no local Member issues or questions received.

7. Adult Learning Annual Plan

7.1 The Committee received the annexed report (7) which set out the annual plan. The plan reflected Norfolk County Council's strategic objectives, as detailed in the Better Together, For Norfolk Strategy 2021-2025.

7.2 During discussion, the following points were noted:

7.2.1 There was currently a national consultation being held on the adult education funding budget and how it should be used in the future. The service was heavily involved due to their position in the sector. They were discussing the future closely with DFE officers to try and influence the future.

7.2.2 The Committee asked if percentages in reports could be reflected as numbers as well.

7.2.3 The Committee were pleased to see the aspirations and felt it would be beneficial to see more delivered measures. It would also be useful to see some insight into the barriers of adult education in Norfolk. Officers confirmed that they do have more figures on delivered services but as the report concentrated on the annual plan, they were not included. There was also data and analytics about the barriers, and Officers were happy to share this information.

7.2.4 The service agreed with Members about doing some work on identifying the skills gaps by gender.

7.2.5 The service work closely with Head of Communities, who in turn works closely with district Council, and other partners such as voluntary sector to ensure system wide join up.

7.2.6 Successful outcomes in the more deprived wards were an increasing target. Having achieve well this year, the target had been increased for the future years. The achievements for those with learning disabilities was a real achievement as the team kept momentum going throughout covid and the lockdowns and gave individual support to the learners so they could get online and engage really well with zoom group meetings.

7.2.7 Officers had carried out detailed analysis to identify that by using other venues such as libraries, could achieve the target of delivering a course within 10 miles of 95% of Norfolk residents. Depending on the venue and resident need, the courses offered would differ.

7.2.8 The Committee felt that there was little emphasis on the very successful leisure courses that they offer mentioned in the plan and encouraged more detail. noted they provided a good income for the service as well as promoting social interaction for many people.

7.3 The Select Committee **RESOLVED:**

1. To note Adult Learning's exceptional performance and contribution to Norfolk priorities
2. To consider and comment on the Adult Learning Annual Plan for 2022/23 and beyond

8. Report of Member Task and Finish Group: Public Transport in the Local Transport Plan Implementation Plan

- 8.1 The Committee received the annexed report (8) which set out the report from the task and finish group. The Chair of the group introduced the report and thanked the Councillors for taking part.
- 8.2 The Committee **RESOLVED** to note the discussion of the Task and Finish Group and how this will feed into the delivery of the Bus Service Improvement Plan and Local Transport Plan Implementation Plan.

9. Norfolk's Bus Service Improvement Plan and Enhanced Partnership with Bus Operators

- 9.1 The Select Committee received the annexed report (9) which set out the Bus Service Improvement Plan which had been developed following the government's announcement of a new national bus strategy called Bus Back Better, which would allow the Council to apply for funding to achieve the aims of the plan. The report also set out the plan and the scheme of the Enhanced Partnership and what that meant, what initial commitments were being made by the County Council and bus operators to improve public transport, what the next steps are, and how the commitments could be increased once the funding amount was known.
- 9.2 The following points were noted in response to questions from the Committee:
 - 9.2.1 The Enhanced Partnership was currently out for consultation, and it was hoped that the Bus Service Improvement Plan would be put out for consultation in early March once the funding level is known
 - 9.2.2 Although the plan was aspirational, the funding could potentially be less than what was hoped for, due to the total amount available for all the Councils having been reduced by approximately one fifth. The consultation would show what residents' and stakeholders' priorities were to be able to make an informed choice about which improvements to make.
 - 9.2.3 The target was to increase passenger levels of 1% per year which was reasonable considering passenger figures were at 60% of pre-covid levels. In comparison, Essex County Council had applied for considerably more funding and their target was only to achieve passenger figures of pre-covid levels.
 - 9.2.4 There would be members engagement and involvement in the further work of the improvement plan. An update would be brought to the committee if they so wished which could feed into the ultimate decision making of Cabinet. There would also be member working groups under the enhanced partnership management board.
 - 9.2.5 Bus operators themselves were also putting funding towards electric buses such as the ZEBRA bid which First are also contributing towards.

- 9.2.6 The Enhanced Partnership Board consists of bus operators and NCC representatives, which there is a good working relationship between. The agreements in the Plan and Scheme would be legally binding, but it was felt that through the good working relationship that existed, any issues would be easily resolved.
- 9.2.7 Once the consultation on the Bus Service Improvement Plan had been completed, priorities would be known, and then working groups could be set up to look at specific ideas, such as multi-ticketing operating. It was unknown what the priorities would be as yet, but there would be further member involvement.
- 9.2.8 Members asked if, with reference to fares on page 64, it would be possible to look at discounted fares for families, with more encouragement and incentive for families and tourists to travel to the coast and the city by bus.
- 9.2.9 If the amount of funding asked for was received, then a concessionary travel scheme up to age of 25 could be implemented, but if the relevant funding is not received it is unlikely that operators would extend their current fare discounts beyond the age of 19.
- 9.2.10 All buses were already accessible, but it was an aim that the bus stops were made more accessible by making them hard standing especially in the rural areas. Surveys had already been carried out on the bus stops, so will be able to identify which ones would need work.
- 9.2.11 Officers agreed that a concessionary fare scheme for those on low income is a good aspiration but would rely on appropriate funding being received.
- 9.2.12 Councillors felt that school buses needed to change to Euro V or VI to help achieve the carbon reduction targets that the County Council wanted. However, it was acknowledged that this would increase costs for the Council and that currently the market is such that it is difficult to cover all contract requirements with what is currently available.
- 9.3 The Committee **RESOLVED**;
1. Note and consider the aims and aspirations in the Bus Service Improvement Plan.
 2. Note the commitments in the initial Enhanced Partnership Scheme and agree that this Plan and Scheme should be formally adopted by the deadline of 31 March 2022.
 3. Note that there will be a public consultation on the Bus Service Improvement Plan in early 2022, so that feedback can help to prioritise where funding is spent once it is received and the Enhanced Partnership Scheme can then be varied.


10. Forward Work Programme

- 10.1 The Select Committee received the annexed report (10) by the Executive Director of Community and Environmental Services setting out the Forward Work Programme to enable the Committee to review and agree it.

- 10.2 It was noted that a forward item on sustainable energy productivity, as previously requested, would be added to the forward plan.
- 10.3 The Bus, Back, Better update would be added because of today's discussion.
- 10.4 The Select Committee reviewed the report and **RESOLVED** to
 - 1. review and agree the Forward Work Programme for the Select Committee set out in Appendix A

The meeting closed at 11.30pm

Chair

 The logo for IN TRAN features the words "IN" and "TRAN" in a bold, sans-serif font. "IN" is positioned above "TRAN". To the right of "IN" is a blue triangle pointing upwards, and to the right of "TRAN" is a blue triangle pointing downwards. Below the text "IN TRAN" is the tagline "communication for all" in a smaller, lowercase font.	<p>If you need this document in large print, audio, Braille, alternative format or in a different language please contact Customer Services on 0344 800 8020 and we will do our best to help.</p>
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Infrastructure and Development Select Committee

Item No:

Report Title: Update on developing an overarching Policy for the use of Glyphosate based herbicides by NCC

Date of Meeting: 16 March 2022

Responsible Cabinet Member: Cllr Andy Grant (Cabinet Member for Environment & Waste)

Responsible Director: Tom McCabe, Executive Director of Community and Environmental Services

Executive Summary

It was agreed that NCC would develop a Glyphosate Policy to apply to all departments (and third parties) which use herbicides, and which will include measures on how the use of glyphosate-based herbicides will be minimised to achieve the necessary result across the NCC estate (I &D Committee 17th November 2021).

A Working Group with membership drawn from: County Farms; NCC Highways; Environment Team; Children's Services; and Corporate Property Services met to discuss development of the Policy. The Working Group considered that the timescale for production of the Policy should be extended to provide time to enlist specialist advice and evaluate trials of alternative methodologies. Further meetings with key officers took place to develop a schedule for the work and develop a consultant brief. The revised timescale will ensure that the Policy is robust and comprehensive and takes account of all the factors and risks that the County Council needs to address.

The Glyphosate Policy will be an important element to support the delivery of the Council's Environmental Policy www.norfolk.gov.uk/environmentpolicy by improving the resilience of nature corridors for wildlife and carbon capture and delivery of the Council's Action Plan for Pollinators

Action Required

The Select Committee is asked to:

1. Note the revised timetable and information regarding the development of a Policy for the use of Glyphosate-Based Herbicides by NCC

1. Background and Purpose

- 1.1 A report was brought to the Infrastructure and Development Committee on 17th November 2021 on developing a Policy for the use of glyphosate-based herbicides by NCC. The Policy will apply to all departments (and third parties) which use herbicides and will include measures on how the use of glyphosate-based herbicides will be minimised to achieve the necessary result across the NCC estate. The Committee noted that the Policy will be developed by an NCC Officer-led group.
- 1.2 A Working Group with membership drawn from: County Farms; NCC Highways; Environment Team; Children’s Services; and Corporate Property Services met on 11th January 2022 to discuss development of the Policy. The Working Group agreed that: (i) specialist advice and expertise on glyphosate was needed to inform production of the Policy (ii) that the Policy should draw on existing knowledge within NCC regarding trials on the use of alternative approaches and further trials would be developed where necessary (iii) differing approaches would be required for each department to take account of current practices within their sector and the potential for change (iv) a revised timescale was required for production of the Policy (v) the Policy must support delivery of the Council’s Environmental Policy and Action Plan for Pollinators.
- 1.3 A revised timeline for production of the Policy was recommended by the Working Group to ensure that the Policy is robust and comprehensive. To the best of the group’s knowledge, no other county council with the full spectrum of duties and areas of responsibility that fall to NCC has developed a council-wide Glyphosate Policy – there is no parallel for NCC to draw upon.
- 1.4 Further meetings were conducted with key officers to develop a schedule for the work required and the consultant brief.

2. Proposal

- 2.1 The Committee is asked to note the revised timescale for production of the NCC Glyphosate Policy and likely consultant resource required as summarised below:

What	When	Milestones	Consultant resource estimate (days)
Appoint Consultant	1/2/2022 to 31/3/2022		
WP1 Audit current practices	1/3/2022 to 31/5/2022	Sign off 31/5/2022	6

What	When	Milestones	Consultant resource estimate (days)
WP2 Research into alternatives; site visits programme	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	6
WP3 Recording system	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	2
WP4 Alignment with Environment Policy	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	3
Progress meetings	1/4/2022 to 28/2/2023		5
Write NCC Glyphosate Policy	1/9/2022 to 31/10/2022	Policy drafted by 31/10/2022	8
Progress report to I and D Committee	16/11/2022		
Cabinet Report and NCC adoption of the Policy		February 2023	

2.2 The full proposed timeline is appended (Appendix 1) and an explanation of the work packages (WPs) can be found in the supporting information provided in Appendix 2 (brief for the appointment of a specialist consultant).

3. Impact of the Proposal

3.1 Development of an overarching NCC Policy on the use of glyphosate-based herbicides is an important element to enable NCC to deliver its adopted Environmental Policy (www.norfolk.gov.uk/environmentpolicy) and the extended timescale and involvement of external expertise will ensure that the Policy is robust and comprehensive.

4. Evidence and Reasons for Decision

4.1 Please see background

5. Alternative Options

- 5.1 The Council could decide not to develop a Glyphosate Policy. However, this is not proposed as it will not address the potential issues and benefits set out in this report.

6. Financial Implications

- 6.1 Appointment of a specialist consultant to support development of the Policy is likely to require a budget of £15,000 based on a provisional estimate of 30 days consultancy, with a contingency of a further £5,000 to be made available if required.
- 6.2 Further resource implications which emerge as the Policy is developed (for example it is possible that alternative vegetation control measure will be more expensive than current practices) will be reported back to the Select Committee in November 2022
- 6.3 Legal costs will be required as the Policy is drafted: it is expected that these will fall in 2022/23

7. Resource Implications

- 7.1 Staff:**
Some extra staff capacity and legal expertise will be required to develop the Policy
- 7.2 Property:**
None arising from this report
- 7.3 IT:**
There may be some implications regarding the development of a monitoring system.

8. Other Implications

- 8.1 Legal Implications:**
We will work with colleagues in NPLaw to ensure that we have expert input into the legal aspects of the Policy
- 8.2 Human Rights Implications:**
None arising from this report
- 8.3 Equality Impact Assessment (EqIA) (this must be included):**
None arising from this report
- 8.4 Data Protection Impact Assessments (DPIA):**

None arising from this report

8.5 Health and Safety implications:

Health and Safety aspects will be line with current practice.

8.6 Sustainability implications:

Development of the Policy will be beneficial for the long-term sustainability of Norfolk's environment and biodiversity

8.7 Any Other Implications:

None arising from this report

9. Risk Implications / Assessment

- 9.1 If a Policy is not developed, there is a risk that the Council does not take a clear and joined-up approach to the use of glyphosate-based herbicides and a potential missed opportunity to learn from best practice

10. Recommendations

The Select Committee is asked to:

1. Note the revised timetable and information regarding the development of a Policy for the use of Glyphosate-Based Herbicides by NCC

11. Background Papers

- 11.1 Norfolk County Council Environmental Policy – available [here](#)

Officer Contact

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

Officer name: John Jones

Telephone no.: 01603 222774

Email: john.jones@norfolk.gov.uk



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Norfolk County Council

Community and Environmental Services
County Hall
Martineau Lane
Norwich, Norfolk
Postcode

FAO

NCC contact number: 0344 800 8020
Text relay no.: 18001 0344 800 8020

Your Ref:

Date:

My Ref:

Tel No.:

Email: john.jones@norfolk.gov.uk

Dear

Specialist Adviser (Consultant) to Norfolk County Council (NCC) on the use of glyphosate

You are invited to bid for the above contract which will assist Norfolk County Council with the development of their Policy for the use of glyphosate-based herbicides.

Please find attached supporting information and outline timescale for the work.

Your qualifications

We envisage that you will have extensive expertise and knowledge of the use of glyphosate and alternatives that can be applied in a practical setting.

The contract is for 30 days extending from commencement of the contract to February 2023 (likely end date)

To apply, please reply to John Jones, Head of Environment at Norfolk County Council, by [date], providing (a) your qualifications (b) a written submission detailing your response to the information provided and why you would be suitable to undertake the work (c) your costs.

Yours sincerely

[appended: NCC terms and conditions etc.; Supporting information; Outline timescale]

Supporting information: brief for Consultant to advise on NCC Glyphosate Policy

Background

NCC has been approached by individuals and campaign groups (Freedom of Information requests) calling for a coherent policy on its use of glyphosate for weed control. Some local authorities are moving away from the use of glyphosate-based herbicides both to help with nature recovery programmes and to address health concern issues <https://www.pan-uk.org/pesticide-free-towns-success-stories/>.

NCC is keen to explore how it could use less glyphosate across its operations to support its work to improve Norfolk's environment.

The Council's Infrastructure and Development committee agreed in November 2021 [link] that the Council should develop a Policy for the use of glyphosate-based herbicides which will set out in what circumstances continued use of glyphosate will be permitted (and its use optimised); where it will never be used; and where alternative measures **could/should** be used. The Policy will apply to NCC departments and third parties contracted to the Council.

Loss of flowering plants including many species considered weeds affects the amount and quality of flowering resources available to pollinators such as bees.

As part of its published Environmental Policy <https://www.norfolk.gov.uk/environmentpolicy> which sets out how NCC will improve Norfolk's environment and respond to the climate concerns, the Council is developing many new approaches. Better quality habitat on road verges for foraging and nesting for pollinators and other wildlife is a key aim of the policy and NCC has developed a Pollinator Action Plan. Reduced use of glyphosate-based herbicides to benefit pollinators (for example) is critical to this approach.

Additionally, NCC continues to align Norfolk County Council's nature recovery strategy with the Government's 25-year Environment Plan and key themes within the Environment Bill in order to ensure an enhanced state of preparedness for the further devolution of responsibility toward resource efficiency, biodiversity, waste reduction and air and water quality. A Norfolk and Suffolk 25 Year Environment Plan is also being developed led by NCC and Suffolk County Council and the Norfolk and Suffolk Local Nature Recovery Partnership.

NCC has a broad portfolio as a County Council. Glyphosate is currently used across a range of departments with widely varying functions: Corporate Property Team; County Farms; Children's Services; Highways; Environment Team. Across the sector glyphosate is still widely used because it is legal, it is inexpensive, and it is effective at controlling weeds.

In agriculture also, glyphosate is currently still widely used in the UK and it does support some climate objectives e.g. reducing the need for ploughing, reducing CO2 emissions and minimising soil erosion. The Soil Association's Farming for Change report, however, sets out a vision to phase out pesticides and maintain biodiversity whilst providing a sufficient and healthy diet for a growing population. <https://www.soilassociation.org/causes-campaigns/reducing-pesticides/>.

In the EU glyphosate use is approved until 15th December 2022.

Working arrangements

1. It has been agreed that the NCC Glyphosate Policy will be developed by an NCC Officer-led group drawn from officers from 5 departments: Corporate Property Team; County Farms; Children's Services; Highways; Environment Team and a **Working Group** has been established for this purpose. Work will be coordinated by Environment Team.
2. Recognising that NCC officers don't have all the necessary breadth of knowledge or expertise in glyphosate, the Working Group will receive additional input in the form of an external Consultant specialist who will be employed for up to 30 days (with possible extension to 40 days). An indication of consultant resource required (number of days) is given in the timeline below.
3. Sign off for the Policy lies with **NCC Cabinet**
4. Progress reports will be produced at regular intervals and as Workpackages conclude (see Workplan below) for the following: the NCC Head of Environment; NCC Member Oversight Group for the Environmental Policy; NCC Infrastructure and Development Select Committee; NCC Cabinet.
5. Indicative Timeline (will be modified as necessary as work gets underway)

Workpackage (WP) descriptions are given under the Workplan section below.

What	When	Milestones	Consultant resource (days)
Appoint Consultant	1/2/2022 to 31/3/2022		
WP1 Audit current practices	1/3/2022 to 31/5/2022	Sign off 31/5/2022	6
WP2 Research into alternatives; site visits programme	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	6
WP3 Recording system	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	2
WP4 Alignment with Environment Policy	1/4/2022 to 30/9/2022	Sign off by 30/9/2022	3
Review progress	1/4/2022 to 28/2/2023		5
Write NCC Glyphosate Policy	1/9/2022 to 31/10/2022	Policy drafted by 31/10/2022	8
Progress report to I and D Committee	16/11/2022		
Cabinet Report and NCC adoption of the Policy		February 2023	

6. NCC Environment Team will allocate staff resources as follows for the duration of the work: 0.5 days per week: administrative support; 1 day per month manager input x 2; 1 day per month Head of Environment

Workplan

A. Appointment of Consultant

B. Workpackage 1 (WP1): Audit current practices regarding the use of glyphosate and future approach to reduce use of glyphosate for each of the 5 NCC departments which use it.

This WP will establish:

- (i) Where glyphosate is used
- (ii) How much is used
- (iii) Where there are opportunities to use alternatives to glyphosate

- (iv) Current health and safety practices and focus for where alternatives should be used
- (v) Where use of glyphosate will be reduced
- (vi) Potential targets – % decrease in use of glyphosate over 5 years
- (vii) Cost implications

This work will be conducted by the Working Group/ Consultant leading to a report for each department which includes current usage against the range of activities carried out by that department and the potential for a change in approach. This work will be conducted by email and online meetings with the NCC departments. WP2 will assist with WP1

OUTPUT: report

C. Workpackage 2 (WP2): Research background into the use of glyphosate

This WP will investigate:

- (i) How/where glyphosate is used by other councils across England and the approaches they are taking to reduce its use;
- (ii) likely UK legislative changes that are proposed or likely regarding the use of glyphosate
- (iii) alternative methods of vegetation control that have been tried by NCC and others and whether further NCC trials of alternatives are needed
- (iv) what alternative approaches (real life examples) could be drawn upon, e.g. where regenerative agriculture is being achieved. A programme of site visits/ training / learning opportunities will be developed;
- (v) cost implications

This work will be conducted by the Working Group / Consultant and a report will be written. Results will be used to assist with WP1. If it is deemed necessary to conduct further trials into the use of alternatives this will be identified, and trials will be designed and implemented with the Working Group.

WP2 will assist with WP1

WP2 will feed into WP4

This work will be conducted by email and online meetings and site visits

OUTPUT:

D. Workpackage 3 (WP3): Investigate how to develop a monitoring and recording system

This WP will investigate development of a recording system to monitor use of glyphosate across NCC departments and where a switch has been made to alternatives. The platform will integrate with the NCC dashboard which monitors the Council's climate change targets to provide a visible account of progress.

Internal monitoring processes will also be required and are likely to be separate from any public dashboard.

This work will be conducted by the Working Group with input from the wider NCC Environment Team working on the NCC Climate dashboard, and Consultant.

This work will be conducted by email and online meetings

E. Workpackage 4 (WP4): Investigate how to align the Glyphosate Policy with the NCC Environmental Policy and Norfolk and Suffolk 25 Year Environment Plan.

This WP will establish how NCC will ensure that the glyphosate policy aligns with, and can assist with delivery of, its important environmental commitments, including key adopted plans and policies such as: the Council's Environmental Policy; NCC Pollinator Strategy; and commitment to nature recovery through the emerging Norfolk and Suffolk 25 Year Environment Plan [report to NCC Scrutiny committee, 24th November 2021].

One of the outputs will be clarity on instances / locations etc. where glyphosate must not be used.

This work will be conducted by the Working Group working with the wider NCC Environment Team (Greenways Team; Natural Norfolk Team; Protected Landscapes Team etc.) and Consultant.

WP4 will assist with WP1
WP2 will feed into WP4

F. Write the NCC Glyphosate Policy

At the conclusion of the investigative work (WP1 to WP4) the Policy will be written.

In outline, the Policy is likely to include:

- (i) Background
- (ii) Approach taken by NCC Departments to reduce use of glyphosate.
Table showing current use and expected use over the following 5

- years by department. Costed scenarios.
- (iii) Steps taken to support delivery of NCC environmental objectives
- (iv) A monitoring dashboard;
- (v) Summary across NCC; clear prescriptions regarding the use of glyphosate and alternatives. (Includes prescriptions for 3rd party contractors).

This will be carried out by the Working Group and Consultant

Role of the Consultant

The Consultant will be employed to feed expertise and knowledge into the Workpackages, to guide and inform the work drawing on their extensive experience in the field and examples of best practice developed elsewhere.

Infrastructure and Development Select Committee

Item No:

Report Title: Invest Norfolk and Suffolk – Introduction to a Presentation

Date of Meeting: 16 March 2022

Responsible Cabinet Member: Graham Plant (Deputy Leader and Cabinet Member for Growing the Economy)

Responsible Director: Tom McCabe

Executive Summary

This short report introduces a presentation that will be made at the Select Committee by David Dukes, Head of Inward Investment at the New Anglia Local Enterprise Partnership. David set up and leads the Invest Norfolk and Suffolk (INS) team in early 2020 with the express aim of bringing together Norfolk and Suffolk's resources, to improve our collective performance in this key area of economic development.

The presentation will remind members of the rationale for establishing INS, progress to date and plans for the coming year and beyond.

Action Required

The Select Committee is asked to:

1. **Consider** the presentation, **examine** current and past performance, discuss issues, priorities and trends and **recommend** future areas of focus.

1. Background and Purpose

- 1.1 This will be covered in the presentation. Invest Norfolk and Suffolk was established in early 2020 after discussions during the latter part of 2019. Inward Investment promotion, lead generation and enquiry handling had been carried out as part of the County Council's economic development function for many years; its approach fitting within the prevailing national and regional structures as required. Since the establishment of LEPs in 2011, the county council's role was expanded with much of the activity being carried out under

an MOU. However, in 2019 it was agreed that a joint initiative, set up under the LEP, covering both Norfolk and Suffolk would help to improve our performance in all areas of inward investment. Three members of the Economic Development team were assigned, along with staff from Suffolk CC, supported by the LEP. This arrangement will be reviewed in March 2023.

- 1.2 The presentation will cover how the service has performed over the past two years, what its key areas of focus have been and where it will be working in the coming year.

2. Proposal

- 2.1 There are no specific proposals in this report or the presentation on which members are being asked to determine. Instead, members may wish to probe into how the service operates and propose new, additional, or alternative approaches.

3. Impact of the Proposal

- 3.1 The team's performance in terms of profile raising, leads generated, projects landed and jobs created will be covered in the presentation

4. Financial Implications

- 4.1 There are no recommendations that have financial implications

5. Resource Implications

- 5.1 **Staff:** There are no recommendations that impact on current staffing.

- 5.2 **Property:** None

- 5.3 **IT:** None

6. Other Implications

- 6.1 **Legal Implications:** None identified

- 6.2 **Human Rights Implications:** None identified

- 6.3 **Equality Impact Assessment (EqIA):** No implications identified to note.

- 6.4 **Data Protection Impact Assessments (DPIA):** Not required

6.5 Health and Safety implications: None identified

6.6 Sustainability implications: None as a direct result of this report although it is noted that much economic development (including inward investment) activity will have sustainability considerations. In terms of inward investment, we work within the Norfolk and Suffolk Economic Strategy which has a zero carbon theme throughout. Many of our key assets and opportunities are linked to supporting the drive towards net zero, including encouraging investment in offshore renewables and other non-carbon energy production.

6.7 Any Other Implications: None identified

7. Recommendations

The Select Committee is asked to:

1. **Consider** the presentation, **examine** current and past performance, discuss issues, priorities and trends and **recommend** future areas of focus.

8. Background Papers

8.1 The presentation will be provided for information

Officer Contact

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Infrastructure and Development Select Committee

Item No:

Report Title: Progress with delivering the Norfolk Access Improvement Plan (NAIP)

Date of Meeting: 16th March 2022

Responsible Cabinet Member: Cllr Andy Grant (Cabinet Member for Environment & Waste)

Responsible Director: Steve Miller, Director Culture and Heritage

Executive Summary

Norfolk County Council has set out its priorities for increasing public use and enjoyment of the Norfolk Rights of Way network in the Norfolk Access Improvement Plan (NAIP) www.norfolk.gov.uk/naip which was adopted by the Council in 2019 and runs for 10 years.

This report provides an update for members of the Infrastructure and Development Committee on progress with delivering the NAIP.

Action Required

The Select Committee is asked to:

1. To note officers' ongoing work to deliver the Norfolk Access Improvement Plan (NAIP)
2. To note processes in place to monitor the plan

1. Background and Purpose

- 1.1 Norfolk's extensive countryside access network is a valuable resource for residents and visitors and is free to all users. Norfolk County Council has set out its priorities for increasing public use and enjoyment of Norfolk's Public Rights of Way network (PRoW) – footpaths, bridleways, restricted byways and byways open to all traffic - in Norfolk's Rights of Way Improvement Plan (ROWIP) which is referred to as the Norfolk Access Improvement Plan (NAIP)*.

*The Plan is referred to as the Norfolk Access Improvement Plan (NAIP) because in addition to Public Rights of Way, it also considers other routes and areas (not Public Rights of Way) that allow people to access the countryside such as

cycle tracks, quiet lanes, unclassified county roads and permissive routes.

- 1.2 The NAIP is a 10-year plan for Norfolk, which Norfolk County Council is required to produce as local Highway Authority under the Countryside and Rights of Way Act 2000. There are 2,400 miles (3,900km) of Public Rights of Way in Norfolk (footpaths, bridleways, restricted byways and byways open to all traffic) as well as cycle tracks, quiet lanes, unclassified county roads and permissive routes. The NAIP runs from 2019 to 2029 and was adopted by Norfolk County Council in March 2019 by the Environment, Transport and Development Committee and is published on the NCC website: www.norfolk.gov.uk/naip
- 1.3 The NAIP sets out how NCC will:
 - Increase public, economic and environmental benefit associated with the countryside access network;
 - Involve local communities in improving the countryside access network;
 - Work collaboratively and pragmatically to make best use of resources to benefit the countryside access network;
 - Increase investment in the countryside access network.
- 1.4 The NAIP includes
 - a 10-year Statement of Actions organised into 8 themes
 - an Annual Delivery Plan
 - bi-annual Monitoring Reports which provide highlights of NCC activity against the Delivery Plan
- 1.5 The Norfolk Local Access Forum (NLAF) www.norfolk.gov.uk/nlaf plays an important monitoring and advisory role for NCC to check progress with delivering the plan. Forum members are local people and experts in their specialist area of countryside access (or related interest area) who volunteer their time to provide advice to Norfolk County Council and other statutory bodies such as Natural England, district and parish councils on how to make the countryside more accessible and enjoyable for recreation and to benefit social, economic and environmental interests.

The NLAF is an independent body, providing advice to NCC and others on improving access to the countryside (see constitution [here](#)).

Members are appointed by NCC which also provides secretariat for the Forum. Agendas and minutes can be viewed [here](#).

The Forum meets 4 times each year, with meetings held in virtually or in person during 2021 in January, April, August and October. There is an active membership of 19 volunteer members who are appointed for a 3 year term, plus three Norfolk County Councillors. Five new volunteer members were welcomed in 2021 to fill specific vacancies in: access for all; health, access to

land at the water's edge; and engaging young people. Further refreshment of members is ongoing as current members' terms lapse: more details [here](#) (closing date for applications is 25th March).

- 1.6 NAIP monitoring reports are produced for the NLAF to review every 6 months. These cover projects and services which contribute to that year's NAIP Delivery Plan. NCC Teams contributing to the report include: Environment Team; Highways; Legal Orders and Registers Team.
- 1.7 The NLAF's subgroup on the NAIP will meet prior to the next full NLAF meeting on April 27th 2022 to discuss any formal recommendations that the Forum wishes to make to NCC regarding progress with the NAIP and Delivery Plan for 2022/23
- 1.8 A report on progress with the NAIP was last brought to the I & D Committee on 28th [January 2021](#)
- 1.9 As a local highway authority, NCC has a number of statutory duties and responsibilities regarding Public Rights of Way which are given here: <https://www.gov.uk/guidance/public-rights-of-way-local-authority-responsibilities>

2. Proposal

- 2.1 The Plan's actions form an important way in which the Council can deliver its Environment Policy www.norfolk.gov.uk/environmentpolicy, our ambitious plan to tackle the Council's carbon emissions (to achieve net zero by 2030) and deliver exemplar natural capital projects.

Public Rights of Way contribute to people's wellbeing, offer sustainable and non-polluting transport opportunities, support the rural economy and provide green corridors of direct benefit for wildlife and which connect habitats

The 2021 / 2022 Delivery Plan is appended (Appendix 1) along with the October 2020 to March 2021 monitoring report (Appendix 2) and April 2021 to September 2021 monitoring report (Appendix 3) for the I & D Committee to note.

A monitoring report for October 2021 to March 2022) is in preparation along with the Delivery Plan for 2022/2023

- 2.2 The Committee is asked to note this progress with the NAIP and to note processes in place to monitor the plan.

3. Impact of the Proposal

- 3.1 Continue to support officers' work on delivery of the NAIP

4. Evidence and Reasons for Decision

4.1 Please see Proposal

5. Alternative Options

5.1 None

6. Financial Implications

6.1 Norfolk county Council continues to access funding, both internally and externally, to support the delivery of the Norfolk Access Improvement Plan. Recent examples of funding include

6.2 £1.2 million of capital funding from Norfolk County Council to address significant wear, tear and damage, partly as a result of Covid with more walking for health and well-being.

£526,000 from the Greater Norwich Growth Board for resurfacing on the Marriott's Way and construction of a new accessible ramp at Drayton.

£97,630 from the Greater Norwich Growth Board for the creation of a new Norfolk Trail Route, Kett's Country Long Distance Trail, running from Norwich to Wymondham.

Over £1 million from the Rural Development Programme from England for improvements on the Weavers Way and the Norfolk Coast Path at Wells

7. Resource Implications

7.1 **Staff:** None arising from this report

7.2 **Property:** None arising from this report

7.3 **IT:** None arising from this report

8. Other Implications

8.1 **Legal Implications:** None arising from this report

As a local highway authority, NCC has a number of duties and responsibilities regarding Public Rights of Way which are given here:

<https://www.gov.uk/guidance/public-rights-of-way-local-authority-responsibilities>

These include the production of a Rights of Way Improvement Plan and the monitoring of progress towards implementing it (see 1.1)

8.2 Human Rights Implications: None arising from this report

8.3 Equality Impact Assessment (EqIA):
None arising from this report

8.4 Data Protection Impact Assessments (DPIA): None arising from this report

8.5 Health and Safety implications: None arising from this report

8.6 Sustainability implications: None arising from this report

8.7 Any Other Implications: None arising from this report

9. Risk Implications / Assessment

9.1 None arising from this report

10. Recommendations

The Select Committee is asked to:

1. To note officers' ongoing work to deliver the Norfolk Access Improvement Plan
2. To note processes in place to monitor the plan

11. Background Papers

11.1 N/A

Officer Contact

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

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NAIP Delivery Plan 2021 - 2022												
THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
THEME objective number →	x	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Manage PRoW signage	x								JM	1	CAOs/ NCC Highways Team	Respond to cases recorded in line with agreed specified timescales and within financial and priority limitations. Provide feedback on progress to those who reported the issue
Manage PRoW path surfaces	x								JM	1	CAOs/ NCC Highways Team/ Contractors	Manage seasonal cutting contract 2021. Respond to additional requests for cutting in line with budgetary and priority limitations.
Manage the PRoW enforcement policy	x								JM	1	CAOs/ NCC Highways Team	Respond to cases recorded in line with agreed specified timescales and within financial and priority limitations. Provide feedback on progress to those who reported the issue
Address PRoW access related faults and enquiries	x								JM	1,2	CAOs/ NCC Highways Team	Respond to cases recorded in line with specified timescales and within financial and priority limitations. Provide feedback to those who reported the issue. Manage Capital Highways Improvement fund PRoW Improvements allocation (£200k 2018/2020) with selected sites completed by March 2020. Manage LTP funds (£15k per annum) for urban footpath improvements.
Investigation and management of Definitive Map and Statement modification applications under the Wildlife and Countryside Act 1981	x			x					LM	1 (NCC only)	Legal Orders and Registers Team	Keep a register of applications received. Remove from register once complete.
Maintain the interactive map of PRoW				x					LM	1	Legal Orders and Registers Team	Update the interactive map of PRoW
Investigation and management of dedication agreements under the Highways Act 1980	x			x					LM	1 (NCC only)	Legal Orders and Registers Team	Ongoing
Update paper and digital records as a result of modification applications, dedication agreements and public path orders.	x			x					LM	1 (NCC only)	Legal Orders and Registers Team	Ongoing
Manage the National Trail in Norfolk	x	x	x	x			x	x	RW	2 Funds from Natural England	Norfolk Trails	Undertake all regular activities associated with managing the National Trail in Norfolk. Produce Annual Report. Complete regular reporting for Natural England.
Manage and develop Norfolk Trails	x	x	x	x	x	x	x	x	RW	1 = staff time 2 = CIL (Marriott's Way)	Norfolk Trails NCC Highways Team	Undertake all regular activities associated with managing Norfolk Trails. Develop the Kett's Country Trail. Conduct an audit of Angles Way between Harleston and Diss and between Shipmeadow to Earsham looking at access issues and signage. Highlight issues and opportunities for potential projects and funding. CIL funded re-surfacing of Marriott's Way between Costessey and Thorpe Marriott to create an improved commuting route into Norwich. Surface improvements and improved ramp gradients on Marriott's Way at Drayton.
Manage the establishment of the England Coast Path in Norfolk	x	x	x	x			x	x	RW	2 Funds from Natural England	Norfolk Trails	Progress Stretch 3 once consultation feedback has been assimilated by Natural England and the route has been agreed. Stretch 4 proposals have been delayed by C-19 : proposals will come forward from Natural England in due course.

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	THEME objective number →	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Kett's Country Long Distance Trail: creation of a route linking Norwich to Wymondham and creating 5 local circular walks linked to areas of increased development (Wymondham and Hetherset)	x	x						x		CIL funding (2020/21 and 2021/22)	Norfolk Trails Greater Norwich Growth Board	Audit the route and circular walks. Engagement with stakeholders and communities. Install linear route signage. Create circular routes. Produce promotional materials. Some delays experienced due to C-19 but still will be delivered in 2021/22
Create or improve access (and biodiversity) through opportunities afforded by the planning system. Training will be provided to local planning authorities on PRoW and the planning system to try and maximize opportunities.		x							DW	1 (NCC) GI Access Officers	GI Access Officers (will deliver project)	Target : training will be provided for 5 local planning authorities.
Creating literature (advice for developers, applicants and planning case officers)		x							DW	1 (NCC) GI Access Officers	GI Access Officers (will deliver project)	Leaflet to be produced and distributed and added to NCC website (and district websites where appropriate) for use by all local planning authorities, developers and applicants
Creation of Strategic Settlement and PRoW plans (s2p2)	x	x	x						DW	1 Staff time (NCC)	GI Access Officers (will deliver project)	s2p2 will be created for 3 growth areas
Norfolk and Suffolk 25 Year Plan for the Environment		x	x	x			x		MH	1 = staff time 2 = nothing secured yet	NCC Environment Team Suffolk County Council UEA Environmental Sciences Wider stakeholder partners	UEA completes compendium of natural assets for Norfolk and Suffolk. Next steps and priorities for action agreed with Steering Group of project partners. Align messaging with NAIP.
Norfolk County Council Environment Policy		x	x	x			x			1 = staff time 2 = nothing secured yet	Norfolk County Council	Align messaging with NAIP.

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	x	x	x	x	x	x	x	x				
THEME objective number →	x	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Ash dieback (ADB) - reducing the impacts of ash dieback in Norfolk	x	x	x						AC	1 NCC Arboriculture Team; NCC Landscape, Ecology and Green Infrastructure Team, Norfolk Trails	NCC Environment Team	Manage linear woodlands (alongside Norfolk Trails : Marriott's Way; Bure Valley Path; Paston Way; Pingo Trail and Weavers' Way). Prioritise inspection of areas known to have high levels of ADB and high levels of use. Rapid ground-truthing of these areas to prioritise sections that require work. Commission tree work as needed and liaise with landowners as appropriate (e.g. on the Weavers' Way). Remove firewood to reduce risk of non-authorized removal and to offset tree work costs through sale of timber and to create litter habitat through arisings. Appropriate surveys for protected species such as bats carried out where appropriate.
MONUMENT - EU 2 Seas project to assist people living with dementia and their carers benefit from access to the outdoors.	x			x			x	x	KO	1 NCC Environment Team &NCC Adult Social Services 2 EU funding (2 Seas)	NCC Environment Team	Focus groups with stakeholders and unpaid carers to determine local barriers to greenspace access. Pilot technologies to reduce barriers to access when planning outdoor visits at home (for carers) Pilot technologies to reduce barriers and care burden during outdoor visits Training for those who work in outdoor settings so they can better support the needs of People Living with Disabilities (PLWD) and informal carers
PRoWAD - LINK EU Interreg VB project to help local businesses make the most of the unique environment of the Wash (includes sustainable transport and local access itineraries)			x	x			x	x	KO	1 NCC Environment Team 2 EU funding (2 Seas)	NCC Environment Team	Develop a walking booklet for the Wash and Norfolk Coast based on the successful Coastal Treasures publication - develop food and drink-themed trails in West Norfolk and Lincolnshire; work with partnerships to help further develop Dark Skies festival.
MOBI-MIX - EU 2 Seas project to improve take up of cycle hire schemes and other 'shared mobility' schemes in Norwich and to develop 'mobi hubs' where different modes of travel seamlessly converge			x				x		KO	1 NCC Environment Team 2 EU funding	NCC Environment Team	Norwich survey on uptake of cycle hire (September 2020) working with communities, businesses and schools

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	THEME objective number →	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
ENDURE - EU 2 Seas project to improve the resilience of sand dune systems for flood defence and biodiversity. Visitor management strategy	x		x	x		x			AL	1 NCC Environment Team 2 EU funding (2 Seas)	Norfolk Wildlife Trust National Trust Holkham Estate Natural England Friends of Horsey Seals	Management of visitors to reduce pressure on fragile dune sites in partnership with Norfolk Wildlife Trust and National Trust. Practical physical infrastructure solutions put in place; e.g. rope and post at Winterton along with signage working with Natural England ; working with Holkham Estate to reduce pressures of coast path on dunes on access point to the beach (Burnham end).
Pathways to Greater Norwich to encourage use of PRoW			x	x			x			1 NCC Environment Team 2 UEA Impact funding 3 Pathmakers Geovation funding	UEA Pathmakers	Promotion of the heritage routes created through the Pathways to History Project
Green Pilgrimage - next steps. To develop a tool to measure the value of green pilgrimage (travel, sustainability, health, environment, heritage)			x				x		MH	1 NCC Environment Team 2 Other	EU European Green Pilgrimage network	Project feasibility study to develop tools which can be used universally across the EU policy area to measure the sustainability and benefit to the economy, environment and society of green pilgrimage. The project will build on results from the successful EU partnership project.
The EXPERIENCE project will use experiential tourism to increase visitor numbers from October to March through themed itineraries to address the challenge of seasonality. A minimum of 33% of activities will be suitable for disabled visitors.	x			x		x	x		KO	1 NCC Environment Team 2 EU funding (2 Seas)	NCC Environment Team	Continue recruitment to the EXPERIENCE Norfolk Access Group (ENAG) to advise, inform and consult on accessibility of Norfolk based project itineraries and communications. Continue recruitment to a wider list of organisations or networks willing to survey members with regards to access issues.
EXPERIENCE will install 6 artworks along long distance walking routes to create a new outdoor Art Trail for Norfolk. Artworks will be placemaking (drawing on local cultural & natural heritage and assets), designed to be at their best in off-season months (to attract off-season visitors), accessible (both in location & in providing sensory experiences for people with disabilities), and sustainable (using sustainable materials/methods, and located in areas which do not cause harm to surroundings).				x		x	x			1=staff time (NCC) 2=External funds received (Interreg FCE)	NCC Environment Team	Work closely with communities & stakeholders in the development of art trail plans and artworks. Scope potential artwork sites for accessibility & sustainability. Issue artist brief and select artists to create & install artworks. Promote art trail to off-season target visitor audiences.

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	THEME objective number →	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Delivery of access improvements to Norfolk Trails through externally funded projects such as Experience	x								RW	2=Developer funded 2=Marriotts Way HLF funded	Norfolk Trails / walking and cycling team	Deliver projects with the Greenways Team: Weavers' Way improvements; Holkham improvements. Speak with Drew.
SAIL: enabling older people to stay active. Includes the Mobile Me Outdoors programme facilitating access to the outdoor environment through physical activity, and Dementia Friendly Walks	x		x						SA	2 EU funding	NCC Environment Team	Final conference to share findings with EU partners.
EXPERIENCE in partnership with Cycling UK will be developing and implementing 5 Cycling Hubs across Norfolk in locations where there will be considerable net gain and added value to enhancing the cycle offer. One of the key factors in hub selection is the local network of trails and routes. Desirability of cycling around and within the hub area, access to cycle routes, National Cycle Network, off-road routes and disused railways being a few of the key determining factors. Two of the hubs have now been selected, Wroxham and Hoveton and Cromer. The 3rd hub will be determined by October 2021 whereupon the 3 Hubs will be launched with designated accessible routes for all abilities ready to promote and capitalise on off-season tourism. A range of existing routes will be plotted, with new promoted routes suggested by the National Routes Advisor. Routes will cover existing access and will not require landowner permissions due to limited resource. Innovative waymarking and interpretation through GPX or printed resources will be offered to guide cyclists and position the cycling activity within the area's natural and cultural identity'.				x			x	x		1=staff time (NCC) 2=External funds received (Interreg FCE)	NCC Environment Team	Please can KO help with update on cycling hubs
Revitalising our Railway (Weavers' Way): creating walking and cycling infrastructure between Aylsham and Stalham including new circular walks.		x	x					x		2=RDPE	NCC Environment Team	Resurfacing at Stalham. Chicanes at Honing; installation of gates at Blickling Road and signage. Creation of 8 new circular walks with waymarking
Pushing Ahead - follow on project funded by DfT to encourage Norwich and Great Yarmouth residents to cycling and walk more			x	x		x	x		MA	1 = staff time 2 = DfT grant with match from Public Health, Active Norfolk and Environment	NCC walking and cycling team, Active Norfolk, NCC Public Health and delivery partners such as Pedal Revolution, UEA, Bicycle Links and Cycling UK	Extension of the original project, focusing on public engagement including the beryl bike scheme and beryl e scooter scheme
Burlingham feasibility study - develop a vision for the estate which is owned by NCC to improve access opportunities, seeking CIL and other funding	x	x				x	x		MH	1 = staff time 2 = nothing secured yet	NCC Environment Team	Feasibility study to develop opportunities for Burlingham to align with NCC strategic policies (Norfolk Futures) and 25 year plan for the environment completed

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	THEME objective number →	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Greenways is a feasibility study looking to develop a greenway network across the county based on three disused railways. The network will link into the Norfolk Trails promoted walking and cycling routes. Greenways offer safe travel routes. Our study focuses on the benefits they bring to health, wellbeing, economy, increased biodiversity, alleviation of congestion and air quality improvements.	x	x	x	x	x	x	x		MHA	1 = staff time 2 = NCC funding	NCC walking and cycling team with assistance from NCC Infrastructure and Laboratories, Sustrans, Active Norfolk and NE.	Delivery of the Greenways programme, including additional feasibility and preliminary studies for the creation and expansion of our Greenways Network
River Wensum Strategy: missing link to complete the riverside walk between Duke Street and St George's Street in Norwich	x		x					x		1 = staff time 2 = DfT grant awarded to Sustrans (Paths for Everyone) 3 = CIL	NCC Walking and Cycling Team Sustrans Broads Authority	Planning submission to be completed following design agreement from partners Norwich City Council, Broads Authority and Sustrans
Engage community and user groups in the development and delivery of projects and events to improve or manage access such as the Traffic regulation orders for the Long Stratton bypass and associated housing.							x		DW	1 Staff time (NCC)	GI Access Officers (will deliver project). Legal orders and Registers	Full consultation on community impacts and opportunities on PRoW resulting from development in Long Stratton.
Improve access to jobs, training and retail and improve air quality by reducing vehicular transport through DfT Transforming Cities fund allocated to Norfolk County Council, in partnership with Norwich City Council, Broadland District Council and South Norfolk Council.		x	x					x	MA	1 = staff time 2 = NCC, DfT grant	NCC Infrastructure team, GNGB, NCC walking and cycling team, public health	Delivery of Transforming Cities Tranche 1 schemes such as the off-road cycle route between Wymondham and Norwich; Tranche 2 underway (Tombland, Marriott's Way at Hellesdon)
Creation of a new National Trail leaflet for users				x				x	RW	1= staff time (NCC)	Norfolk Trails / National Trail	A new leaflet will be created once Stretch 4 of the England Coast Paths is completed.
Delivery of Walking and Cycling Festival during October 2020 (Norfolkwide)				x					MHA	2=Coastal Treasures	Norfolk Trails / National Trail	Festival cancelled owing to C-19.
Improvement of linear and circular walks targeted on growth areas that link with the National Trail in Norfolk (Wells next the Sea and Holkham)		x							RW	2 external funding (RDPE)	NCC Environment Team	Promotion of the new circular walk at Holkham and the improved surface on the coast path between Holkham and Wells.
Improve woodland and create a woodland trail at Newman Road in Rackheath with interpretation of the site's USAF air base past and biodiversity	x	x	x	x				x		2 Broadland District Council	NCC Environment Team Broadland District Council	Undertake tree work; enhance biodiversity and reduce damage to WW2 remains, create an archaeological conservation management plan and ecological plan; create interpretation panels and leaflet; install benches and cycle rack.
Improve access to green space in the Thorpe Marriott area through the creation of a woodland path (Thorpe Marriott Woodland Path) connecting areas of housing with 3 woodlands owned by Broadland District Council and the NDR green bridge leading to Drayton Drewary, a registered common and County Wildlife Site	x							x		2 CIL, Openreach	NCC Environment Team Broadland District Council	Tree work; improve surfacing; install waymarking and interpretation - COMPLETED
Manage linear woodlands (general issues - i.e. not ADB related) on the Norfolk Coast Path National Trail, Marriott's Way, Weavers' Way, Bure Valley Way, Paston Way and Pingo Trail.	x	x	x	x					AC/TRG	1 NCC Arboriculture Team; NCC Landscape, Ecology and Green Infrastructure Team, Norfolk Trails	NCC Environment Team	Support Norfolk Trails Team in providing recommendations for tree work to complement and improve the condition of the Trails network.

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
	x	x	x	x	x	x	x	x				
THEME objective number →	x	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Parish Paths Seminars - follow on programme to encourage greater involvement with Public Rights of Way in communities	x			x		x			NLAF	1: NCC officers and NLAF volunteers (PRoW; permissive access; NAIP subgroups)	NCC Environment and NLAF subgroup	Contact all parishes in Norfolk by email, sending them the information pack produced for the 2019/2020 Parish Paths seminars.
Support the Norfolk Local Access Forum and its subgroups (administrative support for volunteer members) and develop collaborative working with the BLAF and SLAF where possible, building on findings of UEA student consultancy report						x			MA	1: NCC officers and NLAF volunteers (subgroups)	NCC Environment; NCC Democratic Services and NLAF subgroups	Provide technical and administrative support for 4 full meetings (April, July, October and January) and subgroup meetings (NAIP, Permissive Access, PRoW) as agreed with subgroup chairs, to enable the NLAF to undertake their advisory role as effectively as possible. e.g.: manage the forward meeting plan; help draft reports; prepare agendas; write up meetings etc. Technical input from GI access officers and Countryside Access staff when needed
Improve public profile of the NLAF / Pathmakers (communications plan)				x					NLAF	1: NLAF volunteers (joint NLAF/Pathmakers communications sub group)	NLAF / Pathmakers	Publish a joint communications plan for the NLAF/ Pathmakers
Prepare an annual report on NLAF/Pathmakers activities						x			Pathmakers	1: NLAF volunteers (joint NLAF/Pathmakers communications sub group); NCC Environment Team support	NLAF / Pathmakers	Publish annual report
Support Pathmakers (the Norfolk Local Access Forum's charity) in its work to develop community access projects. Provide small levels of administrative assistance for trustee meetings and with funding applications						x			KO	1: Pathmakers Trustees	Pathmakers	Provide small level of administrative capacity to enable the charity to operate effectively.
Attract funding for NAIP priority local access projects						x			KO	1: NCC officers and Pathmakers trustees (NLAF volunteers)	Pathmakers	Provide specialist advice and support to enable Pathmakers make funding bids.

THEME objective	THEME 1	THEME 2	THEME 3	THEME 4	THEME 5	THEME 6	THEME 7	THEME 8	Officer	Resources 1 = staff time (NCC, other partner staff, volunteer	PARTNERS / OWNER	ACTIONS 2021-2022
THEME objective number →	x	x	x	x	x	x	x	x				
PROJECT ↓	x	x	x	x	x	x	x	x				
Review of the Local Transport Plan			x				x		MA	1 NCC	NCC	Conduct consultation with residents, local businesses and key stakeholders on the Local Transport Plan to find out their main concerns for the future of transport (including support for active travel) in Norfolk and to establish where they feel NCC should prioritise resources.
Refresh the Norfolk Cycling and Walking Strategy			x	x			x		MA	1 NCC	NCC Partners	Update the Norfolk Cycling and Walking Strategy and consult.
Local Cycling and Walking Investment Plans (LCWIP) to drive prioritised development of cycling and walking improvements			x	x			x		MA	1= staff time (NCC)	NCC Environment	Create Norwich LCWIP (for ultimate incorporation into Norwich Area Transportation Strategy). Create LCWIPs for Dereham, Great Yarmouth and King's Lynn.

Norfolk Access Improvement Plan (NAIP) 2019 - 2029

Monitoring Report **September 2020 to March 2021**



Tree work across the network

Norfolk County Council

Environment Team | Floor 6, County Hall, Norwich, NR1 2SG | Email: environment@norfolk.gov.uk

Introduction

This report provides a summary of progress with 2020 - 2021 delivery of the Norfolk Access Improvement Plan <https://www.norfolk.gov.uk/out-and-about-in-norfolk/public-rights-of-way/norfolk-access-improvement-plan> which is Norfolk County Council's 10 year plan for increasing public use and enjoyment of the county's Public Rights of Way (PRoW) network.

The report:

- Provides a summary of progress against each of the NAIP's 8 Statement of Action themes, showing the number of NCC projects and services that contribute to the theme for this year (2020/2021) and theme highlights. At the back of the report there is a table of NCC projects and services that deliver against each theme.
- Covers the period September 2020 to March 2021;
- Covers Norfolk County Council projects and services
- Has been produced for the Norfolk Local Access Forum (NLAFF) to enable them to monitor the plan in association with Norfolk County Council;
- Will be used by NCC to shape priorities for future work;
- Indicates where objectives are S= started; O = ongoing; NS = not started; A = achieved

The report demonstrates the wide range of activities ongoing to deliver against NAIP objectives.

It should, however, be emphasised that many of the highlights within this report relate to Norfolk Trails routes and not the wider PRoW network. Following a review of the Public Rights of Way Service in 2011, Norfolk County Council made the decision to promote existing long distance paths and associated circular routes under the Norfolk Trails banner separately from PRoW. It was believed that this approach would achieve the biggest impact for the Norfolk economy—and this has been borne out by the many projects and upgrades it has been possible to fund from outside sources to benefit the network.

PRoW maintenance is directed at an operation level by NCC's Transport Asset Management Plan (TAMP) which identifies optimal allocation of resources under increasing pressures including limited budgets.

COVID 19 has had a huge impact across all the Council's areas of work and Norfolk has seen a rise in the number of footpath enquiries registered on the Mayrise system, primarily attributed to increases in local walking, running and cycling on the Public Rights of Way network.

Our capacity to deliver projects has been affected, but there have also been pluses, with greater uptake of cycling and walking for travel, which we hope can be turned into long-term gains for health and the environment <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/walking-and-cycling-in-norfolk>. The Council was awarded £32million from the Transforming Cities Fund to deliver infrastructure in Norwich to walking, cycling and public transport in the city. <https://www.norfolk.gov.uk/roads-and-transport/major-projects-and-improvement-plans/norwich/city-centre-improvements/improvement-projects/transforming-cities-application>

Theme 1: Well-managed Access Network

Description of theme

We will manage a well-signed and maintained network of multiuse routes efficiently and economically (Public Rights of Way and promoted Norfolk Trails and the National Trail in Norfolk) providing access to coastal, rural and urban areas, using good systems and standards .

Challenge

The consequence of reduced public funding has meant less resource to manage the access network with poor satisfaction rates in comparison with some other highway authorities.

The challenge is to find innovative and new ways to help deliver network management, working with partners and communities

Target (by 2029)

Improve the Highways and Transport Network Survey Key Benchmark Indicator for Public Rights of Way KBI15 to 57 (from 54) (to match or exceed the national average)

Improve the Highways and Transport Network Survey Key Indicator for Public Rights of Way (Aspects) KBI16 to 55 (from 51) (to match or exceed the national average)

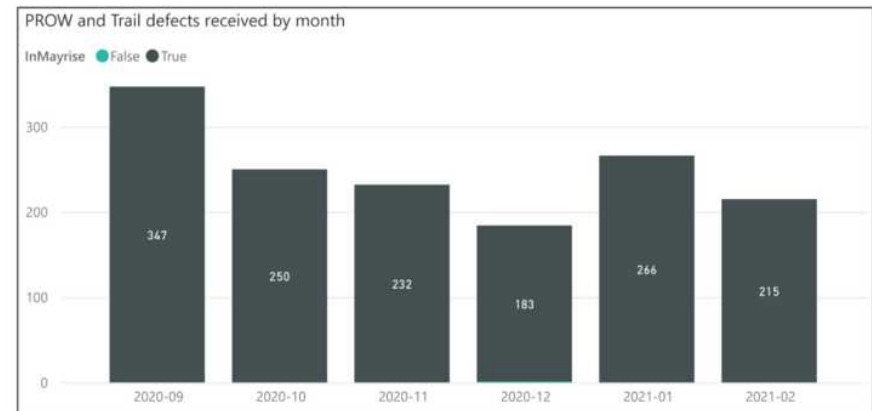
Improve all component Benchmark Indicators for KBI 16 to match or exceed the national average (see Appendix 8.5 of NAIP)

Increase volunteer involvement with PRow management (see target under 'Community-led access network')

Improve our standing against other Highway Authorities in the National Highways and Transport network survey.

Statement of Action Objectives (text shortened)

1.1	Manage signage	O
1.2	Manage path surfaces	O
1.3	Manage linear woodlands	O
1.4	Improve Access for All	S
1.5	Better landowner relationships	S
1.6	Effective fault reporting	O
1.7	Address access-related faults	O
1.8	Maintain the Definitive Map for Norfolk	O
1.9	Manage Norfolk Trails and the National Trail/ Coast Path establishment	O
1.10	Create new access in growth areas	O
1.11	Train volunteers in path maintenance	O



Theme 1: summary of progress September 2020 to March 2021

Highlights

- **Faults on Public Rights of Way.** Between 1st September 2020 and 28th February 2021, 1494 faults were logged on the Customer Relationship Management (CRM) enquiries system which is up from 1168 during the same period in 2019 - 2020. Most faults regarded damaged or missing signs, obstructions, surface condition, crops / ploughing affecting the footpath and fallen trees. This significant rise in cases is primarily attributed to the impact of Covid 19 and increases in walking running and cycling on village and local path networks across the county. The wet winter has also seen and increase in flooding reports and associated bridge damage. No further resources have yet been earmarked for PROW maintenance.
- **Non-reinstatement notices and obstructions.** Over the last 6 months 33 Section 131a, 134—137 non-reinstatement notices were issued to landowners. This quite low reflects in part the resource pressures associated with serving and following up on notices. Over the same period, zero Section 130 (obstructions) or s56 (out of repair) notices were served on NCC.
- **Highways and Norfolk Trails cutting contracts** have been amalgamated for practical and efficiency purposes
- **Of the £200,000 capital fund**, the majority has been allocated, with the latest project now underway at Cley next the Sea, where NCC contributed to path restoration works being undertaken by the Environment Agency. Covid has delayed progress in some areas, and any remaining budget in the allocation will be carried over into 2021/22
- **The £15k “Urban paths” allocation** has been used on 2 paths, one in Kings Lynn- a short section of sealed surface to improve a well used local access within the Town Centre and another in Downham Market- improving a muddy surface on a Restricted Byway where pedestrian and cycle traffic had increased as a result of housing development nearby. These two small schemes have just been completed, using the whole years allocation between them .
- Natural England published proposals for **coastal access** from Hunstanton to Sutton Bridge (Stretch 4 of the England Coast Path) in November <https://twitter.com/NaturalEngland/status/1331527608232800258>. The Norfolk Local Access Forum submitted a representation concerning the path at King’s Lynn, recommending a route to provide walkers with views of interest through the working docks and the town and riverside.
- **Flooding** affected many footpaths and Norfolk Trails in January, with flood warning areas including the Peddars Way at Castle Acre, The Little Ouse Path, the Pingo Trails, Weavers’ Way, Wherryman’s Way and Marston Marshes.
- Whilst NCC performed well overall in the **National Highway and Transport Public Satisfaction Survey for 2020**, the key benchmark indicators for Public Rights of Way (KBI15 and KBI16) were 2 percentage points lower this year than 2019 and just lower than the national average for highways authorities taking part. Individual indicators for footpaths, condition of rights of way, ease of use by those with disabilities, information on rights of way, overgrown footpaths and bridleways, cycle route information and direction signing were all lower than 2019. Satisfaction with signposting of rights of way and bridleways was the same or slightly higher than previously.
The report can be downloaded here: <https://www.nhtnetwork.co.uk/>

Theme 2: Well-connected Access Network

Description of theme

We will develop an integrated green network of routes and paths that provides opportunities for all users; improves ecological resilience; creates opportunities to connect with green space and places of natural and cultural heritage; improves connections for work/education/ recreation for residents and addresses other gaps with demonstrable need where possible, both within and outside targeted ‘growth’ areas .

Challenge

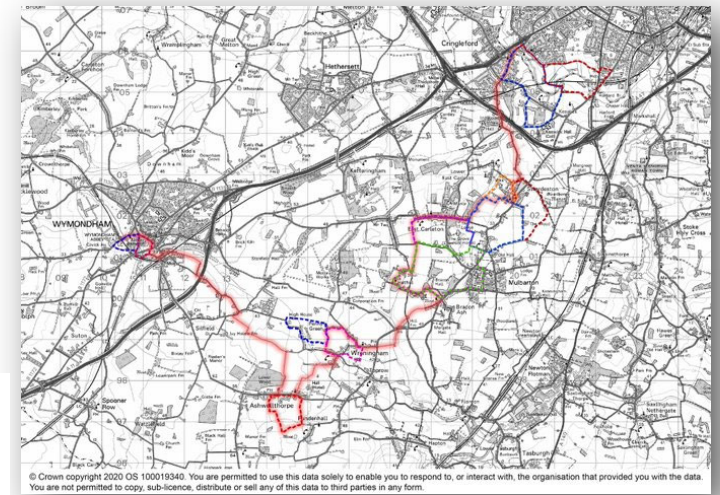
Norfolk’s population is predicted to grow from 898,4000 (mid 2017) to 1,002,300 by 2041 (Norfolk Insight). The challenge is to ensure that people can connect with places and green space sustainably from where they live. .

Target (by 2029)

Increase the number and length of all-abilities routes connecting people and places by 10 routes and 100 kilometres by 2029.

Statement of Action Objectives (text shortened)

2.1	Improve connectivity through planning	O
2.2	Create circular walks in growth areas	S
2.3	Increase the number / length of multi-modal routes	S
2.4	Re-purpose disused railways for green access	S
2.5	Improve connectivity for wildlife	O
2.6	Encourage applications to register unrecorded paths	S
2.7	Retain and create new permissive access	S



Kett’s Country Long Distance Walking Trail from Wymondham to Norwich, including the creation of 5 local circular walks linked to areas of increased development.

Theme 2: summary of progress September 2020 to March 2021

Highlights

- Norfolk Trails consulted on plans to re-establish **Kett's Country Long Distance Walking Trail** from Wymondham to Norwich, including the creation of 5 local circular walks linked to areas of increased development. Funded by CIL, the project includes new signage and furniture, promotional material and removal of stiles. Data counters will monitor usage and economic impact. Over the reporting period September to March, ground truthing was completed for the circular walks, key stakeholders contacted and a poll launched to consult the public on which of the 12 potential circular walks on the long list would be installed. The poll was promoted in the Eastern Daily press and generated 330 responses <https://www.edp24.co.uk/news/details-of-norfolk-trail-between-norwich-wymondham-6900526>
- **The Norfolk Local Access Forum (NLAF) permissive access subgroup** highlighted their concerns about loss of permissive access in the county, noting that from 2006 to 2015, 256 miles of permissive access paths had expired or were withdrawn by the landowner. Between 2016 and 2020 a further 105 schemes amounting to 158 miles expired. The NLAF were pleased to see permissive access options mentioned within the initial Environmental Land Management System (ELMS) consultation in July, noting that many landowners would have continued to provide access if it had received continued support under Countryside Stewardship. However, since then, there has been no clarity on access within ELMs, although there is time for this to happen as plans take shape.
- **A new cycle crossing point** was put in place at Hellesdon station on the Marriott's Way, contributing to access improvements



Cycle crossing at Hellesdon, improving access to the Marriott's Way

Theme 3: Well-Protected Environment

Description of theme

We will protect the biodiversity and archaeology of the access network, improve understanding of Norfolk’s landscape, archaeology and the natural and historic built environment that can be accessed from the network and manage the impact of visitors on protected sites

Challenge

Population growth and increased visitor numbers to Norfolk’s landscapes could have a detrimental impact on special habitats and species. The challenge is to minimise this threat by managing access to the most sensitive sites and promoting it where and when it will have least impact, but not direct people totally away from sensitive sites.

Target (by 2029)

Reduce visitor pressure which is affecting 10 protected natural sites and 5 historic sites which can be reached from the access network by 2029.

Improve visitor experience at the same sites through well-designed access infrastructure (e.g. path improvements) and signage.

Create and promote 5 new opportunities for visitors to experience the natural and historic environment away from protected nature conservation sites or outside peak visitor months by 2029.

Reach 1,000 people to improve their understanding of the natural and historic environment that can be reached from the access network.

Statement of Action Objectives (text shortened)		
3.1	Protect the historic environment	O
3.2	Protect the natural environment	O
3.3	Develop opportunities for sustainable transport	O
3.4	Improve integration with public transport	S
3.5	Protect and enhance biodiversity	O
3.6	Improve resilience of tree features	O
3.7	Develop shared goals for access in the Broads	S
3.8	Increase understanding of the natural and historic environment	S



Reactive tree work undertaken by Norfolk Trails team



Theme 3: *summary of progress September 2020 to March 2021*

Highlights

- **Tree maintenance on access routes.**

Work has continued to manage the busiest sections of the Marriott's and Weaver's Way where ash trees are in severe decline. Some costs for this work have been off set by the sale of the felled timber which also reduces unauthorised removal of timber for fire wood which can be unsafe and damage the surface of the route. Where safe to do so timber has been left to improve the deadwood habitat and trees reduced to a safe height. We have also been working with the John Innes Centre who have taken cuttings from healthier trees along the Marriott's way as part of their research to identify and grow healthy ash trees for the future. The most appropriate restoration is through the processes of natural re-generation. We have monitored sections that have previously been felled and the woodland is recovering very well and faster than if saplings had been planted. In addition to the development of dormant trees there have also been a good variety of smaller plants and shrubs develop in these sections which add to the diversity along the route.

- **NCC's Environmental Policy** www.norfolk.gov.uk/environmentpolicy sets out how the Council will deliver important benefits for Norfolk's environment and people alongside ambitious carbon reduction targets (net zero by 2030) through new approaches to the management of its own estate and activities. The Council's is looking at the potential for the Burlingham Estate in its own property portfolio to delivery gains for the Policy including opportunities for the active travel by the

expanding community in the area.



Marriott's Way: tree work at Reepham

Theme 4: Well-Promoted Access Network

Description of theme

We will promote Norfolk’s access network, the outstanding countryside and heritage that can be reached from it, and the benefits of outdoor activity, developing a communications plan to reach key user groups (visitors, walkers, cyclists, horse-riders, motorised vehicle users, disabled users and new users).

Challenge

The access network is well used by dedicated access groups across the high season summer months. However there are large sections of the population which do not use the network. Furthermore, the network has capacity for greater use outside the summer season.

The challenge is to increase use of the network by people who do not use it and out of peak season.

Target (by 2029)

Increase use of the network by people who currently do not use it and at times outside the summer months by 20% by 2029 (from 2010 baseline), targeting areas able to sustain an increase in footfall (no detrimental environmental impact) and promoting sustainable travel to the network.

Baseline and monitoring measured through a combination of people counter data and targeted surveys.

Statement of Action Objectives (text shortened)

4.1	Develop a communications plan	NS
4.2	Develop / maintain websites	S
4.3	Develop printed and pdf leaflets	NS
4.4	Develop good media relationships	NS
4.5	Develop / maintain social media	S
4.6	Develop interpretative panels and organise events	S
4.7	Develop a photo and video library	NS
4.8	Develop apps and audio visual projects	S
4.9	Encourage schools’ use of the access network	S
4.10	Promote the Great Walking Trails	NS
4.11	Promote access to a range of audiences	S
4.12	Develop ‘etiquette’ for multi-use routes	NS
4.13	Increase understanding of the natural and historic environment	S

Theme 4: *summary of progress September 2020 to March 2021*

Highlights

- **The Experience project** <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/experience-tourism-project> established the Experience Norfolk Access Group (ENAG) in Sept 2020 to provide input and advice to the project from those with additional physical, sensory or cultural needs. The group will work alongside existing access groups and share findings with other NCC teams. A wider distribution list of organisations or networks who are willing to survey members with regards to access issues was also developed in December and recruitment to this, and ENAG is ongoing. In Feb 2020 over 17% of respondents to an art trail survey had additional sensory or physical access requirements which indicated that we are reaching a wide audience.

-



Theme 5: An Access Network Underpinned by Excellent Information Management

Description of theme

We will maintain paper, GIS, and web-based versions of definitive and interactive maps and other access network information and integrate datasets spatially to identify opportunities where PRow/Trails can deliver gains for the economy, health and communities.

Challenge

Managing accurate spatial information and data about the access network is a legal duty. The challenge is to manage updates and make available and use digital versions of spatial data (GIS) to make links between access and other relevant information (such as health, economy and growth) to create, share and use 'opportunity' maps (to identify opportunities that will deliver a number of benefits), essential for strategies and planning. See also healthy access network and valuable access network themes.

Target (by 2029)

Keep the Definitive Map up to date and the register of claims concerning the 2026 deadline

Process DMMOs.

Statement of Action Objectives (text shortened)

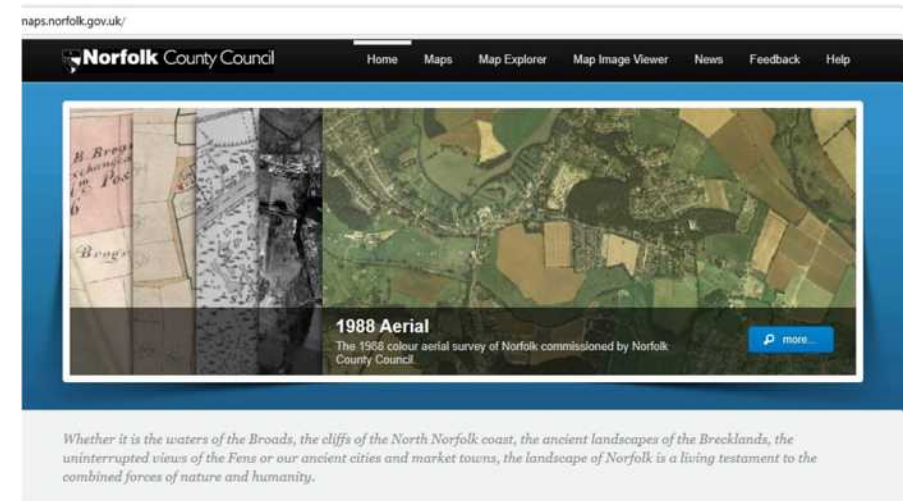
5.1	Maintain the Definitive Map	O
5.2	Maintain interactive maps	O
5.3	Use spatial mapping to seek opportunities to improve green infrastructure	O
5.4	Use spatial mapping to link access and other data	S
5.5	Develop Google Streetmap for Norfolk Trails	S
5.6	Share counter data	S



Theme 5: summary of progress September 2020 to March 2021

Highlights

- **Work on Modification Orders, Public Path Orders and maintenance of paper and digital records** has continued despite challenging working circumstances as a result of the Covid19 pandemic;
- **Dedication agreements** under the Highways Act 1980 investigated and managed on target;
- **Good progress is being made on Modification Orders (DMMO) made under the Wildlife and Countryside Act** though a great number of cases still remain and applications continue to be made. There are currently (March 2021) 130 on the register <https://www.norfolk.gov.uk/out-and-about-in-norfolk/public-rights-of-way/register-of-definitive-map-modification-applications> ;
- **Map statements** can be viewed via the interactive map, which also permits viewing of **cutting contract** routes and for users to directly report faults. <http://maps.norfolk.gov.uk/highways/>. This functionality has greatly improved the amount of information available to the public, and has been well received by user groups;
- Norfolk County Council also maintains online historical maps, an ideal starting point for research into lost (unregistered) paths.



Map Explorer

Interactive Map

Step into the past with the interactive map explorer and view historical maps alongside historical aerial survey data and modern day Ordnance Survey maps. Overlay maps to pinpoint changes in the geographic landscape of the County, population and housing growth in urban areas or to simply find out if the area where you live was even built 50 years ago.

[Try it now...](#)



Theme 6: A Community-led Access Network

Description of theme

We will increase the involvement of communities in the development of and care for their local access network, working with parish councils, volunteers and other community organisations.

Challenge

As public funding reduces, the role of communities in helping to manage their local access becomes more important.

The challenge is to support and co-ordinate the large number of people willing to help from user groups and community groups .

Target (by 2029)

Provide support for 20 community-based user groups (via training) in the management of the network by 2029.

Statement of Action Objectives (text shortened)

6.1	Support the NLAF	O
6.2	Support user groups manage PROW	S
6.3	Engage communities in projects that improve / manage access	S
6.4	Attract funding for local projects	S
6.5	Work with large scale projects on community access	NS
6.6	Support the development of Pathmakers	O



Pathmakers



Theme 6: *summary of progress September 2020 to March 2021*

Highlights

- **The Norfolk Local Access Forum (NLAF)** were able to meet formally online in October and January, with subgroup meetings feeding in reports in the usual pattern;
- **NLAF members wrote 4 letters** on: Council budget for Rights of Way; a query regarding restriction of access at Thetford; public access at Shouldham Warren Minerals and Waste site; stopping up of Right of Way associated with on-shore cabling for off-shore windfarms. The NLAF received a letter from the Leader of the Council thanking Forum members for the voluntary time invested and for their valuable contribution and counsel.
- **Coastal Access (Stretch 4 of the England Coast Path) consultation.** The NLAF submitted a representation on the proposed route of the path through King's Lynn, recommending an alternative route through the docks and closer to the coast.
- **The Widening the Reach** undergraduate project commissioned by the NLAF to explore how to improve its reach and understanding was taken forward, with recommendations to improve meeting structures, filling vacancies on the Forum and on collaboration with other groups such as the Broads Local Access Forum and in communication activities.
- **NLAF subgroups' meetings:** NLAF subgroups continued to meet virtually during the reporting period. The PROW subgroup met in September and December; the NAIP subgroup met in September and the Vision and Ideas subgroup met in December.
- **The NLAF PROW subgroup continued to progress the outcomes from their 3 Parish Paths seminars**, taking part in an online webinar to parishes in March arranged by the Norfolk Association of Local Councils.
- **Progress with the Pathmakers "Paving the Way"** project funded by The National Lottery (Heritage Fund) slowed owing to Covid restrictions making it difficult to undertake site learning visits. However, the charity is working to develop a website, communications plan and brand identity.

Theme 7: An Access Network that Supports / Delivers Health Outcomes

Description of theme

We will improve the health and wellbeing of residents and visitors through initiatives which promote and demonstrate the benefits of physical activity to those not currently using the access network or who would benefit from additional physical activity as identified in the Norfolk Public Health Strategy.

Challenge

In Norfolk, unhealthy lifestyles and obesity are estimated to contribute to 23,000 hospital admissions per year. We also face the challenges of an ageing population as there will be more elderly people in Norfolk in the future. If levels of ill health remain the same in the population, this will increase demand on health and social care services.

The challenge is to increase numbers of people using the access network to benefit their health and to make improvements to make access easier. .

Target (by 2029)

- Liaise with partners to create a baseline in 2019 to monitor activity of people in target groups.
- Increase the number of people from target groups who are active outdoors (e.g. walking and cycling) by 2029 (from 2019 baseline) through funded projects such as SAIL and Pushing Ahead.
- Increase the number of people who say they have improved health from being active outdoors (e.g. walking and cycling) by 2029 (from 2019 baseline) through funded projects such as SAIL and Pushing Ahead.

Statement of Action Objectives (text shortened)

7.1	Evaluate the health value of the access network	S
7.2	Increase use of the access network for health	S
7.3	Develop active travel	S
7.4	Develop routes for health and to reduce carbon	NS

Theme 7: summary of progress September 2020 to March 2021

Highlights

- **The Monument Project** is an Interreg 2 Seas Project with partners in France, Belgium and the Netherlands, aiming to strengthen the resilience of informal carers of people living with dementia, giving them the tools to care for the person living with dementia (PLWD) at home for longer. The project builds on a Dutch Odensehouses concept <https://odensehuizen.nl/about-us/> to provide an information, advice and meeting place for people with early dementia, informal caregivers and their families. In Norfolk the Monument pilot focuses on improving access to the natural environment for informal carers and PLWD. A communications plan has been developed to promote the project as it progresses to develop an Activity Finder for carers to enable them to find locations to access the outdoors with the PLWD. A Natural England survey in 2016 found that 80% of carers of PLWD agreed that regular visits to the natural environment and taking part in nature-related activities is beneficial for PLWD. This also reduces the care burden of the informal carer and enables them to enjoy the outdoor activity with the cared for person. <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/our-budget/bids-and-funding-weve-won/outdoor-and-tourism-project-funding/monument>

Monument is on Twitter here <https://twitter.com/2seasmonument/>
- **NCC received £1.5m to develop an Active Travel programme** which will help people become fitter and healthier in urban and rural Norfolk and improve air quality over the next 3 years. This is

likely to be based on the 'Healthy Streets' initiative from the DfT

- Three Local Cycling and Walking Investment Plans (LCWIPs) to help drive prioritised development of cycling and walking improvements are under development: for Dereham, GreatYarmouth and King's Lynn. The Norwich LCWIP will be incorporated into the revised Norwich Area Transportation Strategy.
- **MOBI MIX update.**



MONUMENT

Theme 8: A valuable access network

Description of theme

We will maximise the economic benefits to Norfolk that are generated through the access network by working with businesses, tourism agencies and Destination Management Organisations (DMOs) etc .

Challenge

The Access network is of increasing value to the visitor economy with the environment and walking key attractions and reasons for people coming to Norfolk. However, currently, most visitors come for a day or less and their visitor spend is limited.

The challenge is to work with businesses, tourism agencies and local government to maximise visitor spend, ensuring that local businesses are well informed about the potential of the access network. This target must be considered in conjunction with Theme 3 (a well protected access network) to ensure that increased visitor footfall is managed sustainably.

Target (by 2029)

- Increase the number of visitors by 20% in a sustainable way, targeting locations and times of year to maximize the potential to local businesses. It is envisaged that this could generate an extra visitor spend of £2m.
- Evaluation through appropriate studies, e.g. MENE

Statement of Action Objectives (text shortened)

8.1	Develop links between business and Norfolk Trails	O
8.2	Increase numbers of visitors using Norfolk Trails by 20% by 2029	O
8.3	Develop profiles for those using the access network	NS
8.4	Develop visit itineraries	NS
8.5	Work with the Broads Authority on boat moorings on PROW	NS

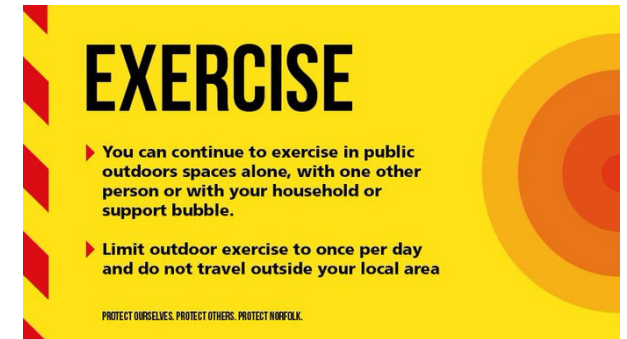


Completion of works on Angles Way bridge repair allowing route to be put back onto its original line

Theme 8: *summary of progress September 2020 to March 2021*

Highlights

- Under current lockdown restrictions you can continue to exercise in public outdoor spaces alone, with one other person or with your household or support bubble. Limit outdoor exercise to once per day and do not travel outside your local area.
- **Pushing Ahead updates .**
- **Dft Transforming Cities.**
- **Green Pilgrimage.**
- **Trails counter reports**



Beryl bikes—funded through Transforming Cities DfT





The NAIP is supported by:



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Norfolk Access Improvement Plan (NAIP) 2019 - 2029

Monitoring Report **March 2021 to August 2021**

Establishing Kett's Country Trail (Mulbarton)



Norfolk County Council

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Introduction

This report provides a summary of progress with 2019-2020 delivery of the Norfolk Access Improvement Plan <https://www.norfolk.gov.uk/out-and-about-in-norfolk/public-rights-of-way/norfolk-access-improvement-plan> which is Norfolk County Council's 10 year plan for increasing public use and enjoyment of the county's Public Rights of Way (PRoW) network.

The report:

- Provides a summary of progress against each of the NAIP's 8 Statement of Action themes, showing the number of NCC projects and services that contribute to the theme for this year (2020/2021) and theme highlights. At the back of the report there is a table of NCC projects and services that deliver against each theme.
- Covers the period March 2021 to August 2021;
- Covers Norfolk County Council projects and services
- Has been produced for the Norfolk Local Access Forum (NLAF) to enable them to monitor the plan in association with Norfolk County Council;
- Will be used by NCC to shape priorities for future work;
- Evaluates if themes are on schedule (significant level of activity within the theme);

Indicates where objectives are S= started; O = ongoing; NS = not started; A = achieved

The report demonstrates the wide range of activities ongoing to deliver against NAIP objectives.

It should, however, be emphasised that many of the highlights within this report relate to Norfolk Trails routes and not the wider PRoW network. Following a review of the Public Rights of Way Service in 2011, Norfolk County Council made the decision to promote existing long distance paths and associated circular routes under the Norfolk Trails banner separately from PRoW. It was believed that this approach would achieve the biggest

impact for the Norfolk economy—and this has been borne out by the many projects and upgrades it has been possible to fund from outside sources to benefit the network.

PRoW maintenance is directed at an operation level by NCC's Transport Asset Management Plan (TAMP) which identifies optimal allocation of resources under increasing pressures including limited budgets.

Over the reporting period there was a significant rise in numbers of faults recorded on the CRM system, primarily attributed to the impact of Covid 19. While the country went into lockdown there was an uptake in walking, running and cycling on village/local path networks across Norfolk. There were also isolated cases of landowners using Covid as an excuse to close some paths. Increased usage of paths has led to an increase in complaints about their condition. There is likely to be continued growth in faults recorded as summer progresses and more "Staycations" are taken.

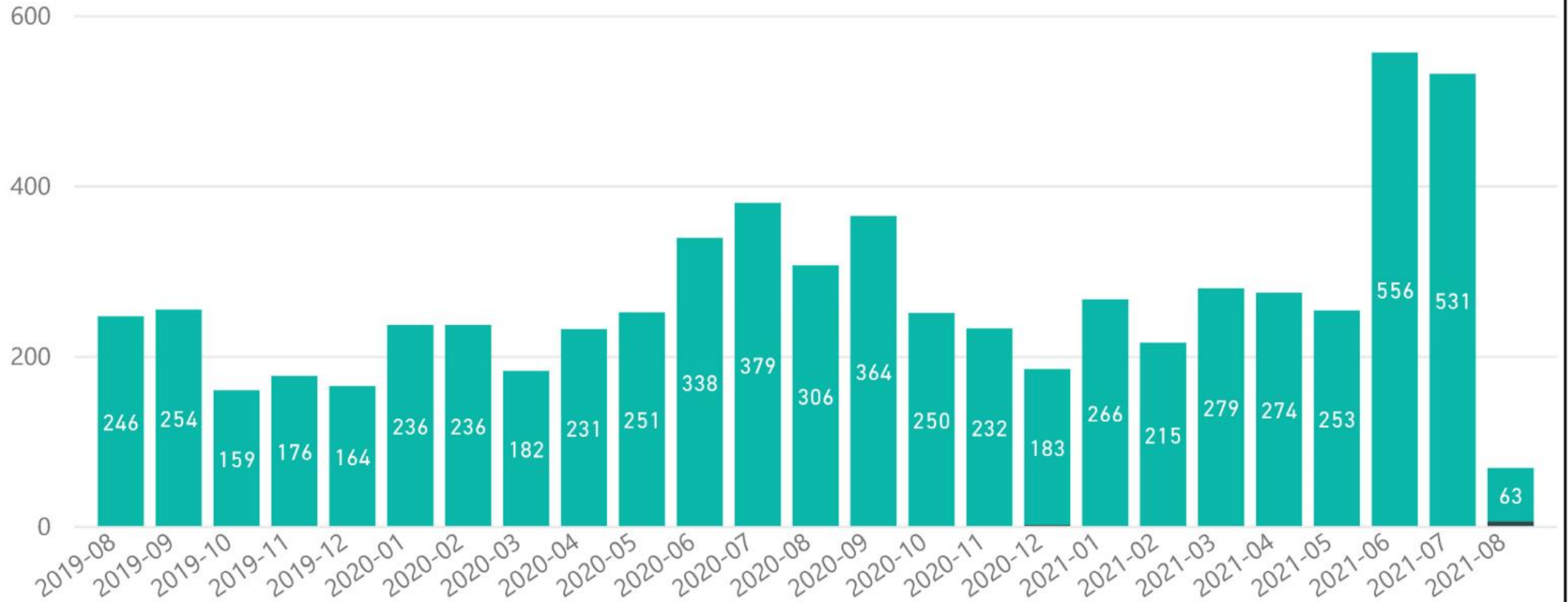
Report Date Range

Last 2 Years

06/08/2019 - 05/08/2021

PROW and Trail defects received by month

InMayrise ● False ● True



Theme 1: Well-managed Access Network

Description of theme

We will manage a well-signed and maintained network of multiuse routes efficiently and economically (Public Rights of Way and promoted Norfolk Trails and the National Trail in Norfolk) providing access to coastal, rural and urban areas, using good systems and standards .

Challenge

The consequence of reduced public funding has meant less resource to manage the access network with poor satisfaction rates in comparison with some other highway authorities.

The challenge is to find innovative and new ways to help deliver network management, working with partners and communities

Target (by 2029)

Improve the Highways and Transport Network Survey Key Benchmark Indicator for Public Rights of Way KBI15 to 57 (from 54) (to match or exceed the national average)

Improve the Highways and Transport Network Survey Key Indicator for Public Rights of Way (Aspects) KBI16 to 55 (from 51) (to match or exceed the national average)

Improve all component Benchmark Indicators for KBI 16 to match or exceed the national average (see Appendix 8.5 of NAIP)

Increase volunteer involvement with PRow management (see target under 'Community-led access network')

Improve our standing against other Highway Authorities in the National Highways and Transport network survey.

Statement of Action Objectives (text shortened)

1.1	Manage signage	O
1.2	Manage path surfaces	O
1.3	Manage linear woodlands	O
1.4	Improve Access for All	S
1.5	Better landowner relationships	S
1.6	Effective fault reporting	A
1.7	Address access-related faults	O
1.8	Maintain the Definitive Map for Norfolk	O
1.9	Manage Norfolk Trails and the National Trail/ Coast Path establishment	O
1.10	Create new access in growth areas	O
1.11	Train volunteers in path maintenance	O



There was exceptional vegetation growth on the Trails and PRow network this summer

Theme 1: summary of progress March 2021 to August 2021

Highlights

- Faults on Public Rights of Way. Between 1st March 2021 and 31st July 2021, 1896 faults were logged on the Customer Relationship Management (CRM) enquiries system which is up from 1381 during the same period in 2020. Most enquiries received continue to be regarding damaged or missing signs, non-reinstatement, obstructions, overgrown surface, overgrown hedges/ trees and surface condition.
- No further financial resources have yet been earmarked for PRow maintenance although three new temporary posts have been created (one for each of the three Countryside Access Officer 'patch' areas) to try to tackle some of the backlog of defects reported.
- PRow maintenance funding is £117,000 per annum (North and South: £46,800 each; West £23,400) with an additional capital maintenance fund for the National Trail and Norfolk Trails network of £400,000. Individual Norfolk County Councillor Member budgets have been increased to £10,000 each: funding can be put towards PRow works in Councillor wards, or on other environmental projects
- Non-reinstatement notices and obstructions. Since March 2020, 72 Section 131a, 134—137 non-reinstatement notices (or emails) were issued to landowners. The majority were resolved without recourse to further enforcement action. This figure is quite low, reflecting in part the resource pressures associated with serving and following up on notices. Over the same period, nil Section 130 (obstructions) or s56 (out of repair) notices were served on NCC.
- Enforcement procedures at Upwell (an illegal gate was removed by subsequently reinstated by the landowner) will be stepped up.
- Highways and Norfolk Trails cutting contracts were amalgamated for practical and efficiency purposes. With one of the wettest and hottest May and Junes on record, there was exceptional vegetation growth,

and contractors experienced difficulties with machinery hire (which was in big demand) and getting spares when there were machinery breakdowns. The cutting contract maps were all digitised and uploaded to Google to allow contractors to view the routes on aerial basemaps. Contractors were also able to mark locations cut directly onto the map for the NCC team to monitor progress from their desktops. The third vegetation cut will use information sent to tablet devices through the Mayrise software and the hope is that providing information in this format will be rolled out from 2022.

- Three Parishes have taken up the new Service Delegation Agreement (SDA) whereby they now maintain their own PRow network—these are Little Dunham, Trunch, Yaxham; Cromer is also interested. Monitoring is done in the same way as with a contractor.
- £200,000 capital fund works has been allocated.
- Plans are awaiting approval for Stretch 4 of the England Coast Path (Hunstanton to Sutton Bridge) before establishment work can commence. Stretch 3 (Weybourne to Hunstanton) is also at the determine phase, waiting for a Habitats Regulation Assessment. You can view progress with the entire Coast Path here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/999374/coastal-access-england-map.pdf

Vegetation Cutting Contract 2021	
Areas	18
Contractors	4
Trails meterage cut	397,480m to date (1,192,442m annually)
Number of cuts	3 (May, August, October)

Theme 2: Well-connected Access Network

Description of theme

We will develop an integrated green network of routes and paths that provides opportunities for all users; improves ecological resilience; creates opportunities to connect with green space and places of natural and cultural heritage; improves connections for work/education/recreation for residents and addresses other gaps with demonstrable need where possible, both within and outside targeted ‘growth’ areas .

Challenge

Norfolk’s population is predicted to grow from 898,4000 (mid 2017) to 1,002,300 by 2041 (Norfolk Insight). The challenge is to ensure that people can connect with places and green space sustainably from where they live. .

Target (by 2029)

Increase the number and length of all-abilities routes connecting people and places by 10 routes and 100 kilometres by 2029.

Statement of Action Objectives (text shortened)

2.1	Improve connectivity through planning	O
2.2	Create circular walks in growth areas	S
2.3	Increase the number / length of multi-modal routes	S
2.4	Re-purpose disused railways for green access	S
2.5	Improve connectivity for wildlife	O
2.6	Encourage applications to register unrecorded paths	S
2.7	Retain and create new permissive access	S

Greenways to Greenspaces

Strategy

- Delivery against the Norfolk County Council Environmental 25 Year Plan and the NAIP.
- Encouraging more active lifestyle to enable people to remain active and independent for longer.
- Greener Travel.
- Supporting Sustainable Tourism



Delivery

- Improvements and extensions to our Trails network
- Development of smart data and assistive technology
- Working with communities to create and maintain greenspaces.



Engagement

- At the heart of the project, working with communities, business and volunteers across our countryside access network.
- Supporting more environmental based employment opportunities.



Theme 2: summary of progress March 2021 to August 2021

Highlights

- Greenways to Greenspaces is Norfolk County Council's overarching theme to improve our green networks for travel and the environment through the delivery of many miles of new routes connecting market towns. Greenways will allow people to use sustainable options for travelling to school, work and local services. Opportunities include: bringing disused railways back into use as walking and cycling routes; new long-distance paths, such as a proposed route between Swaffham and Thetford; and the development of Local Cycling and Walking Investment Plans (LCWIPs) for Norwich, Great Yarmouth and King's Lynn which will focus on making active travel routes safer. Successful funding bids have been brought together into an integrated behaviour change programme for Norfolk – the Norfolk Active Travel Programme 2021/22 – to look at ways in which we can encourage more people to walk and cycle. Additionally, an updated Walking and Cycling Strategy has been drafted. Greenways and other linear habitats including roadside verges and other highways soft estate assets contribute to the quality of life in Norfolk and play a critical role in habitat connectivity for biodiversity including pollinators. Care for these habitats represents an important way in which the Council can deliver its Environmental Policy www.norfolk.gov.uk/environmentpolicy
- Norfolk's trees are an important ecological feature and those along highways provide an interconnected habitat for biodiversity.

Those areas of the Norfolk Trails Network known to contain both high numbers of ash trees and frequent public access have been surveyed during July 2021 (these areas are agreed with the Trails Team using a combination of on-site counters, proximity to urban environments/

circular walks/footpaths and previous experience).

The Marriott's Way continues to present the biggest challenge with various locations requiring trees to be felled. Procedures such as leaving standing dead wood where appropriate, creating dead-hedges, retaining a percentage of timber in habitat-piles and carrying out Habitat Regulation Assessments when required, are still standard practice. A revised NCC tree contractor framework will ensure works continue to be carried out sensitively and safely. Communication with adjacent landowners and Parish Councils will be carried out in advance of works (majority of felling is to take place November 2021 - March 2022, outside of bird-nesting season).

- Work to establish Kett's Country Trail from Wymondham to Norwich is well underway (see Theme 7 for more details).

Theme 3: Well-Protected Environment

Description of theme

We will protect the biodiversity and archaeology of the access network, improve understanding of Norfolk’s landscape, archaeology and the natural and historic built environment that can be accessed from the network and manage the impact of visitors on protected sites

Challenge

Population growth and increased visitor numbers to Norfolk’s landscapes could have a detrimental impact on special habitats and species. The challenge is to minimise this threat by managing access to the most sensitive sites and promoting it where and when it will have least impact, but not direct people totally away from sensitive sites.

Target (by 2029)

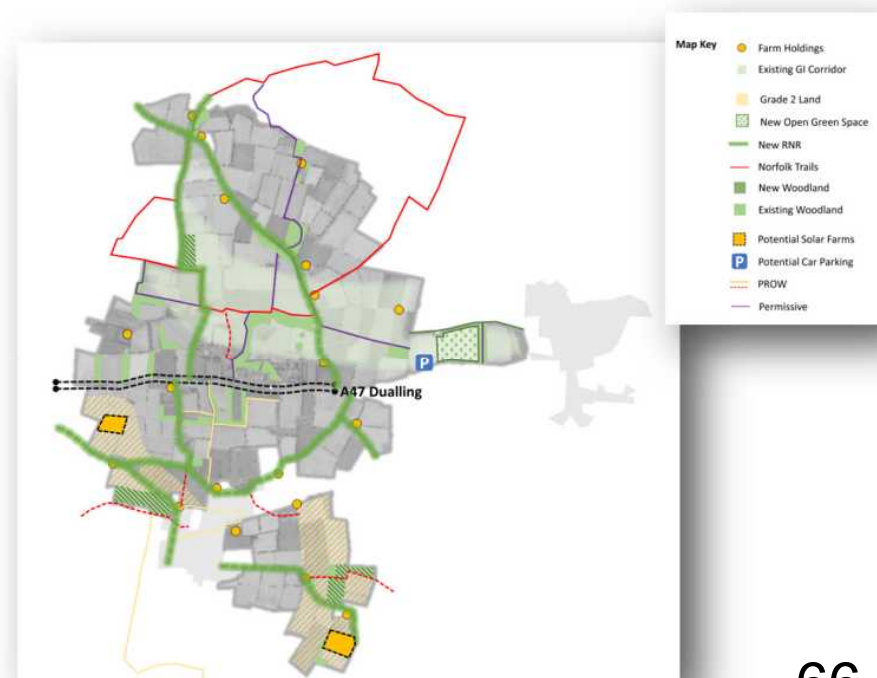
Reduce visitor pressure which is affecting 10 protected natural sites and 5 historic sites which can be reached from the access network by 2029.

Improve visitor experience at the same sites through well-designed access infrastructure (e.g. path improvements) and signage.

Create and promote 5 new opportunities for visitors to experience the natural and historic environment away from protected nature conservation sites or outside peak visitor months by 2029.

Reach 1,000 people to improve their understanding of the natural and historic environment that can be reached from the access network.

Statement of Action Objectives (text shortened)		
3.1	Protect the historic environment	O
3.2	Protect the natural environment	O
3.3	Develop opportunities for sustainable transport	O
3.4	Improve integration with public transport	S
3.5	Protect and enhance biodiversity	O
3.6	Improve resilience of tree features	O
3.7	Develop shared goals for access in the Broads	S
3.8	Increase understanding of the natural and historic environment	S



Producing a master plan for the Burlingham Estate will explore the estate’s potential to delivery gains for the environment and connectivity with Norwich (see next page).

Theme 3: summary of progress March 2021 to August 2021

Highlights

- The **Burlingham Estate** is a large landholding of 6,800 hectares to the west of Acle owned by Norfolk County Council. The land forms part of the County Farms Estate which allows small tenant farmers to get onto the farming ladder. With the potential dualling of the neighbouring A47 between Burlingham and Acle and large housing developments expected around Acle, Blofield and Brundall identified in the Greater Norwich Local Plan (GNLP) the Burlingham Estate is ideally situated to provide more green space to reduce recreational pressure on the Broads. In the last 6 months, Norfolk County Council has completed a scoping exercise for a 'Master Plan' to explore the estate's full potential to deliver greater environmental and societal gains:
 - ⇒ Whilst the grade 1 land will be retained for agriculture, taking a natural capital approach will safeguard and improve soil, air and water quality and biodiversity.
 - ⇒ Use of the forthcoming Environment Land Management System (ELMs) will be explored, along with the potential to use the landholding for Biodiversity Credits.
 - ⇒ Possible land use changes for grade 2 land will be investigated to provide greater public access including a Walking the Farms initiative which will extend walking access and provide information on farming and history
 - ⇒ On a large scale, improved sustainable connectivity with Norwich will be provided via a new long-distance cycle link to Mousehold Heath.

Production of the Master Plan for Burlingham is expected to take 12 months, and will involve: redbook valuation; a soil survey; water and air quality appraisal; extent of biodiversity; PRoW usage; a natural capital

assessment for the estate; stakeholder workshops; exploration of routes for 'Walking the Farms'; proposals for vacant buildings and information points.

- The **Endure project** continues to work on protecting embryo dunes and re-establishing dunes eroded by people at Holkham (see also Themes 4 and 6)
- A woodland trail and information panels were completed at **Newman Road, Rackheath** as part of a project involved Norfolk County Council to interpret and consolidate and improve access to the remains of a World War 2 USAAF airbase. The project involved: scrub clearance, planting of trees, habitat pile creation, bat boxes, installation of benches, new signs, interpretation panels and the creation of new woodland footpaths. The site now passes to Rackheath Parish Council for ongoing local management.
www.the467tharchive.org



Theme 4: Well-Promoted Access Network

Description of theme

We will promote Norfolk’s access network, the outstanding countryside and heritage that can be reached from it, and the benefits of outdoor activity, developing a communications plan to reach key user groups (visitors, walkers, cyclists, horse-riders, motorised vehicle users, disabled users and new users).

Challenge

The access network is well used by dedicated access groups across the high season summer months. However there are large sections of the population which do not use the network. Furthermore, the network has capacity for greater use outside the summer season.

The challenge is to increase use of the network by people who do not use it and out of peak season. .

Target (by 2029)

Increase use of the network by people who currently do not use it and at times outside the summer months by 20% by 2029 (from 2010 baseline), targeting areas able to sustain an increase in footfall (no detrimental environmental impact) and promoting sustainable travel to the network.

Baseline and monitoring measured through a combination of people counter data and targeted surveys.

Statement of Action Objectives (text shortened)

4.1	Develop a communications plan	NS
4.2	Develop / maintain websites	S
4.3	Develop printed and pdf leaflets	NS
4.4	Develop good media relationships	NS
4.5	Develop / maintain social media	S
4.6	Develop interpretative panels and organise events	S
4.7	Develop a photo and video library	NS
4.8	Develop apps and audio visual projects	S
4.9	Encourage schools’ use of the access network	S
4.10	Promote the Great Walking Trails	NS
4.11	Promote access to a range of audiences	S
4.12	Develop ‘etiquette’ for multi-use routes	NS
4.13	Increase understanding of the natural and historic environment	S

Theme 4: summary of progress March 2021 to August 2021

Highlights

- NCC's **Experience** project <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/our-budget-and-council-tax/our-budget/bids-and-funding-weve-won/experience-experiential-tourism-to-extend-the-visitor-season> has continued to develop themed itineraries to attract visitors to Norfolk out of season. Recruitment to the Experience Norfolk Access Group (ENAG) continues apace, and members have provided advice and guidance to help with the development of access infrastructure and online access for the project. Project highlights include:
 - ⇒ Use of focus groups involving representatives from disabled groups and minority communities to ensure that access was embedded into the commissioning stage of the Experience Art Trail. EXPERIENCE team currently developing new off-season activities (including walking & cycling) which will later be consumer tested
 - ⇒ The development of five cycle hubs with Cycling UK (see also Theme 8);
 - ⇒ An accreditation and training programme for tourism businesses;
 - ⇒ Supporting infrastructure developments to improve year-round access, and delivering exciting experiential cycling events for cyclists of all abilities
 - ⇒ Installation of 6 artworks along long-distance walking routes in Norfolk, creating a new outdoor art trail designed to attract off-season visitors. Local stakeholders helped identify suitable artwork sites along the selected walking route for the Art Trail and there will be an open call for artwork encouraging underrepresented and emerging artists to apply
- Norfolk Trails team post regularly on Twitter <https://twitter.com/norfolktrails> and Facebook <https://www.facebook.com/pg/NorfolkCountyCouncilNorfolkTrails/posts/>
- Norfolk County Council's **Out and About** pages <https://www.norfolk.gov.uk/out-and-about-in-norfolk> carry detailed information to allow people to explore Norfolk's 2,400 miles of paths, trails, cycle routes and bridleways. These popular pages include route maps for walking, cycling and horse riding, access tested trails, closure and diversions, activities and events. The Council's interactive map (also available from the Out and About pages) shows the Public Rights of Way Network and also provides access to Definitive Map Statements, the legal record of routes for each parish.
- **Active Norfolk** is developing its website to encourage people to get active outdoors, with many click-through links to further information <https://www.activenorfolk.org/public/get-active/active-outdoors/>. A new interactive map is planned
- A short animation *You and the Dunes* was created by the Endure project to remind people to safeguard Norfolk's beach dunes <https://youtu.be/7YVkjUevoyg>. The project has also helped fund a visitor-facing warden in partnership with the West Norfolk Habitats Monitoring and Mitigation Fund (HMM) set up to address the adverse effects of increasing visitor numbers to Natura 2000 sites resulting from development <http://www.norfolkcoastaonb.org.uk/partnership/west-norfolk-hmm-fund/1172>.



Theme 5: An Access Network Underpinned by Excellent Information Management

Description of theme

We will maintain paper, GIS, and web-based versions of definitive and interactive maps and other access network information and integrate datasets spatially to identify opportunities where PRow/Trails can deliver gains for the economy, health and communities.

Challenge

Managing accurate spatial information and data about the access network is a legal duty. The challenge is to manage updates and make available and use digital versions of spatial data (GIS) to make links between access and other relevant information (such as health, economy and growth) to create, share and use 'opportunity' maps (to identify opportunities that will deliver a number of benefits), essential for strategies and planning. See also healthy access network and valuable access network themes.

Target (by 2029)

Keep the Definitive Map up to date and the register of claims concerning the 2026 deadline

Process DMMOs.

Statement of Action Objectives (text shortened)		
5.1	Maintain the Definitive Map	O
5.2	Maintain interactive maps	O
5.3	Use spatial mapping to seek opportunities to improve green infrastructure	O
5.4	Use spatial mapping to link access and other data	S
5.5	Develop Google Streetmap for Norfolk Trails	S
5.6	Share counter data	S

Theme 5: summary of progress March 2021 to August 2021

Highlights

- **Paper and digital records** relating to modification applications, dedication agreements and public path orders updated on target;
- **Dedication agreements** under the Highways Act 1980 investigated and managed on target;
- **Direct Map Modification Orders (DMMO) applications** are being registered as soon as possible and the NCC online registers are up to date. There are currently **140** on the register <https://www.norfolk.gov.uk/out-and-about-in-norfolk/public-rights-of-way/register-of-definitive-map-modification-applications> up by 10 since the last report in March 2021. Administering claims is a lengthy and complex process.
- The **Legal Orders and Registers Team** recently recruited a Records and Registers Officer who will start work with the team in September 2021. This post will progress Map Modification Applications under Section 53 of the Wildlife and Countryside Act. The post is initially for 2 years (reviewed after 12 months) with full expectation that it will be extended.
- **Map statements** can be viewed via the interactive map, which also permits viewing of **cutting contract** routes and for users to directly report faults. <http://maps.norfolk.gov.uk/highways/>. This functionality has greatly improved the amount of information available to the public, and has been well received by user groups.



Screenshot—online register of Definitive Map Modification Orders

Theme 6: A Community-led Access Network

Description of theme

We will increase the involvement of communities in the development of and care for their local access network, working with parish councils, volunteers and other community organisations. .

Challenge

As public funding reduces, the role of communities in helping to manage their local access becomes more important.

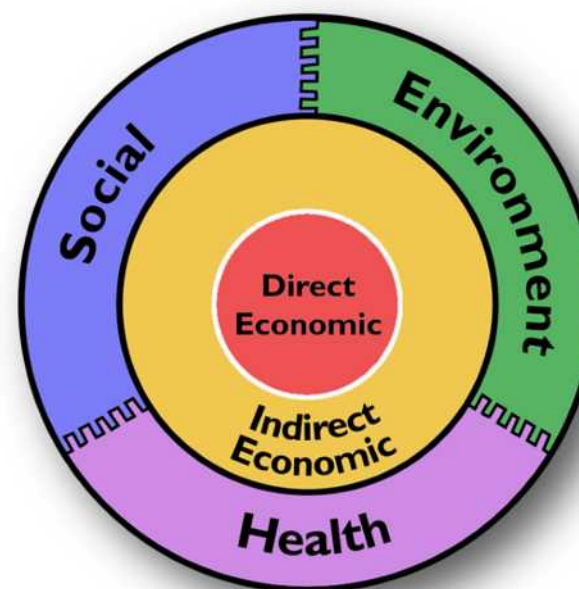
The challenge is to support and co-ordinate the large number of people willing to help from user groups and community groups .

Target (by 2029)

Provide support for 20 community-based user groups (via training) in the management of the network by 2029 Process DMMOs.

Statement of Action Objectives (text shortened)

6.1	Support the NLAF	O
6.2	Support user groups manage PROW	S
6.3	Engage communities in projects that improve / manage access	S
6.4	Attract funding for local projects	S
6.5	Work with large scale projects on community access	NS
6.6	Support the development of Pathmakers	O



Greenways to Greenspaces—Benefits of the Countryside Access Network

Theme 6: *summary of progress March 2021 to August 2021*

Highlights

- **Two full NLAf meetings** supported by NCC took place within the reporting period: in April 2021 and August 2021. The April meeting was held virtually and live-streamed; the August meeting was held in person at County Hall. Meetings included regular updates from the NLAf's subgroups and NCC's Countryside Access Team, reports on major infrastructure projects that impact PROW, updates from the NCC Walking and Cycling Member champion. The April meeting received a report on the Economic and Health Value of PROW in Norfolk which had been researched by one of the NLAf (see also Theme 7).
 - **NLAf subgroups meetings:** The NLAf's Public Rights of Way subgroup continued to meet virtually during the reporting period (meeting in March and June). The meetings discussed partnership and community working; countryside access management; claims for lost paths (2026 claims) and put forward recommendations for the main NLAf meetings. For example, the group recommended that faults reported on the PROW network concerning access to a well used location should be included within the 'high' category for attention. This was taken forward by the full NLAf, and will be flagged to NCC when the Transport Asset Management Plan is reviewed.
 - **Pathmakers brand identify** underwent further development with the One Agency advising and helping to develop a communications plan. Paving the Way remains on hold owing to restrictions imposed by the Coronavirus pandemic. The trust appointed one further trustee.
 - The Norfolk Association of Local Councils (Norfolk ALC) (a membership association of parish and town councils in Norfolk <https://www.norfolcalc.gov.uk/>) hosted an online webinar on countryside access for parish councils on March 25th 2021 called '**Greenways to Greenspaces**'. The NLAf and NCC put together the programme which included speakers from both organisations.
- The evening introduced the Norfolk Access Improvement Plan and work underway to deliver better access through the NCC Greenways to Greenspaces initiative <https://www.norfolk.gov.uk/out-and-about-in-norfolk/norfolk-greenways>. The meeting also covered the NLAf's advisory role, and introduced parish council powers with respect to Public Rights of Way. The meeting concluded with an interactive audience session to answer generic questions about parish footpaths. The webinar was very popular with over 100 attending, and generated many queries that were followed up individually after the event. Listen again here: <https://we.tl/t-4MibBn5EP7>
- Norfolk ALC, the NLAf and NCC have progressed work to develop a **network of parish contacts** for Public Rights of Way. This was a key outcome from the earlier Parish Paths seminars which were initiated by the NLAf to explore what local action could help make PROW in parishes easy to use and increase community involvement. Norfolk County Council appointed an Outreach Officer (Greenways to Green Spaces) who will play a key role in taking this forward;
 - The **Endure** project <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/endure-project> produced a visitor management plan to protect the dunes at Holme-Next-The-Sea National Nature Reserve which will be implemented by Norfolk Wildlife Trust.

Theme 7: An Access Network that Supports / Delivers Health Outcomes

Description of theme

We will improve the health and wellbeing of residents and visitors through initiatives which promote and demonstrate the benefits of physical activity to those not currently using the access network or who would benefit from additional physical activity as identified in the Norfolk Public Health Strategy.

Challenge

In Norfolk, unhealthy lifestyles and obesity are estimated to contribute to 23,000 hospital admissions per year. We also face the challenges of an ageing population as there will be more elderly people in Norfolk in the future. If levels of ill health remain the same in the population, this will increase demand on health and social care services.

The challenge is to increase numbers of people using the access network to benefit their health and to make improvements to make access easier. .

Target (by 2029)

- Liaise with partners to create a baseline in 2019 to monitor activity of people in target groups.
- Increase the number of people from target groups who are active outdoors (e.g. walking and cycling) by 2029 (from 2019 baseline) through funded projects such as SAIL and Pushing Ahead.
- Increase the number of people who say they have improved health from being active outdoors (e.g. walking and cycling) by 2029 (from 2019 baseline) through funded projects such as SAIL and Pushing Ahead.

Statement of Action Objectives (text shortened)

7.1	Evaluate the health value of the access network	S
7.2	Increase use of the access network for health	S
7.3	Develop active travel	S
7.4	Develop routes for health and to reduce carbon	NS

Theme 7: summary of progress March 2021 to August 2021

Highlights

- Work is underway to create **Kett's Country long-distance trail** linking Norwich to Wymondham plus five local circular walks linked to development areas (Wymondham and Hethersett) which will improve local walking opportunities for health and wellbeing.
 - ⇒ Bridges were replaced by the Ramblers at East Carleton and a further bridge will be replaced and a set of steps will be installed in September in Mulbarton to improve access to a new circular walk;
 - ⇒ Further access improvements for the route will be carried out over autumn and winter along the 18 mile Kett's route and circulars. The waymarking has been scheduled in to be created and installed over September 2021 following the final vegetation cuts of the summer..
- The Norfolk Local Access Forum's (NLAF) **Vision and Ideas subgroup presented a report to the NLAF on the economic and health value of PROW in Norfolk**. The meeting discussed the benefits derived from the PROW network and resourcing required for maintenance and sustainability. Further meetings will be scheduled between the NLAF and NCC.
- Greenways and other linear habitats including roadside verges, Public Rights of Way and highways soft estate assets assist biodiversity and play an important role in improving people's quality of life in Norfolk. Over a 3 year period, Norfolk County council has announced investment of £495,000 to **develop active transport within the Greenways programme** (see appendix 4 of agenda papers of the NCC Infrastructure and Development Select Committee, 14th July 2021 <https://norfolkcc.cmis.uk.com/norfolkcc/CalendarofMeetings/tabid/128/ctl/ViewMeetingPublic/mid/496/Meeting/1870/Committee/171/Default.aspx>). Funding for active travel has come from the Department for Transport (DfT) (Pushing Ahead); DfT Active Travel Fund; DfT e-cycle extension Fund; DfT capability Fund; Interreg Mobi-Mix project.
- An **Active Travel Programme** has been developed to encourage behaviour-change leading to an increased uptake of walking and cycling in Norfolk.
- NCC has developed **Local Cycling and Walking Investment Plans (LCWIPs)** for Great Yarmouth, King's Lynn and Norwich. These plans review existing walking and cycling routes in a locality and set out opportunities to develop these (and funding required) <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/roads-and-travel-policies/local-cycling-and-walking-infrastructure-plans>.



Bridge replacement by the Ramblers at East Carlton assisted with ongoing development of Kett's Country long distance Trail

Theme 8: A valuable access network

Description of theme

We will maximise the economic benefits to Norfolk that are generated through the access network by working with businesses, tourism agencies and Destination Management Organisations (DMOs) etc .

Challenge

The Access network is of increasing value to the visitor economy with the environment and walking key attractions and reasons for people coming to Norfolk. However, currently, most visitors come for a day or less and their visitor spend is limited.

The challenge is to work with businesses, tourism agencies and local government to maximise visitor spend, ensuring that local businesses are well informed about the potential of the access network. This target must be considered in conjunction with Theme 3 (a well protected access network) to ensure that increased visitor footfall is managed sustainably . .

Target (by 2029)

- Increase the number of visitors by 20% in a sustainable way, targeting locations and times of year to maximize the potential to local businesses. It is envisaged that this could generate an extra visitor spend of £2m.
- Evaluation through appropriate studies, e.g. MENE

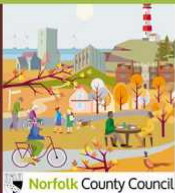
Statement of Action Objectives (text shortened)

8.1	Develop links between business and Norfolk Trails	O
8.2	Increase numbers of visitors using Norfolk Trails by 20% by 2029	O
8.3	Develop profiles for those using the access network	NS
8.4	Develop visit itineraries	NS
8.5	Work with the Broads Authority on boat moorings on PROW	NS


Free online workshops on

Experiential tourism

Register below



Norfolk County Council



Interreg
France (Channel) England
Manche

EXPERIENCE
European Regional Development Fund

Theme 8: *summary of progress March 2021 to August 2021*

Highlights

- The University of Surrey has been confirmed as a new partner for the **Experience** Project (see box). Their role will be to create indicators to ensure that revenue generated by new visitors is retained locally and fed back into protecting landscapes. This will help ensure that the project creates lasting economic stability for future generations.
- **Experience** ran free workshops to help local businesses turn an idea into a visitor experience:
 - ⇒ Introduction to Experiential tourism:
<https://youtu.be/iPnFFUN5IRk>;
 - ⇒ How to develop a visitor experience
<https://youtu.be/PxDNWWXJ8Q4>
- The Norfolk Experience Team has been working on the designation of new **cycling hubs**. To date, two towns have been confirmed—Wroxham/Hoveton and Cromer - and an official launch will follow in October 2021. Each hub will have three new circular cycle routes of varying distances designed to appeal to a wide range of cycling abilities:
 - ⇒ Cycling UK have extended their enhanced equipment offer available to 'cycle-friendly' accredited businesses to all eligible businesses not just in the hubs but also those along the 3 routes - thereby adding significantly to the tourism offer;
 - ⇒ EXPERIENCE continues to work with Cycling UK on a round Norfolk cycling 'hero' route that will provide a long-distance cycling trail for the county.
- The **Prowad** project helped businesses across The Wash and North

Norfolk coast during COVID lockdowns to apply for tourism grants for new sustainable products. The plan for the upcoming year is to work on limits of acceptable change of impact of recreation and development on honeypot destinations (both people and nature).

<https://twitter.com/norfolkprowad>

<https://t.co/80bbQTsAS3?amp=1>



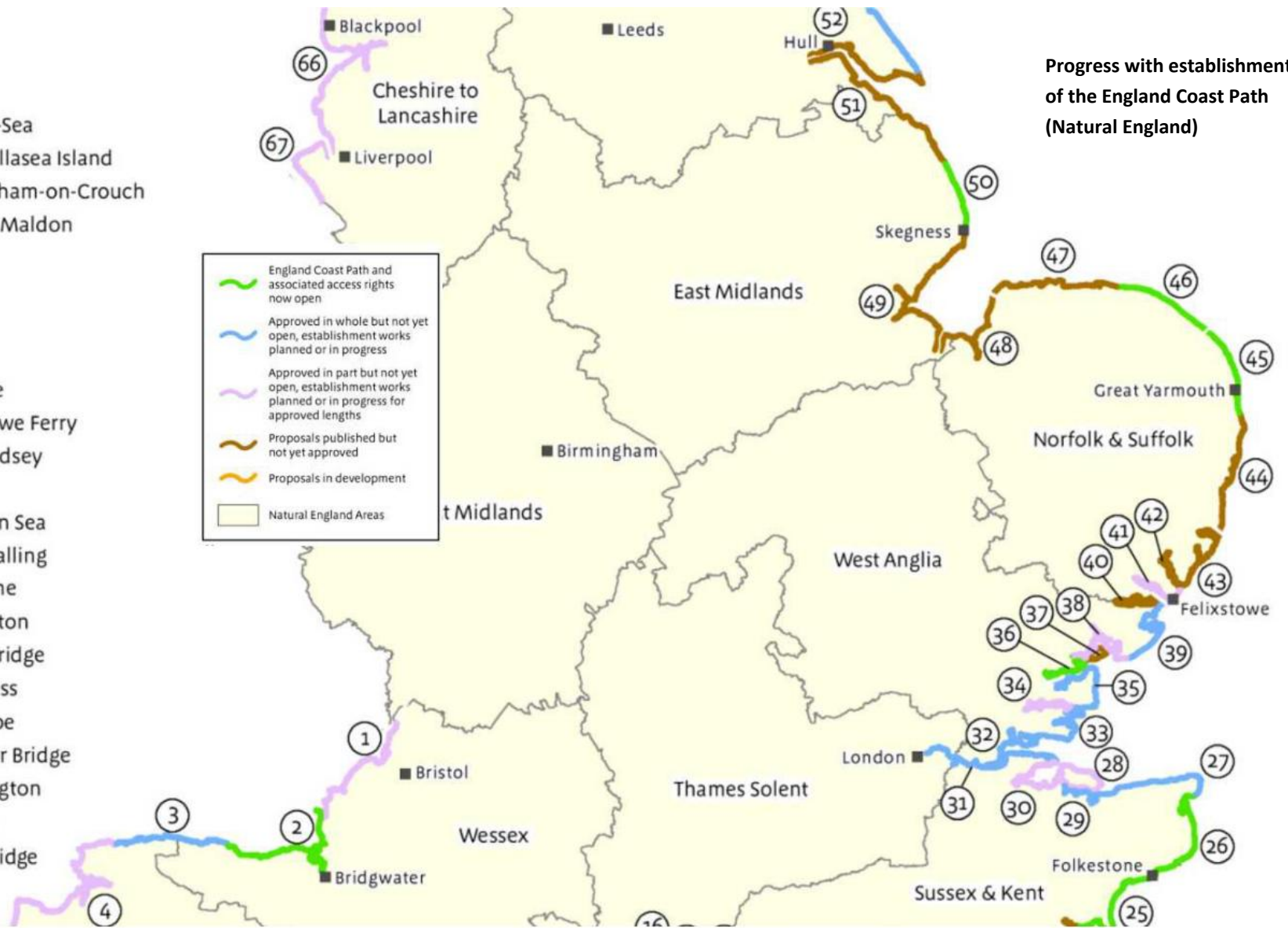
EXPERIENCE is a €23.3 million project co-financed by the European Regional Development Fund (€16 million) through the Interreg France (Channel) England Programme which aims to expand regional tourism by extending the visitor season to include October through to March <https://www.channelmanche.com/en/projects/approved-projects/experience/>

This will be achieved through the use of experiential tourism where people immerse themselves in activities and experiences unique to an area.

It is led by Norfolk County Council and runs from September 2019 to June 2023.

Experience includes a budget of £1million for improvements to physical infrastructure in Norfolk.

- 29 Whitstable to Iwade
- 30 Iwade to Grain
- 31 Grain to Woolwich
- 32 Tilbury to Southend-on-Sea
- 33 Southend-on-Sea to Wallasea Island
- 34 Wallasea Island to Burnham-on-Crouch
- 35 Burnham-on-Crouch to Maldon
- 36 Maldon to Salcott
- 37 Mersea Island
- 38 Salcott to Jaywick
- 39 Jaywick to Harwich
- 40 Harwich to Shotley Gate
- 41 Shotley Gate to Felixstowe Ferry
- 42 Felixstowe Ferry to Bawdsey
- 43 Bawdsey to Aldeburgh
- 44 Aldeburgh to Hopton On Sea
- 45 Hopton On Sea to Sea Palling
- 46 Sea Palling to Weybourne
- 47 Weybourne to Hunstanton
- 48 Hunstanton to Sutton Bridge
- 49 Sutton Bridge to Skegness
- 50 Skegness to Mablethorpe
- 51 Mablethorpe to Humber Bridge
- 52 Humber Bridge to Easington
- 53 Easington to Filey Brigg
- 54 Filey Brigg to Newport Bridge



Progress with establishment of the England Coast Path (Natural England)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/999374/coastal-access-england-map.pdf

The NAIP is supported by:



Community & Environmental Services

Norfolk County Council

Floor 6 County Hall | Martineau Lane | Norwich | NR1 2SG

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W: www.norfolk.gov.uk

Infrastructure and Development Select Committee

Item No:

Report Title: Trading Standards Service Plan 2022/23

Date of Meeting: 16 March 2022

Responsible Cabinet Member: Cllr Margaret Dewsbury (Cabinet Member for Communities & Partnerships)

Responsible Director: Tom McCabe (Executive Director – Community and Environmental Services)

Executive Summary

The Trading Standards service takes an evidence-driven approach to strategic and tactical planning and decision making. The service plan has been developed using analysis of information (intelligence), such as consumer complaints recorded by the Citizens Advice Consumer Helpline (CACH), information about threats and rogue traders recorded on the Trading Standards' national intelligence database, and intelligence disseminated by enforcement partners such as the Food Standards Agency (FSA), the Department of the Environment, Food and Rural Affairs (Defra) and the Office of Product Safety and Standards (OPSS). This robust approach ensures that the service plan reflects the issues and problems Norfolk people and businesses face, ensuring our service is focused on the needs of the county. This includes providing part of the 'national shield'; collaborating with National Trading Standards (NTS) to address both national issues that affect Norfolk and the impact of local businesses nationally and globally.

Since the last service plan, the service has new enforcement duties arising from:

- The Food Information (Amendment) (England) Regulations 2019 (otherwise known as "Natasha's Law"), which introduce the mandatory declaration of allergens in foods that are prepacked for direct sale
- The Calorie Labelling (Out of Home Sector) (England) Regulations 2021, which introduce mandatory calorie labelling at large catering businesses
- The Botulinum Toxin and Cosmetic Fillers (Children) Act 2021, which prohibit specific cosmetic treatments or the offer of such treatments to persons under the age of 18, and
- The Offensive Weapons Act 2019, which (within the Trading Standards remit), bans the sale of specific bladed weapons, broadens the prohibition of bladed weapon sales to persons under the age of 18 and bans the sale of corrosive substances to persons under the age of 18.

The Trading Standards Business Services Policy has also been reviewed. It continues to reflect the business offer provided by the Trading Standards service.

Action Required

The Select Committee is asked to:

- 1. Review and comment on the Trading Standards Service Plan 2022/23 (Appendix 1) including:**
 - **Annex I: Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan 2022/23 (Appendix 2 to this report)**
 - **Annex II: Food & Feed Law Enforcement Plan 2022/23 (Appendix 3 to this report), and**
 - **Annex III: Delivery of Animal Health & Welfare Framework 2022/23 (Appendix 4 to this report).****prior to consideration by Cabinet.**

- 2. Review and comment on the Trading Standards' Business Services Policy (Appendix 5) prior to consideration by Cabinet.**

1. Background and Purpose

- 1.1 The Trading Standards service's ambition is for a safe, fair, and legal marketplace for Norfolk, that supports and benefits local businesses and communities. In alignment with Better Together, For Norfolk - Norfolk County Council's strategy for 2021-2025, our five priorities are:
 - A vibrant and sustainable economy
 - Better opportunities for children and young people
 - Healthy, fulfilling, and independent lives
 - Strong, engaged, and inclusive communities
 - A greener, more resilient future

- 1.2 Trading Standards has a very broad remit:
 - Protecting the integrity of the food chain, from farmed animal welfare and disease control (such as, in response to avian influenza) to food safety and standards
 - Ensuring goods are safe and trading is fair
 - Tackling underage and illegal sales of alcohol, tobacco products, knives, and corrosive substances
 - Environmental protection, ensuring businesses are supported to comply with new green legislative requirements
 - Aiding Public Health in supporting retailers and sports venues to comply with coronavirus restrictions and recover from the covid-19 pandemic, and
 - Ensuring the safety of a number of sports grounds in the county.

The government consistently utilises Trading Standards enforcement as a method to ground its policy ambitions in areas where regulation and enforcement is required. Recent examples of this include:

- extensions to calorie and allergen food labelling

- extensions to the prohibition of sales of bladed products, such as knives, to persons under the age of 18
- bans on cosmetic filler treatments for and sales of corrosive substances to persons under the age of 18
- bans on microbeads in cosmetics; certain fuels for wood burning stoves and tenant fees, and
- enforcing covid-19 related business requirements.

We are seeing a revamp of regulations as a consequence of EU transition, and we are anticipating a raft of new legislation, which will require enforcement by Trading Standards.

1.3 The service supports businesses through the provision of:

- information and advice to ensure compliance with trading standards
- calibration, verification, testing and hire of weighing and measuring equipment
- a level playing field by ensuring fraudulent and unfair practices are not allowed to prosper.

The service's Business Services Policy is appended to this report (Appendix 5).

The service investigates criminal offences and civil breaches and takes legal action where necessary to protect individuals, in particular the vulnerable, as well as wider legitimate public and economic interests. The service also seeks to protect Norfolk people from fraud, scams and rogue traders through awareness raising and our No Cold Calling Zones and Trusted Trader scheme.

Trading Standards therefore has an important social and economic role in the county, helping communities to strengthen, people and the environment to thrive, the economy of Norfolk to grow and both communities and businesses to recover from the covid-19 pandemic.

1.4 The Trading Standards service takes an evidence-driven approach to strategic and tactical planning and decision making. The service plan has been developed using analysis of information (intelligence), such as consumer complaints recorded by the Citizens Advice Consumer Helpline (CACH), information about threats and rogue traders recorded on the Trading Standards' national intelligence database, and intelligence disseminated by enforcement partners such as the Food Standards Agency (FSA), the Department of the Environment, Food and Rural Affairs (Defra) and the Office of Product Safety and Standards (OPSS). This robust approach ensures that the service plan reflects the issues and problems Norfolk people and businesses face, ensuring our service is focused on the needs of the county. This includes providing part of the 'national shield'; collaborating with National Trading Standards (NTS) to address both national issues that affect Norfolk and the impact of local businesses nationally and globally.

The service plan (Appendix 1) includes our 'plan on a page' (page 12) which summarises our strategic control strategy and focus on protecting the public and legitimate business.

2. Proposal

- 2.1 The Trading Standards Service Plan 2022/23 (Appendix 1) includes, and attention is drawn to:
- Annex I: Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan 2022/23 (Appendix 2 to this report)
 - Annex II: Food & Feed Law Enforcement Plan 2022/23 (Appendix 3 to this report), and
 - Annex III: Delivery of Animal Health & Welfare Framework 2022/23 (Appendix 4 to this report).
- 2.2 The Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan enables the County Council to discharge its statutory duty to annually consider and review its enforcement of the Children and Young Persons (Protection from Tobacco) Act 1991 and the Anti-Social Behaviour Act 2003.
- 2.3 The Food and Feed Law Enforcement Plan is a statutory plan required by the Food Standards Agency, which incorporates work that is intended to protect the food supply chain, covering both food production and control of animal feed used for animals intended for human consumption.
- 2.4 The service's Business Services Policy has been reviewed. It continues to reflect the business offer provided by the Trading Standards service (Appendix 5).

3. Impact of the Proposal

- 3.1 The Trading Standards service has a track-record of evidence-driven strategic and tactical planning and decision making. Our service plan ensures that we target our resources at those areas of trade that cause the most detriment to Norfolk consumers and businesses and anticipate emerging issues. It enables us to collaborate with partners to achieve complementary aims, such as our work with Public Health, the police, and Environmental Health on restrictions to control the spread of coronavirus. It also enables us to empower communities to protect themselves from frauds and scams, such as through our work with the Norfolk Against Scams Partnership (NASP). Our planned approach promotes an environment in which businesses and communities can thrive.

For example, during the last year the Trading Standards service:

- Continued to work closely with the Police, Environmental Health, Public Health, Communications and npLaw to provide advice and support to businesses and the public on business closure, business restrictions and self-isolation legislation, introduced to control the spread of the coronavirus. In addition, we worked with a covid-19 testing business and "fit-to fly" businesses, which attracted multiple consumer complaints after becoming overwhelmed with orders overnight as a result of changes in travel requirements. We advised the businesses on how they could provide redress to impacted customers and introduce processes to prevent any recurrence of the issue.
- Continued to work with the Sports Grounds Safety Authority (SGSA) to ensure that, on re-opening, the County's designated stadiums and

regulated stands are not only safe but also covid-19 secure, in line with government guidance. For example, on the implementation of Plan B in December, we worked with our venues to address the covid pass entry requirements and mandatory wearing of face coverings. Working with other agencies such as the Police, Fire and Rescue, Environmental Health, Public Health and the Ambulance Service, the service has reviewed the operating arrangements and/or re-issued safety certificates for a number of venues around the County, including for football, greyhounds, stock car racing and horse racing

- Worked alongside members of the Animal and Plant Health Agency (APHA) to respond to three Avian Influenza outbreaks in the county, conducting foot patrol visits in the disease zones surrounding the infected premises to identify poultry keepers and advise them on how to protect their flocks and limit the spread of the disease. This winter season has seen an unprecedented level of Avian Influenza outbreaks across Great Britain, with 77 cases confirmed up until the end of January 2022. A countrywide Avian Influenza Prevention Zone remains in place requiring keepers to adhere to strict biosecurity requirements, including the requirement to house birds, in order to limit the spread of the disease. The service continues to respond to complaints about unhusbanded poultry and poultry welfare as a result of these requirements.
- Calibrated over 19,500 items of equipment, supplied weights and other weighing equipment, provided hire weights, and verified other weighing and measuring instruments for local, national, and international businesses and public organisations
- Supported the creation of 27 new No Cold Calling zones, taking the county total to 292 zones, meaning, at present, 13,394 Norfolk properties are protected from rogue and unscrupulous cold-calling doorstep traders.
- Conducted 43 inspections at e-cigarette retailers and ensured the non-compliant disposable e-cigarettes found at 55% of businesses, that were over strength, oversized and/or incorrectly labelled, were removed from sale.
- As a result of our food sampling and enforcement activity, raised 6 food incidents with the Food Standards Agency (FSA) regarding undeclared allergens in prepacked foods as well as handling 8 complaints in relation to undeclared allergens in non-prepacked foods which caused illness/injury.
- Took eight prosecutions during the year, where, in every case, the offenders either pleaded guilty or were found guilty at trial. The cases related to rogue builders/tradespeople, illegal tobacco sales, an unroadworthy vehicle and horse welfare.

4. Evidence and Reasons for Decision

- 4.1 The Trading Standards Service Plan, inclusive of Annexes I, II and III (Appendices 1 to 4), is considered to be the most effective way to demonstrate how the service intends to fulfil its regulatory/statutory responsibilities taking into account the available intelligence, resources and the Better Together, for Norfolk priorities we are seeking to support.

- 4.2 The Business Services Policy (Appendix 5) was approved in 2016. It has been reviewed and continues to reflect the business offer provided by the Trading Standards service.

5. Alternative Options

- 5.1 The proposed Plan and associated documents are considered to set out the most effective approach and best fit with the strategic direction of Norfolk County Council. Alternative approaches could be taken, but these would require further work to develop and may result in a need to secure additional funding to deliver.

6. Financial Implications

- 6.1 The activities within the proposed service plan and the recruitment detailed in section 7.1 below can be delivered within the agreed budget/using current reserves.
- 6.2 The service has secured new enforcement burdens funding from government for our new duties under The Food Information (Amendment) (England) Regulations 2019 (otherwise known as “Natasha’s Law”) and The Botulinum Toxin and Cosmetic Fillers (Children) Act 2021. We are currently seeking similar funding for our new duties under The Offensive Weapons Act 2019.
- 6.3 As highlighted in the service plan itself, current accommodation constraints for our Calibration, Verification and Testing Services (CVTS) laboratories are stifling growth, which could result in an inability to generate the required income via our commercial services. Capital investment may be required, as per section 7.2 below.

7. Resource Implications

- 7.1 **Staff:** There is a long-standing national shortage of qualified Trading Standards Officers (TSOs). We currently have 5 vacancies (28% of our TSO posts) into which we have been unable to recruit in recent years. We have an aging demographic within the service, with, by April 2022, an average age of trainees, TSOs, Lead TSOs and Section Managers/Head of Service of 51; with 40% over the age of 55 and two-thirds over the age of 50. As highlighted in the service plan itself, the current vacancies and age demography present a significant risk to our ability to meet service demands. In addition, the potential failure to maintain a sufficiently large cohort of qualified staff would severely inhibit our ability to successfully recruit and retain trainees, who depend on the support of these staff to attain their professional qualification. It takes approximately 3 years to train a Trading Standards Officer; through a combination of theoretical study and practical on-the-job training.

The staff survey results for Trading Standards have shown a consistently high score (negative impact) for job pressures and workplace tensions. This is, in part, a result of the regulatory work we undertake, but it is also as a result of the staffing reductions we have seen over a number of years and our inability to fill staffing vacancies with qualified Trading Standards Officers (TSOs).

Investment in our workforce to develop a resilient service has been a priority in our service plan since 2020/21 but has been delayed by our focus on our coronavirus pandemic response. Further to the approval of a business case, we are implementing an innovative graduate recruitment and training programme with a view to attracting people from diverse backgrounds, who have the capability to complete the on-the-job training and gain the experience necessary to attain their Trading Standards Practitioner Diploma. We are currently seeking to recruit TSOs and trainee TSOs to fill our vacant posts and cover anticipated retirements.

- 7.2 Property:** We will be reviewing the operational accommodation needs of the service, in particular, our Calibration, Verification and Testing Services laboratories to ensure that they meet the size and configuration requirements to enable the service to continue to grow and generate the required income via our commercial services.
- 7.3 IT:** The Trading Standards service has invested in a replacement case management system, which will be launched in readiness for the start of the 2022-23 service year. The Information Management Team (IMT) is providing technical support during the implementation phase and will provide ongoing technical support once the system is launched.

It is anticipated that, once fully implemented, the system will generate efficiencies in workflows, enhanced mobile working for officers and a reduction in the need for administrative and IMT support.

8. Other Implications

- 8.1 Legal Implications:** Statutory duties are addressed in the Trading Standards service plan 2022-23 and associated plans.

The Trading Standards service is principally concerned with preventing or reducing crime and disorder. Enforcement activities are determined via our intelligence-led approach and enforcement action is undertaken in accordance with the CES Compliance and Enforcement Policy. This policy provides a clear framework within which the service can protect the public, legitimate businesses, and the environment in a consistent, fair, and transparent way, in line with both local and national priorities and the legal requirement arising from Section 17 of the Crime and Disorder Act 1998.

The service has regard to the Freedom of Information Act 2000, the Data Protection Act 2018, and corporate data protection policies and procedures as well as service-specific policies in relation to data protection where these differ in a criminal justice context.

- 8.2 Human Rights Implications:** Enforcement activities occasionally necessitate the use of covert surveillance or access to communications data, as regulated by the Regulation of Investigatory Powers Act 2000 (RIPA) and the Investigatory Powers Act 2016 (IPA). In carrying out its enforcement role, the

service has regard to these acts and the County Council's RIPA and IPA policies, when considering the necessity and proportionality of such activities.

In addition, in undertaking its enforcement role, the service has regard to the Human Rights Act 1998, in terms of the right to a fair trial, the right to respect for private and family life, prohibition of discrimination and protection of property.

8.3 Equality Impact Assessment (EqIA): There are no material changes to the Trading Standards Service Plan relevant to equality.

However, an Equality Impact Assessment (EqIA) was produced for the CES Compliance and Enforcement Policy last year, in conjunction with the CES Equality and Accessibility Officer. The assessment found that, for Trading Standards, recording of the protected characteristics of our contacts is currently limited to formal investigations. This is due to the current recording system being led by the needs of the Courts, rather than for broader monitoring purposes. Trading Standards has since reviewed and explored options for wider recording of protected characteristics to enable greater understanding of the diversity of the business and public communities we serve. The new case management system (see section 7.3 above), which will be in use from April 2022, is capable of recording more detailed information and work will be carried out to explore how best to implement this. However, broader data capture is, to a large extent, dependent on the Citizens Advice Consumer Helpline, which handles all our frontline consumer contacts.

8.4 Data Protection Impact Assessments (DPIA): The service routinely obtains, stores, and shares information to provide advice and guidance, conduct investigations and ensure compliance with relevant laws. Some of this information is personal data, and some of it is confidential or sensitive. The information is securely stored electronically, on the County Council's Network, and in other ways such as on secure databases and in secure paper files. The information is stored and processed in accordance with the law (including the Data Protection Act 2018 and the Enterprise Act 2002) and with proper regard to the council's privacy notices.

Discussion has taken place with the Information Governance Team who advise that a Data Protection Impact Assessment is not required, as there is no new processing and the relevant privacy notices relating to regulatory provision are in place and have been recently reviewed.

8.5 Health and Safety implications: The service follows the County Council's Health & Safety – "Our Commitments policy" and associated corporate policies, including "Covid-19 Your Health and your safety" and the corporate Covid-19 Compliance code. The service has comprehensive risk assessments for covid-secure working practices which complement those for service-specific activities such as weights and measures inspections or potentially confrontational situations. These enable us to manage the health, safety, and wellbeing of our staff, whether they are working at business premises, in customers' homes, in the office, in our laboratories or in their own homes. Our comprehensive set of

risk assessments are reviewed on an annual basis as part of our Health, Safety & Wellbeing Action Plan.

8.6 Sustainability implications: The service will have a focus on environmental protection, ensuring:

- businesses are supported to comply with new green legislative requirements, and
- the service operates in a manner to support the council's net-zero ambitions.

The latter includes:

- a commitment to engage with the development of the corporate Environmental Action plan, adopting best practice where applicable
- implementing the mobile working functionality of our replacement case management system and thus reducing our use of paper forms
- sign-posting businesses to online information and advice and providing bespoke advice via email and thus reducing our use of information leaflets and letters, and
- retaining the positive benefits of home-working and implementation of MS Teams to reduce business travel, especially for meetings.

9. Risk Implications / Assessment

9.1 This service plan provides a clear framework and mitigates any risk of legal challenge regarding the delivery of the regulatory/statutory enforcement function of the Trading Standards Service.

9.2 As demonstrated in the last service year, plans will need to be revised if:

- Additional coronavirus restrictions enforcement is necessitated by further outbreaks
- The county is impacted by more animal disease outbreaks, such as avian influenza or classical swine fever, or
- The service is unable to recruit qualified Trading Standards Officers and/or trainees.

10. Recommendations

The Select Committee is asked to:

1. Review and comment on the Trading Standards Service Plan 2022/23 (Appendix 1) including:

- **Annex I: Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan 2022/23 (Appendix 2 to this report)**
- **Annex II: Food & Feed Law Enforcement Plan 2022/23 (Appendix 3 to this report), and**
- **Annex III: Delivery of Animal Health & Welfare Framework 2022/23 (Appendix 4 to this report).**

prior to consideration by Cabinet.

2. Review and comment on the Trading Standards' Business Services Policy (Appendix 5) prior to consideration by Cabinet.

11. Background Papers

11.1 [CES Compliance and Enforcement Policy](#)

Officer Contact

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

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Email: sophie.leney@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.

Trading Standards Service Plan 2022-23

Responsible Senior Officer Name: **Sophie Leney**

Period covered: **2022-2023**

Latest update: **11 February 2022**

What our service aims to achieve

The Trading Standards service's ambition is for a safe, fair, and legal marketplace for Norfolk, that supports and benefits local businesses and communities. In alignment with Better Together, For Norfolk - Norfolk County Council's strategy for 2021-2025, our five priorities are:

- A vibrant and sustainable economy
- Better opportunities for children and young people
- Healthy, fulfilling, and independent lives
- Strong, engaged, and inclusive communities
- A greener, more resilient future

The things we do

We will undertake the following service activities:

1. Support the economy and economic recovery, by providing businesses with access to information and compliance advice, including through chargeable, bespoke services
2. Support the economy and economic recovery, through our traded service, by delivering calibration, verification, testing and hire to the public and private sectors
3. Safeguard vulnerable people and build community resilience with partners; by tackling scams, fraud, and rogue traders; including through our Norfolk Against Scams Partnership (NASP), No Cold Calling Zones and Trusted Trader scheme
4. Protect consumers and support legitimate businesses by tackling non-compliance, focusing on the most detrimental trading

Through programmes of intelligence-led market surveillance, education, and enforcement activities:

5. Protect the environment
6. Safeguard communities and public health by addressing coronavirus pandemic-recovery social and business restrictions, and tackling the supply of age restricted products to young people

For further information see **Annex I: Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan 2022-23**

7. Ensure the safety, standards, and quality of the food chain, including food, animal feeds and agricultural fertilisers

For further information see **Annex II: Food & Feed Law Enforcement Plan 2022-23**

8. Safeguard the standards of animal health and welfare and reduce the risk of animal disease outbreaks and associated risks to the Norfolk economy and public health
For further information see **Annex III: Delivery of Animal Health & Welfare Framework 2022-23**
9. Ensure fair trading of products and services, and the safety and legal measurement of products
10. Ensure safety at sports grounds, working with partner agencies and other stakeholders via safety advisory groups

Our focus for the 2022/23 service year is on:

- Investment in our workforce to develop a resilient service: Recruitment and development of Trading Standards Officers and trainee Trading Standards Officers to ensure we have the staffing resources necessary now and in the future to fulfil our statutory duties and address the county council's priorities.
- Environmental protection, ensuring:
 - businesses are supported to comply with new green legislative requirements, and
 - the service operates in a manner to support the council's net-zero ambitions.
- Online market surveillance, in line with coronavirus pandemic recovery practices: Continuing to strengthen our online compliance and enforcement approach, in line with the shift to online trading and fraud.
- Development of our commercial services: Increasing our income, primarily through our calibration and chargeable business advice functions to reduce our reliance on grant funding.

In all that we do, we commit to being:

- Forward looking
- Innovative
- Empowering
- Collaborative
- Evidence driven
- Prudent, and
- Developmental

Our service structure

The Trading Standards Service currently consists of four teams:

- Calibration, Verification & Testing Services
- Food and Farming
- Intelligence and Enforcement Support
- Safety and Fair Trading

In 2022/23 we will be introducing a fifth team, Business and Community Support, to ensure we can focus on our investment in our workforce to develop a resilient service, environmental protection, and development of our commercial services.

The service has a full-time equivalent staffing complement of 43.36 FTE with a headcount of 45.

The service is delivered from three offices, County Hall in Norwich, Priory House in King's Lynn, and Hethel Engineering Centre (Calibration, Verification & Testing Services only).

Norfolk's population is 914,039¹ and there are 33,145² active enterprises in Norfolk. With a net budget of £1,715,520, the annual cost of the Trading Standards service is £1.88 per head or £51.76 per enterprise.

Monitoring our outcomes/performance

Over the last two service years, in line with every other public sector service, business and third sector organisation, the Trading Standards Service's plans, service delivery and developments have been significantly impacted by the Covid-19 pandemic, albeit, in the last year, we have striven to deliver our business-as-usual regulatory duties.

Over the last year, we have continued to work closely with the Police, Environmental Health, Public Health, Communications and nPLaw to provide advice and support to businesses and the public on business closure, business restrictions and self-isolation legislation, introduced to control the spread of the coronavirus. In addition, we worked with a covid-19 testing business and "fit-to-fly" businesses, which attracted multiple consumer complaints after becoming overwhelmed with orders overnight as a result of changes in travel requirements. We advised the businesses on how they could provide redress to impacted customers and introduce processes to prevent any recurrence of the issue.

We have continued to work with the Sports Grounds Safety Authority (SGSA) to ensure that, on re-opening, the County's designated stadiums and regulated stands are not only safe but also covid-19 secure, in line with government guidance. For example, on the implementation of Plan B in December 2021, we worked with our venues to address the covid pass entry requirements and mandatory wearing of face coverings. Working with other agencies such as the Police, Fire and Rescue, Environmental Health, Public Health and the Ambulance Service, the service has reviewed the operating arrangements and/or re-issued safety certificates for a number of venues around the

¹ 2020 Office of National Statistics figure (estimated)

² 2021 Office of National Statistics figure from the Inter Departmental Business Register

County, including for football, greyhounds, stock car racing and horse racing. The biennial inspection by the SGSA concluded that the service (on behalf of the County Council) is high performing in discharging its regulatory duties for the Safety of Sports Grounds.

The Calibration, Verification and Testing Services (CVTS) team is forecast to generate £540,000 of income by year end, £28,000 (5.2%) over target. Income is generated by calibrating over 19,500 items of equipment, supplying weights and other weighing equipment, providing hire weights, and verifying other weighing and measuring instruments. Ways of working and travel have been impacted by the pandemic, but our reputation and flexibility has secured additional income from the pharmaceutical sector and some new business as a result of EU transition. The CVTS team is also responsible for maintaining Norfolk Trading Standards' own weights and measures and, via Section 101 agreements, those of Cambridgeshire, Essex, and Suffolk. The CVTS team continues to work closely with NorseCare and others to ensure medical weighing equipment meets Care Quality Commission (CQC) requirements whilst generating savings for the company in equipment maintenance, although some inspections have been delayed due to covid-19. The team successfully maintained our accreditation from the United Kingdom Accreditation Service (UKAS), ISO9001 certification, and designation from the Secretary of State as a Notified Body as well as securing designation as a UK Approved Body to enable continued conformity assessments for both the GB and Northern Ireland markets post EU exit. CVTS continues to support the local economic recovery and has utilised the county council's courier service to provide free collection and delivery services to Norfolk businesses. This has been well received by Norfolk's private and public sector and has generated savings for those businesses as well as improving our business offer whilst creating some efficiency gains for the service.

Throughout the year, Trading Standards has continued to support Norfolk communities to activate No Cold Calling Zones (NCCZs) in their locality, enabling residents to declare that they no longer wish to accept traders calling at their homes without an appointment and thus deterring rogue and unscrupulous traders cold calling them. Norfolk's first No Cold Calling Zone was created in December 15 years ago in East Harling. During 2021, 27 new zones were created, taking the county total to 292 zones, meaning, at present, 13,394 Norfolk properties are protected within a No Cold Calling Zone.

We have continued to work with the Norfolk Against Scams Partnership (NASP) to enable organisations to protect people and businesses from fraud, scams, and doorstep crime, and to help those who are defrauded. The Partnership has 56 public, private, and voluntary sector organisations as members. The partnership has worked together during the pandemic to raise awareness of covid-19 related scams, running social media campaigns, and distributing postcard-style scam information leaflets throughout Norfolk. We have worked with the local radio and press to highlight the latest scams relating to covid-19 vaccinations and boosters. We have highlighted cyber fraud throughout the year including text, email, and identity fraud scams, and we have recently launched a pilot scheme with police volunteers fitting telephone call-blockers for people who are vulnerable to scam telephone calls.

We have continued to monitor the marketplace to ensure consumer products, including food, are safe and legal. For example:

- Sales of second-hand cars generate the most consumer complaints of any trade sector in Norfolk (and nationally). We undertook an operation to inspect our most detrimental car traders in Norfolk, which led to the identification of unsafe vehicles at 3 businesses – one of whom was prosecuted for an unroadworthy vehicle. We

have secured national funding to lead a regional project, working with our East of England Trading Standards Authorities (EETSA) to tackle the most detrimental car sellers in the region over the next service year.

- As part of an EETSA regional project, we tested hand sanitisers for declared alcohol content, germicidal efficacy, and marketing claims. As a result, two products were withdrawn from the market, the labelling of three was amended and one retailer switched products, to those produced by a local manufacturer.
- Following test purchase, 22,000 unsafe lighters were removed from the marketplace and 28 eBay listings of cheap motorcycle helmets imported from China were taken down.
- Working with the county council's Transport for Norwich and Norfolk Police we contacted sellers of e-Scooters and used social media messaging to highlight their responsibilities under consumer protection legislation to make it explicit that personal e-scooters (as opposed to official hire e-scooters) can only be used on private land and not on the road.
- Following a rise in complaints and national concerns regarding the sale of disposable e-cigarettes that are over strength, oversized and sold to those underage, we conducted 43 inspections at e-cigarette sellers in the county. During these inspections, non-compliant products were found and removed from sale at 55% of the premises.
- Over 21,000 illicit cigarettes and 4kg of illegal hand-rolling tobacco were seized from a business in King's Lynn; having been found in a concealment behind a fake fuse box during an intelligence-led operation. We continue to work with enforcement partners to tackle the sale of illegal tobacco in Norfolk; including through engagement with landlords to evict their shop tenants who persist in selling.
- We have conducted intelligence-led food sampling surveys, included checking for undeclared allergens, meat species, and standards of imported foods and bread flour. Of the samples taken and reported on by our public analyst during the service year (to the end of January 2022) just over 60% have been found to be non-compliant.
- We have continued our focus on food allergens work. As a result of our sampling and enforcement activity, the service raised 6 food incidents with the Food Standards Agency (FSA) regarding undeclared allergens in prepacked foods as well as handling 8 complaints in relation to undeclared allergens in non-prepacked foods which caused illness/injury. Our "ask for allergens" campaign was featured in a council email signature banner during the year, which led to a dramatic increase in views of our associated webpages. In October 2021 additional allergen labelling requirements for prepacked for direct sale food products (Natasha's Law) came into effect and in advance of this we designed and disseminated an advice mailshot to those sectors of the Norfolk food business community most affected, to ensure they are aware of their legal responsibilities.
- We have assisted a business in King's Lynn with the export certification of their product (a high-risk food not of animal origin) by undertaking sampling and analysis on a cost recovery basis, to enable them to meet post EU-exit requirements.

- Our feed hygiene enforcement activities to ensure the safety and integrity of farmed animal feed and pet food has included responding to FSA feed alerts relating to salmonella in pet food.

Once again, this year, the service worked alongside members of the Animal and Plant Health Agency (APHA) to respond to three Avian Influenza outbreaks in the county. In November 2021 officers conducted foot patrol visits in the disease zone surrounding an infected premises near Wells-next-the-Sea, to identify poultry keepers and advise them on how to protect their flocks and limit the spread of the disease. Over the Christmas period and into early January 2022 officers undertook this work in the disease zone surrounding an infected premises near Watlington and in February we operated in a zone near Fakenham. This winter season has seen an unprecedented level of Avian Influenza outbreaks across Great Britain, with 77 cases confirmed up until the end of January 2022. A countrywide Avian Influenza Prevention Zone remains in place requiring keepers to adhere to strict biosecurity requirements, including the requirement to house birds, in order to limit the spread of the disease. The service continues to respond to complaints about unhoused poultry and poultry welfare as a result of these requirements.

Despite the continuing constraints on the court service, Trading Standards had eight prosecutions during the year, where, in every case, the offenders either pleaded guilty or were found guilty at trial. The cases related to rogue builders/tradespeople, illegal tobacco sales, an unroadworthy vehicle and horse welfare.

We will know we have made a difference when:

- Businesses understand and comply with legal requirements when they trade. Sanctions are applied to those who flout the law
- Communities and local businesses can protect themselves and others from and do not lose money to scams, fraud and rogue traders
- Illegal and/or unsafe products are prevented from entering/removed from the marketplace
- Our workforce capacity and commercial income ensure we have a resilient service

Measure	How we did in 2016/17	How we did in 2017/18	How we did in 2018/19	How we did in 2019/20	How we did in 2020/21	How we did in 2021/22 (to date)	Our target for this year
Percentage of businesses brought to broad compliance with trading standards	Target = 95% Actual = 95.30%	Target = 95% Actual = 94.69%	Target = 95% Actual = 95.66%	Target = 95% Actual = 94.87%	Target = 95% Actual = 97.80%	Target = 95% Actual = 97.67%	95%
Percentage of rogue traders and most detrimental businesses brought to compliance	Target = 80% Actual = 85.58%	Target = 85% Actual = 78.10%	Target = 85% Actual = 86.16%	Target = 95% Actual = 98.81%	Target = 95% Actual = 95%	Target = 95% Actual (YTD) = 98.46%	97%
Number of (a) Norfolk people who are 'Friends Against Scams' and (b) partners in the Norfolk Against Scams Partnership (NASP), protecting people from financial abuse	Not measured	(a) FAS Target = 600 (a) FAS Actual = 626	Discontinued	No targets set (a) 3,886 (b) 50	No targets set (a) 4,192 (b) 55	No targets set (a) 4,266 (b) 56	No targets set
Amount of money that, as a result of Trading Standards intervention, is not lost to or is recovered from fraudsters and rogue traders	Not measured	Not measured	Not measured	Not measured	£166,809	Actual not available until year end	Baselining measure due to 2020-22 being non-representative
Percentage of products, including foods and feeds, sampled or test purchased, which are found to be non-compliant and are subsequently brought to compliance or removed from the marketplace	Target = 90% Actual = 94%	Target = 93% Actual = 95.45%	Target = 93% Actual = 98.27%	Target = 93% Actual = 97.34%	Target = 96% Actual = 100%	Target = 96% Actual = 93.33%	96%

Feedback from our customers

Measure	How we did in 2016/17	How we did in 2017/18	How we did in 2018/19	How we did in 2019/20	How we did in 2020/21	How we did in 2021/22 (to date)	Our target for this year
Business satisfaction with Trading Standards services	Target = 94 Actual = 91.20	Target = 93 Actual = 92.90	Target = 93 Actual = 93.50	Target = 97% Actual = 94.40%	Target = 97% Suspended due to covid-19	Target = 97% Suspended due to covid-19	95%

Our key risks

Risk (Managed and monitored via the Trading Standards Risk Register)
A loss of staff due to the service's aging demographic and/or continued austerity measures could result in a loss of specialist trading standards knowledge and skills, resulting in an inability to (a) deliver statutory duties and (b) generate the required income through our commercial activities of Primary Authority Partnerships, bespoke advice, calibration, verification testing, and hire services.
Accommodation and ICT constraints on our Calibration, Verification and Testing Services (CVTS) laboratories are stifling growth, which could result in an inability to generate the required income via our commercial services.

Measures (to monitor risks)

Measure	How we did in 2016/17	How we did in 2017/18	How we did in 2018/19	How we did in 2019/20	How we did in 2020/21	How we did in 2021/22 (to date)	Our target for this year
Proportion of Trading Standards Officers/Managers who hold necessary qualifications and current competencies to be authorised to deliver the Trading Standards Service priorities (as required by statute and as set out in the Control Strategy).	Target = 100% Actual: July = 90% Nov = 94%	Target = 100% Actual: April = 97% Aug = 99% Dec = 98.94% Mar = 99.64%	Discontinued	Not measured	Target = 100% Not measured due to covid-19	Actual not available until year end	100%

Measure	How we did in 2016/17	How we did in 2017/18	How we did in 2018/19	How we did in 2019/20	How we did in 2020/21	How we did in 2021/22 (to date)	Our target for this year
Income generated through our commercial activities of calibration, verification, testing and hire services	Target = £339,500 Actual = £397,846	Target = £355,000 Actual = £410,533	Target = £375,000 Actual = £420,407	Target = £425,000 Actual = £512,976	Target = £452,000 Actual = £534,584	Target = £512,000 Actual = £538,000 (forecast)	£562,000
Income generated through our commercial activities of Primary Authority Partnerships and bespoke advice	Target = £20,240 Actual = £868	Target = £20,580 Actual = £20,522	Target = £21,030 Actual = £15,485	Target = £21,280 Actual = £25,532	Target = £41,280 Actual = £16,612	Target = £41,280 Actual = (YTD) £11,070	£41,280

Supplementary information

In addition to the local ambition and priorities outlined on page 1 above and Norfolk Trading Standards' Strategic Assessment 2022 recommendations, the Trading Standards Service Plan has regard to (a) the Chartered Trading Standards Institute (CTSI) Four Nations Priorities, which are:

1. **Protecting those at risk of the highest harm from the worst impacts of financial hardship** including:
 - Scams and doorstep crime – educating consumers on how to protect themselves from scams using local and national networks, preventing doorstep crime, and taking action against fraudsters and scammers
 - Housing and rents – with so many people living in insecure or unsuitable homes Trading Standards plays a critical role to ensure consumers are getting a fair deal and ensuring tenants' rights are protected by working with estate agents, letting agents and landlords and taking action against rogue agents and landlords where necessary
 - Unfair terms – working with consumer protection partners and business to keep contracts fair and ensure consumer rights are upheld
 - Pricing and metrology – ensuring consumers have access to clear and accurate pricing information, get what they pay for and can make proper value for money choices, especially on essentials like food and fuel
 - Educating consumers who may be seeking cheaper products due to financial hardship and turn to troublesome websites or marketplaces where they may be scammed or sold dangerous goods.
2. **Identifying and removing dangerous or harmful products from the market:**
 - Intercepting and removing from the market dangerous or defective goods, including counterfeits e.g. PPE, Covid “cures” and claims, dangerous electronics and consumer goods, illicit alcohol, and tobacco
 - Ensuring food standards and quality to avoid illness and even death caused by undeclared allergens or misdescribed and poor-quality food
 - Preventing crises like BSE by assuring the integrity of the food chain from animal feed to final product
 - Taking enforcement action against those who do not comply with the law, including formal action for the most serious or persistent breaches.
3. **Supporting businesses to diversify and adapt to new circumstances:**
 - Working with businesses to help them diversify with new business models such as the shift to online transactions
 - Helping businesses to get different products and services on the market
 - Ensuring a level playing field by ensuring all businesses comply with trading standards laws.
4. **Helping businesses and consumers to successfully navigate the consequences of the UK's departure from the EU:**
 - Providing advice to business on new legislation and requirements especially in relation to the import and export of goods
 - Ensuring compliance with, and enforcement of new rules e.g. ensuring products are properly marked

- Working with partners to ensure consumers have the right information about their rights and obligations.

(b) the National Trading Standards (NTS) Interim Strategic Assessment 2021 priorities and (c) the East of England Trading Standards Authorities (EETSA) Strategic Assessment 2021 priorities, which are:

Doorstep crime and cold calling	NTS	EETSA
Mass marketing scams	NTS	EETSA
Product Safety		EETSA
Animal Health		EETSA
Food		EETSA
Lettings	NTS	
Fair trading: Energy-related fraud	NTS	EETSA
Intellectual property	NTS	EETSA
Fair Trading – used cars	NTS	EETSA
Fair Trading – other areas including home improvements, puppy trading, consumer redress impacted by the coronavirus pandemic, and copycat websites	NTS	
Tobacco Control	NTS	EETSA
Age restricted sales of knives and tobacco/e-cigarettes (EETSA)		EETSA
Estate agency	NTS	
Animal feed	NTS	
Intelligence		EETSA

This Service plan is supplemented by our 2022-23 control strategy and with the following functional specific plans which describe how we will address statutory responsibilities relating to underage sales; food and animal feed safety and standards; and farmed animal welfare and disease control:

- Annex I: Enforcement of Age Restricted Sales and Illicit Tobacco Products Plan 2022-23
- Annex II: Food & Feed Law Enforcement Plan 2022-23
- Annex III: Delivery of Animal Health & Welfare Framework 2022-23.

Please see the Trading Standards Service's plan on a page below.

Service: Trading Standards

Plan on a Page 2022/23

What we will do

Ambition: A safe, fair, and legal marketplace for Norfolk, that supports and benefits local businesses and communities

Priorities:

A vibrant and sustainable economy
 Better opportunities for children and young people
 Healthy, fulfilling and independent lives
 Strong, engaged and inclusive communities
 A greener, more resilient future

Focus for 2022/23:

- Investment in our workforce to develop a resilient service
- Environmental protection
- Online market surveillance, in line with coronavirus pandemic recovery practices
- Development of our commercial services

How we will do it

Support the economy and economic recovery, by providing businesses with access to information and compliance advice, including through chargeable, bespoke services
 Support the economy and economic recovery, through our traded service, by delivering calibration, verification, testing and hire to the public and private sectors
 Safeguard vulnerable people and build community resilience with partners; by tackling scams, fraud and rogue traders; including through our Norfolk Against Scams Partnership (NASP), No Cold Calling Zones and Trusted Trader scheme

Protect consumers and support legitimate businesses by tackling non-compliance, focusing on the most detrimental trading

Through programmes of intelligence-led market surveillance, education and enforcement activities:

- Protect the environment
- Safeguard communities and public health by addressing coronavirus pandemic-recovery social and business restrictions, and tackling the supply of age restricted products to young people
- Ensure the safety, standards and quality of the food chain, including food, animal feeds and agricultural fertilisers
- Safeguard the standards of animal health and welfare and reduce the risk of animal disease outbreaks and associated risks to the Norfolk economy and public health
- Ensure fair trading of products and services, and the safety and legal measurement of products
- Ensure safety at sports grounds, working with partner agencies and other stakeholders via safety advisory groups

How we will know if we have made a difference

Businesses understand and comply with legal requirements when they trade. Sanctions are applied to those who flout the law

Communities and local businesses can protect themselves and others from and do not lose money to scams, fraud and rogue traders

Illegal and/or unsafe products are prevented from entering/ removed from the marketplace

Our workforce capacity and commercial income ensure we have a resilient service

Our commitments: We commit to being:

Forward Looking

Innovative

Empowering

Collaborative

Evidence Driven

Prudent

Developmental



Norfolk County Council

Community & Environmental Services

Trading Standards Service

Enforcement of Age Restricted Sales
and Illicit Tobacco Products



A review of our activities in 2021-22 and a strategy for 2022-23 to deter the sale of age restricted products to young people and the sale of illicit tobacco products in Norfolk, with the intention of improving community safety and public health.



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

Context

The Children and Young Persons' (Protection from Tobacco) Act 1991 requires a Local Authority to review its enforcement activity relating to the supply of cigarettes and tobacco to persons under the age of 18 on an annual basis. There are similar duties arising from Section 54A of the Anti-Social Behaviour Act 2003. The Trading Standards Service has a responsibility to enforce the compulsory health warning requirements on tobacco products and the age restrictions and composition legal requirements applicable to e-cigarette liquids which contain nicotine.

This Plan fulfils these review obligations, as part of the overall work of Trading Standards to improve community safety and public health.

The supply of illicit tobacco products continues to be a problem in Norfolk. There is evidence of supply spreading to smaller market towns in addition to the larger urban areas of Norwich, King's Lynn, and Great Yarmouth. These products fail to carry the health warnings of legitimate tobacco products and are often counterfeits of established brands. Their unknown composition and unregulated production present an additional health hazard to smoking, already the major cause of death in the UK. Illegal cigarettes do not have the self-extinguishing qualities of legal cigarettes and pose a greater fire risk. The Service receives intelligence that sales of illicit cigarettes are being made to young people. The relative cheapness of these products makes them attractive to buyers; including those under 18 years old, and undermines smokers' attempts to quit. This plan integrates the Trading Standards Service actions to tackle these illicit products along with the obligations outlined above.

Background

Trading Standards community safeguarding activities are intelligence-led and focus on both national and local priorities. Improving community safety and public health by tackling illicit and age restricted products is a key priority for the service.

Trading Standards recognises that effective enforcement of legislation to prevent the sale of age restricted goods requires a multi-agency approach and seeks to work in partnership with a range of agencies and stakeholders to ensure accurate identification of priority and high-risk areas, share best practice and engage in collaborative work, such as joint operations and licence reviews.

Trading Standards aligns its service delivery, wherever possible, to support the priorities of other council services. In order to align its community safeguarding activities with Public Health priorities, the Service will focus activities on:

- Preventing the sale of alcohol to young people
- Taking action through alcohol licensing requirements
- Preventing the sale of cigarettes, e-cigarette liquids and tobacco to young people
- Disrupting the supply of illicit tobacco products
- Working with the Norfolk Tobacco Alliance, and
- Working with Community Alcohol Partnerships (CAPs)

Service delivery will take place across the whole of the county; based on the intelligence derived from information received about the sale of age restricted products and illicit tobacco products.

Review of 2021-22

The impact of Covid-19 continued to restrict the actions that could be taken.

The amount of intelligence received regarding premises selling age restricted products to underage persons increased significantly from 2020-2021 levels. This includes complaints made to the police and district council licensing departments in the county.

1. Alcohol

In the first three quarters of the 2021-22 service year, intelligence was received about 15 premises selling alcohol to underage persons. All premises were advised by remote means on their responsibilities in relation to underage sales.

With 2 of these premises, further intelligence was received about continuing underage sales. Since we could relax the covid-19 restrictions imposed on test purchase operations, two test purchases have been carried out. In one case no sale took place and in the other a sale was made, and this matter is ongoing.

The Community Alcohol Partnership (CAP) in Gorleston & Bradwell, set up in October 2019, has been combined with the long-standing Great Yarmouth CAP. Partner activities have recently resumed. Trading Standards continues to attend and contribute to partnership meetings.

In addition, a new CAP has been set up in King's Lynn and West Norfolk. It is at an early stage but collaborative working with partners is progressing.

The Trading Standards Service is a Responsible Authority in licensing matters. Trading Standards continues to work closely with the other Responsible Authorities, in particular, Norfolk Constabulary Licensing Team, in order to ensure the licensing objectives are upheld in Norfolk. Where a business is found to be selling alcohol to underage persons, Trading Standards, in conjunction with Norfolk Constabulary, will apply for a review of the premises licence. So far in the 2021-22 service year we, along with the Norfolk Constabulary Licensing Team, have supported one review which was made by local residents near a public house in Gorleston. The concerns raised related mainly to anti-social behaviour but included an underage sales element.

2. Tobacco

In the first three quarters of the 2021-2022 service year, we received intelligence about 5 premises selling cigarettes to persons aged under 18. The premises were given advice by remote means.

The Government's Tobacco Control Strategy is key to the Trading Standards Service's response in enforcing legislation in relation to both the supply of illicit tobacco products and underage sales, as well as ensuring that legal tobacco products are stored and labelled as required by law.

In the latter part of this year, Trading Standards has been able to restart intelligence-led visits to shops and this will continue.

In October 2021, working with Norfolk Constabulary in Kings Lynn, one shop was

visited and over 21,000 illegal cigarettes and over 4 kg of illegal hand rolling tobacco was seized. This was stored in a void behind what was in effect a fake electrical fuse box locked using an electro-magnet. Investigations into this matter are ongoing.

One prosecution of two individuals, previously alleged to have sold illegal tobacco, is on hold, due to the individuals involved being untraceable, but some recent information received may assist in progressing.

One person was prosecuted in June 2021 for the possession of illegal tobacco in Dereham. He was sentenced to 4 months' imprisonment, suspended for 12 months and ordered to pay costs of £1,000.

Trading Standards, in conjunction with Norfolk Constabulary's Licensing Team, has continued to apply to revoke existing Premises Licences and prevent unsuitable applicants from obtaining them. This service year we jointly objected to an application in Thetford where the applicant and premises had links to a person from whom Norfolk Constabulary had seized over a million cigarettes. The licence was not granted.

In King's Lynn, jointly working with Norfolk Constabulary, we continue to deal with a number of shops which have persistently sold illegal tobacco products. In the past, some shop landlords have not been co-operative in dealing with tenants who are engaging in the sale of illegal tobacco. However, we have revisited our approach of working with landlords, following successful outcomes in Lincolnshire where the Proceeds of Crime Act 2002 has been utilised.

Our joint work has led to a change of use of two shops in King's Lynn, with a third closed down for several months. It has recently reopened, and we are making enquiries with regard to changes of landlord and tenant.

3. Nicotine inhalation products (electronic cigarettes or NIPs)

The fluids used in nicotine inhalation products (NIPs) are subject to the same age restrictions as cigarettes and tobacco. Underage sales of nicotine inhalation products are becoming an increasing problem, with intelligence received in this service year to date about 8 premises compared to no intelligence reports in 2020-21. Advice has been given to all premises by remote means and by face-to-face visits.

In addition, a further 43 inspections have been carried out to check the labelling, strength, and quantity of NIP fluids at vape shops. Non-compliant products, which were over-strength, over-sized and/or incorrectly labelled, were found at 55% of the premises visited. Advice on the legal requirements, including the underage sales element, has been provided to retailers and the non-compliant items have been voluntarily removed from sale or seized.

4. Knives

Trading Standards received no complaints about premises in Norfolk selling knives to persons under 18 in the first three quarters of 2021-2022. We worked with Norfolk Constabulary as part of the national campaign, Operation Sceptre, in November 2021, conducting joint visits to ensure retailers are fully aware of their legal responsibilities on preventing sales to underage youngsters.

5. Fireworks

Norfolk Constabulary takes the lead on sales of fireworks to under-18s, and we will support. No intelligence has been received about underage sales of fireworks so far this service year.

6. Other Products

Intelligence regarding the underage sales of other products is rare. One item of intelligence was received about the sale of lighter fluid and advice was given to the premises in question.

Looking ahead to 2022-2023

Our planning assumption for the forthcoming service year is that the coronavirus pandemic will not impact our enforcement activities, but plans will be revised if necessitated by further restrictions.

Enforcement Activities (including test purchasing programmes)

Trading Standards will continue to focus its resources on alcohol, tobacco, and nicotine inhalation products (NIPs). We will also respond to intelligence relating to other products, where there is an identified need.

A staged approach is adopted with due regard to the Community and Environmental Services (CES) Compliance and Enforcement Policy. In respect of age restricted sales this includes:

- The provision and publicity of advice and support materials
- The delivery of advice and help to new retailers of age restricted products
- The investigation of complaints together with the delivery of advice and assistance to prevent the recurrence of underage sales
- Targeted test purchasing utilising young people and where appropriate, underage volunteers
- Recommendation to adopt a "Challenge 25" type policy
- Working with and supporting national or regional initiatives
- Multiagency/community group/industry partnership working including Community Alcohol Partnerships (CAPs), and
- Encouraging reporting of sales of illicit tobacco and sales of age restricted products to underage people and improving the flow of intelligence in this regard.

Enforcement Approach

Following the provision of advice and support, the service will test the business' underage sales policies. Where information continues to indicate that underage sales are taking place, test purchasing by underage volunteers will be undertaken with support from Norfolk Police.

We will also continue to provide officers and utilise Trading Standards young volunteers to support Norfolk Police, in relation to their lead role for underage sales at 'on licence' premises.

The recruitment, selection and utilisation of young persons for test purchasing will be in accordance with the protocols, systematic procedures and risk assessments adopted and developed in line with the Home Office and other guidelines. These protocols and procedures are maintained in the Service's Policies and Guidance system and are thus subject to

rigorous internal audit. All officers involved in the test purchase programme have been subject to police vetting procedures.

Where Trading Standards carry out test purchasing utilising underage volunteers, this is carried out in accordance with the Regulation of Investigatory Powers Act 2000 (RIPA). Generally, test purchasing using underage volunteers is only used where other methods of preventing a business from selling age restricted products to underage persons have failed.

Enforcement activity will also be carried out at premises where intelligence is received regarding the sale of illicit tobacco products. This activity will include visits with specialist tobacco detection dogs to find concealed illicit tobacco. Formal action will be taken against businesses where it is found, as appropriate.

The service, working with our police partners, will take a robust stand in response to anyone found to be purchasing alcohol or tobacco products on behalf of a young person.

We will, in conjunction with Norfolk County Council Public Health and with other agencies, as appropriate, promote ways of reporting sales of illicit tobacco and sales of age restricted products to young persons.

Tobacco

During 2022-2023 it will remain a priority to gather and then act upon any intelligence received, including that received from our partners. Trading Standards is an active member of the Norfolk Tobacco Alliance and will be striving to help achieve CLearR (Challenge, Leadership and Results) status in tobacco control for Local Government for Norfolk County Council.

In line with our Compliance and Enforcement Policy we will continue to provide an effective response to secure compliance of and/or disrupt Norfolk businesses engaged in supplying illicit tobacco products, including:

- Seizure and destruction of illicit tobacco products
- Seizure of criminal assets (including vehicles & cash)
- Institution of proceedings with a view to prosecution and the issue of simple cautions
- The destruction of illicit tobacco products
- Preventing the issue of and securing the revocation of Premises Licences
- Carrying out safety testing, where appropriate, on illicit cigarettes, and
- Working with the landlords of properties used for the supply or storage of illicit tobacco with a view to securing the eviction of tenants who continue to break the law. Where appropriate legal proceedings will be instituted where landlords fail to co-operate.

Trading Standards, with partners, will carry out the highlighted activities at retail level. In parts of Norfolk, currently Great Yarmouth and Kings Lynn, criminal organisations are thought to control the illicit tobacco supply. It will be necessary to work with enforcement partners to effectively tackle these groups.

Operation CeCe is a joint Her Majesty's Revenue and Customs (HMRC) and National Trading Standards (NTS) operation. Funding is provided by HMRC to NTS to carry out visits at a retail level to disrupt the supply of illegal tobacco. Each regional Trading Standards

association in England and Wales has made a case as to how the funding should be used. In our region, the East of England Trading Standards Authorities (EETSA) have directed regional funding to those local authority areas where disruption activity at retail level is deemed most suitable.

In Norfolk, we are supporting a sub-operation of Operation CeCe, targeting three retail premises in the county. Recent inspections have resulted in a total of 5,100 illegal cigarettes and 7.70kg of illegal hand-rolling tobacco being sized from two of the three businesses.

Knives

Norfolk Constabulary take the enforcement lead. Trading Standards will assist Norfolk Constabulary with Operation Sceptre, the national initiative to reduce knife crime; by carrying out joint advice visits to knife retailers.

In addition, during the year the enactment of the Offensive Weapons Act 2019 will give Trading Standards a strengthened enforcement role with regard to online sales of bladed items and the prohibition of their delivery to persons under 18 years of age. The service is currently seeking new enforcement burdens funding to enable us to fulfil this role.

Cosmetic Fillers (including Botox)

The Botulinum Toxin and Cosmetic Fillers (Children) Act 2021 came into effect on 1 October 2021, prohibiting specific cosmetic treatments on children and the offer of such treatments. Trading Standards and the police are responsible for enforcing the new duty with businesses and practitioners operating in their locality. Using existing powers available to us under the Consumer Rights Act 2015, we are able to inspect, enforce compliance, undertake test purchases, and bring forward prosecutions.

The service has secured new enforcement burdens funding to enable us to fulfil this role and we will adopt the same staged approach as detailed above.

Corrosive Products

The Offensive Weapons Act 2019 creates new offences of supplying a corrosive product to a person under 18 years of age whether in person or by remote means and of delivering a corrosive product to an underage youngster.

The service is currently seeking new enforcement burdens funding to enable us to fulfil our enforcement role and we will adopt the same staged approach as detailed above.

Alcohol & anti-social behaviour

The link between anti-social behaviour and the consumption of alcohol and substance abuse is established. The strategy of preventing the upstream supply of a number of restricted products to underage persons and thus reducing the level of anti-social behaviour associated with the use of these products will continue to be supported.

This plan will contribute to community objectives and those arising from Government strategy for community safety and public health. Alcohol and associated anti-social behaviour will continue to be a particular focus. We will continue to support both the Community Alcohol Partnerships (CAPs) in Norfolk.

Proof of Age Schemes

The Trading Standards Service does not promote any specific proof of age scheme but supports those schemes that conform to the PASS Scheme criteria. Many retailers have adopted the “Challenge 25” policies in relation to all age restricted products.

Trading Standards will continue to encourage all businesses involved in the sale of any age restricted products to adopt a policy which achieves the aims of “Challenge 25”.

Our ‘Minor Sales Major Consequences’ pack includes a section on adopting a “Challenge 25” type policy. The Trading Standards Service will also encourage and promote the use of a ‘Refusals Log’ by traders to provide evidence that proof of age is being sought and sales refused in appropriate circumstances.



Norfolk County Council

Community & Environmental Services

Trading Standards Service

Food & Feed Law Enforcement Plan
2022-23



**Produced in accordance with the requirements of the
Food Standards Agency Framework Agreement**



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The Food Standards Agency (FSA) Framework Agreement and Section 2.6 of the Food Law Practice Guidance (England) document require Food & Feed Law Enforcement Plans to be laid out in a common format but recognises that, as local authorities may have corporate service plan templates, they may use the corporate format as long as the information requirements laid out in the Agreement guidance are included and are separately identifiable. Therefore, wherever possible this Annex makes reference to the applicable sections of the Trading Standards Service Plan 2022-23 rather than replicating the information it contains.

Section One: Trading Standards Service Aims and Objectives

1.1 Aims and Objectives

The Trading Standards service's ambition is for a safe, fair, and legal marketplace for Norfolk, that supports and benefits local businesses and communities. In alignment with Better Together, For Norfolk - Norfolk County Council's strategy for 2021-2025, our five priorities are:

- A vibrant and sustainable economy
- Better opportunities for children and young people
- Healthy, fulfilling and independent lives
- Strong, engaged and inclusive communities
- A greener, more resilient future

1.2 Links to Corporate Strategic Ambitions

Our ambition and priorities accord with the County Council's 2021-2025 Strategic Plan for the County, Better Together, for Norfolk, and its vision, priorities, guiding principles and commitments:

Vision

In Norfolk, we cherish our heritage, we embrace opportunity, and offer an extraordinary place in which to spend a lifetime.

- We want Norfolk to be the place where everyone can start life well, and age well, and where no one is left behind
- We want our economy to be vibrant, entrepreneurial and sustainable, supported by the right jobs, skills training and infrastructure
- We want our communities to feel safe, healthy, empowered and connected, their individual distinctiveness respected and preserved

Priorities

- A vibrant and sustainable economy
- Better opportunities for children and young people
- Healthy, fulfilling and independent lives
- Strong, engaged and inclusive communities
- A greener, more resilient future

Guiding Principles

- No one left behind
- Prevention over cure
- A local approach

Commitments

- Forward looking
- Innovative
- Empowering
- Collaborative
- Evidence driven
- Prudent
- Developmental

- 1.3 How Trading Standards helps to deliver the County Council's vision and strategy is captured in our plan on a page on page 12 of the Trading Standards Service Plan 2022–23.

Section Two: Background

2.1 Profile of the Local Authority

The population of Norfolk in 2020 was estimated to be 914,039¹. The age profile of Norfolk's population is much older than England as a whole with 24.7% of people being aged 65 and over, compared to 18.5% for England.

Norfolk is the fifth largest of the 25 two tier (or shire) counties in England, with a geographical area of 549,751 hectares. The population density is one of the lowest for any of these counties, giving Norfolk a predominantly rural character.

There are 33,145² active enterprises in Norfolk. Norfolk has a large rural economy with 74.9% of Norfolk's SMEs being in rural areas³.

Agriculture remains a large employment sector with 9%² of enterprises in this sector. The total farm labour force is large with nearly 12,500³ people employed on commercial holdings. In comparison with other local authority areas the county has one of the largest livestock populations of commercial poultry (15,515,558³) and pigs (539,174³).

The health and life sciences sector is also an important part of the economy in Norfolk. The Greater Norwich area in particular is home to a cluster of internationally renowned research organisations, such as the Quadram Institute. These organisations employ some 3,000 scientists, which is the largest concentration of health, food, plant and bio scientists in Europe. The Greater Norwich area has also been awarded Food Enterprise Zone Status.

2.2 Organisational Structure

The structure of the Trading Standards service is set out on page 3 of the Trading Standards Service Plan 2022-23.

The Trading Standards service currently reports, via the Director of Community, Information & Learning, Ceri Sumner, to the Executive Director of Community and Environmental Services.

The Executive Director of Community and Environmental Services, Tom McCabe, reports to the Council's Cabinet. The cabinet member for Communities and Partnerships is Councillor Mrs Margaret Dewsbury, margaret.dewsbury@norfolk.gov.uk.

¹ 2020 Office of National Statistics figure (estimated)

² 2021 Office of National Statistics figure from the Inter-Departmental Business Register

³ Norfolk Rural Economic Strategy 2021-2024

⁴ Defra Farming Statistics 2016

The Council has 84 elected Members. The current political make-up of the Council is: 57 Conservative council seats, 12 Labour, 9 Liberal Democrat, 3 Green, 2 Independent, 1 Independent (non-aligned).

Feed and food law enforcement is the responsibility of the Food and Farming Section of the Trading Standards service. The section's functions are:

- Providing support for Norfolk based businesses in the food and farming sectors, to further economic growth:
 - delivering targeted business information to achieve compliance, promoting self-help
 - providing business advice and support on request, including chargeable advice
 - acting as 'primary authority' for food and farming sector businesses.
- Ensuring the standards of animal health and welfare; the quality, safety and hygiene of the food chain and metrology standards through delivery of intelligence-led compliance programmes, including sampling, inspections, verifications and market surveillance enforcement activities in the following areas:
 - Animal health and welfare, including disease control and licensing
 - Primary food production including fertilizers, animal feeding stuffs and food hygiene
 - Food standards
 - Legal metrology.
- Intelligence-led criminal and civil interventions and investigations, tackling issues emerging from the tasking and coordination process and focusing on the most detrimental offending within the food and farming sectors.

2.2.1 The manager responsible for the delivery of official feed and food controls is:

Jon Peddle
Food and Farming Manager
Email: jon.peddle@norfolk.gov.uk
Tel: (01603) 224380

The Lead Feed Officer is Colin Maxwell and the Lead Food Officer is Paula Crowson, both of whom are based in the Food and Farming Team. The Food Law Code of Practice lays down the responsibilities and competencies of the Lead Food and Feed role (which may be more than one person) which are shared in the Service between Jon Peddle, Colin Maxwell (feed) and Paula Crowson (food).

2.2.2 The Authority has contracted with Public Analyst Scientific Services Ltd (PASS) to provide the public analyst and agriculture analyst functions for the county.

2.3 Scope of the Animal Feed and Food Service

The Trading Standards service delivers a range of animal feed and food enforcement services. Specific functions are detailed below:

- Programmed inspections at animal feed and high-risk food premises
- Targeted enforcement activities
- Inspections and other enforcement activities arising from complaints and referrals
- Sampling of food and animal feed for analysis and/or examination as part of national, regional and local programmes
- Primary Authority responsibilities
- Responding to food and feed safety incidents
- Provision of information, advice and support for businesses
- Publicity including public awareness campaigns
- Working in partnership with other agencies involved in the protection of the food chain including the Food Standards Agency (FSA); the Department of the Environment, Food and Rural Affairs (Defra); the Department of Health (DH); Public Health (PH); the other ten local Trading Standards authorities who together make up the East of England Trading Standards Authorities (EETSA) and the seven District Council Environmental Health Departments in Norfolk.

The animal feed and food law enforcement service is delivered exclusively by officers employed by the County Council, alongside other similar services, for example, the inspection of weighing and measuring equipment.

2.4 Demands on the Animal Feed and Food Service

Using the appropriate risk scoring profile food businesses are scored on a high, medium or low risk basis. There are 58 high-risk, 7,252 medium-risk and 4,875 low-risk food businesses recorded on the Trading Standards service's database, totalling 12,185 food businesses. There has been an overall increase in the number of recorded food business premises from the previous year. This may be attributable to food business start-ups during covid-19 lockdowns and the increased efficiency of the transfer of food registration information, received via the national online portal.

There are 6,040 agriculture businesses recorded on the Trading Standards service's database. The appropriate risk scoring profile for feed businesses scores them on a frequency of inspection basis from 1 to 5 years with a score of 1 being the highest risk and 5 being the lowest. The inspection programme, based on risk, is agreed with the FSA as part of the national grant funded audit and inspection programme.

A number of businesses are designated both food and feed businesses. The Trading Standards service conducts food standards, feed standards, feed hygiene and food hygiene at primary production inspections or a combination of these interventions at these businesses.

There are 541 food manufacturers in Norfolk, 4% of the sector, ranging from major multinational companies to cottage industries. The majority of food businesses are caterers (7,279 = 60%) such as public houses, restaurants and hotels, or retailers (3,148 = 26%) including general stores and bakers.

The county has 46 animal feed, including pet food, manufacturers as well as a very large number of on-farm mixers.

A large percentage of the companies with which the Trading Standards service has a Primary Authority relationship are within the food and agriculture sectors.

In writing this annual plan it is standard practice to anticipate demands on the service, across various aspects of food and feed delivery, by examining the demands and resources required in the previous service year. However, the continued impact and disruption caused by Covid-19 upon both businesses and the service in its usual delivery of activities means that such comparisons may be unreliable. Where more appropriate to do so, this plan uses figures from the 2019/20 year to forecast demand.

It should also be noted that this plan has been written on the premise that the impact of Covid-19 on any activities proposed for the 2022/23 year will be minimal as we adjust to living with Covid-19. However, if Covid-19 continues to impact upon planned activities to the extent and manner in which they can be delivered, the service will prioritise and adapt its delivery in line with prevailing guidance, as it has done since the beginning of the pandemic.

The Trading Standards Service has office locations at County Hall, Norwich and Priory House, Kings Lynn. These locations are open to the public 9.00 – 17:00 Monday to Friday.

2.5 Enforcement Policy

The Community and Environmental Services (CES) directorate is responsible for a range of regulatory functions, including Trading Standards, Planning enforcement (mineral and waste sites), Flood and Water (land drainage), Norfolk Fire and Rescue (fire safety), Highways (networks, maintenance and blue badge enforcement) and Safety of Sports Grounds, and the CES Compliance & Enforcement Policy has been implemented, having regard to the established legal framework for decision-making, the Code for Crown Prosecutors (CPS) and the “Regulators’ Code” published by the Office of Product Safety and Standards (OPSS).

Section Three: Service Delivery

3.1 Animal Feed and Food Premises Inspections (Interventions)

The Trading Standards service reviews its policy in relation to inspections (interventions) at business premises on an annual basis in accordance with the principles of better regulation, the Food Law Code of Practice (England) and the Feed Law Code of Practice (England). In relation to farm premises the service also

considers the Animal Health and Welfare Framework Agreement and the Farm Regulators' Charter.

- 3.1.1 In relation to feed businesses, this service leads the regional approach to feed enforcement with its East of England Trading Standards Authority (EETSA) partners and liaises with National Trading Standards (NTS) and the Food Standards Agency (FSA). At the time of compiling this plan the number of feed visits required by the NTS/FSA programme for the forthcoming year, based on a full risk-based inspection programme, is not confirmed but is expected to be similar to that required for the 2021/22 service year, with an estimate of 70 inspections at Norfolk based premises, out of a total of 230 inspections required across the EETSA region. This programme is entirely financed by grant funding provided by the FSA and administered by NTS. This proposed programme now takes full account of earned recognition for businesses that are members of an assurance scheme and covers equally the full range of feed businesses. Livestock and arable farms are the main types of premises to be visited; reflecting the importance of having feed controls in place at primary production.

The NTS/FSA programme of interventions and activity is produced using agreed risk models and desktop modelling of our premises database. The programme is agreed by the FSA prior to commencement and funding. As such it is accepted that this programme satisfies the requirements for interventions laid down in the Feed Law Code of Practice (England).

- 3.1.2 In relation to food businesses, the service will inspect all food businesses in Norfolk that are deemed to be high-risk by virtue of the previous trading history or the appropriate risk scheme, on at least an annual basis. In addition, intelligence-led inspections or other interventions will be conducted at those business sectors presenting the highest risk to the food chain and consumers/other legitimate businesses. It will also be appropriate, on occasion, to respond with inspections or other interventions where intelligence is received via consumer/trader complaints or referrals from other enforcement agencies about the non-compliance with trading standards of individual businesses. In line with Hampton principles⁴ and the resources available the service will not therefore, as a matter of routine, carry out inspections at medium or low risk food businesses unless they are visited as a result of the aforementioned factors.

The above measures are intended to focus our available resources on the areas of greatest risk, using available intelligence, and as such the service will not be able to fulfil a food inspection programme in accordance with the requirements of the Food Law Code of Practice (England). This discrepancy is covered in greater detail under section 4: Resources.

Whilst the Food Law Code of Practice (England) requirements remain in place in relation to inspection programmes, the FSA has produced a "Covid-19 Local Authority Recovery Plan" that recognises the pressure that local authority resources

⁴ Reducing administrative burdens: effective inspection and enforcement: Philip Hampton – March 2005

have been under in responding to Covid-19. This plan acknowledges that, given the impact of Covid-19, local authorities may vary from the required schedule of programmed interventions during the recovery period outlined in that plan. The service is currently in compliance with the inspection programme requirements outlined in the Recovery Plan document.

3.1.3 The service has assessed the value of carrying out unannounced inspections as opposed to announced inspections. It applies the following policy on animal feed and food inspections and audits:

- (a) Where official controls take the form of an audit or there is a need to have the feed or food business operator present e.g. so that records can be examined, then such visits will be announced. In these cases, prior notification will be kept to a minimum.
- (b) In all other cases and in particular where previous visits or intelligence suggests that serious non-compliances have occurred, visits will be unannounced. All establishments will be subject to ad hoc visits which will be unannounced.

The service will keep this policy under review and, if the policy leads to a disproportionate negative impact on the use of resources of both the service and Feed and Food Business Operators, it will be revised.

The policy will also be kept under review in light of the enhanced requirements of the Official Control Regulations (EU) 2017/625 (as amended) and the requirement for competent authorities to perform regular and unannounced risk-based controls to identify fraudulent activities. The service believes that the above policy is still valid, as the requirements of the legislation are met by activities covered in part (b) of the policy.

3.1.4 The inspection programmes for food and animal feed are shown below:

Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Feed Hygiene & Standards Inspection Programme	To inspect 70 agriculture businesses, e.g. selected feed mills, importers, retailers and farms. To ensure compliance in relation to feed labelling/packaging, stock rotation/storage, feed hygiene, record keeping/traceability and sale or use of prohibited materials.	0.15 FTE	0.15 FTE
Inspection of High-Risk Food Businesses	To carry out inspections at 58 businesses identified as high risk for food.	0.90 FTE	0.80 FTE
*Excluding managerial, administrative and legal support but including revisits and follow up action			

Animal feed and food inspections are carried out by suitably qualified, competent and experienced Trading Standards Officers. Some targeted enforcement activities

are carried out by Trainee Trading Standards Officers, studying for qualifications under the Chartered Trading Standards Institute (CTSI)'s Professional Competency Framework (CPCF), adequately supervised by qualified staff.

Feed/Food Standards Inspections are carried out in accordance with the Feed Law Code of Practice (England) and the Food Law Code of Practice (England). Other intelligence-led inspections or other interventions will be conducted during the year. The majority of such inspections also involve targeted sampling and an outline of the sectors to be inspected, and the resources required, is included in 3.5 below. We will also continue to undertake focused allergens compliance project work, including the additional requirements for prepacked for direct sale products (Natasha's Law) which came into force in October 2021. The resources for this project work, which also includes inspections and sampling, is also included in 3.5 below.

3.2 Animal Feed and Food Complaints

Anticipated resource requirements for handling animal feed and food complaints are based on the complaint/contact numbers received in previous service years, the nature of those complaints/contacts and the level of enforcement response required. The number of food complaints/contacts is anticipated to be 230 (based on 2019/20) and the number of agriculture complaints/contacts is anticipated to be 20.

The staffing resources required are given below:

Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Complaints and Referrals	To undertake reactive enforcement in response to complaints from other enforcement agencies, businesses and the general public in relation to animal health, agriculture and food matters to ensure legal compliance. Analysis will be undertaken to identify further proactive work, identify trends and report on significant outcomes and impacts.	0.05 FTE (feed) 0.80 FTE (food)	0.05 FTE (feed) 0.80** FTE (food)
*Excluding managerial, administrative and legal support ** Forecast based on 2019/20.			

In addition to reactive complaints/referrals work, information and advice is made available to consumers. This is achieved through signposting to the Citizens Advice 'Advice guide' website via our website www.norfolk.gov.uk/business/trading-standards and through our social media posts on twitter and Facebook.

3.3 Home Authority Principle and Primary Authority Scheme

Following a change to our Business Services Policy in 2017, this service no longer offers the full range of functions under the Home Authority Principle. In particular, the service no longer offers free bespoke advice to businesses. Bespoke advice

tailored to the individual needs of a business is now provided on a chargeable basis. The service supports Primary Authority Partnerships administered by the Office of Product Safety and Standards (OPSS).

The service will provide the following levels of service to Primary Authority businesses:

- Actively promote the benefits of the Primary Authority scheme to businesses within Norfolk and outside of Norfolk
- Designate Primary Authority Officer(s) to each partnered business, with the relevant competencies or access to the necessary expertise to be able to offer advice
- Respond to requests for advice and guidance
- Issue assured advice, where it is appropriate to do so
- Facilitate a response to enquiries raised by other authorities
- Maintain records of relevant incidents, business policies and diligence procedures, where known
- Maintain confidentiality in relevant circumstances
- Ensure businesses are aware of our procedure for dealing with complaints or disagreements
- Have in place arrangements to notify other authorities of indulgences relevant to “subsequently corrected” errors
- Participate in relevant sector groupings with enforcement partners where our Primary Authority Partners businesses operate in the applicable market sector
- Support national advice and conciliation procedures, where appropriate.

Primary Authority businesses will be inspected/visited or otherwise contacted:

- As part of the inspection programme for high-risk businesses, or
- As part of the planned series of targeted enforcement activities, or
- As a result of a complaint/referral received, or
- To maintain the Primary Authority Partnership relationship.

Currently, the service has Primary Authority Partnerships with two food businesses and one feed business. The resources required to handle complaints and service requests relating to these Primary Authority businesses are included in Sections 3.2 and 3.4.

3.4 Advice to Business

The Trading Standards service works with businesses to help them to comply with trading standards and to encourage the use of good practice. On receipt of business requests for advice we will respond in a number of ways including:

- directing the business to our website or that of a partner organisation, such as the Chartered Trading Standards Institute (CTSI)’s Business Companion and/or the New Anglia Growth Hub
- referring the business to another agency
- providing leaflets produced by partner organisations, our business briefings or standard letters

- providing comprehensive bespoke information or advice via the telephone, email or a letter, on a cost recovery basis and/or
- visiting the business to provide comprehensive advice, on a cost recovery basis.

In each case, our response will be proportionate to:

- the potential risk to consumers caused by a failure on behalf of the business to understand the information/advice provided,
- the experience of the business in question, and
- the impact upon the economic prosperity of the business or its competitors in not achieving compliance in the respective area(s) of the law.

In line with our Business Services Policy, if a business requires more detailed or interpretative advice on trading standards law then we will provide the advice on a cost recovery basis at a pro-rata hourly fee.

In dealing with any requests for advice we will prioritise requests for advice from new businesses, Primary Authority businesses and members of our Norfolk Trusted Trader Scheme.

The Service reviews all information and advice it provides to consumers and businesses on an annual basis. This is with a view to signposting customers to the most appropriate source of online information available to enable self-service and assisted service.

Animal feed and food service requests will be handled by virtue of the projects detailed overleaf and further projects developed during the 2022/23 service year. Anticipated resource requirements are based on the service request numbers received in previous service years, the nature of those service requests and the level of enforcement response required.

The number of food service requests is anticipated to be 100 (based on 2019/20). The number of agriculture service requests is anticipated to be 187.

As outlined in Section 3.3 above the service currently has Primary Authority Partnerships with one feed business and two food businesses. An estimate of billable hours of advice under Primary Authority Partnerships is included in these figures.

Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Business Advice	To provide enforcement and compliance information and advice in relation to agriculture (animal feed, feed hygiene, pet food, fertilisers) and food in response to requests from businesses. Analysis will be undertaken to identify further proactive work, identify trends and report on significant outcomes and impacts.	0.20 FTE (feed) 1.00 FTE (food)	0.15 FTE (feed) ^{***} 1.00 ^{**} FTE (food) ^{***}
<p>*Excluding managerial, administrative and legal support</p> <p>** Forecast based on 2019/20.</p> <p>*** Includes estimated hours of advice to be delivered under Primary Authority Partnerships</p>			

3.5 Animal Feed and Food Sampling

The Trading Standards service's Food and Feed Sampling Policy is annexed to this Plan.

The Trading Standards service targets its proactive sampling at locally produced animal feed and foods, those products/ingredients from companies that manufacture in, are based in, or import into Norfolk. In line with a letter from the FSA (ENF/E/08/061) the service is committed to ensuring that at least 10% of all food samples are of foods imported into the United Kingdom. In addition, animal feed/foods are targeted which are causing current concerns. These are identified through communication with the Food Standards Agency (FSA) and the Department of the Environment, Food and Rural Affairs (Defra); through local, regional and national intelligence held by local authorities; and through consultation with the Public Analyst. The service's sampling programmes therefore include projects run in conjunction with the Food Standards Agency (FSA) and the East of England Trading Standards Authorities group of local authorities (EETSA).

Listed overleaf are sampling surveys that will be carried out in 2022-23. This list will be added to as, for example, intelligence identifies other animal feed/food that should be targeted. At the time of writing this plan the service planning cycle for food and feed sampling has not been concluded and further surveys will be added as a result of this process.

Through the examination of available intelligence and data the service is already aware that compliance with allergen requirements, including the additional requirements for prepacked for direct sale products (Natasha's Law), will again be an area of high priority for 2022/23. The Service will continue to develop activities under its long-term comprehensive programme of allergen compliance work, including sampling, business and consumer engagement and enforcement, if need be.

All sampling by officers is, wherever possible, undertaken in accordance with relevant legislation and all formal animal feed and food samples are taken in accordance with the Feed Law Code of Practice (England) or the Food Law Code of Practice (England) as applicable.

Samples are analysed and/or examined by the service's nominated Public/Agriculture Analyst in accordance with the procedures laid down in the Food Safety (Sampling and Qualifications) Regulations 2013, the Food Law Code of Practice (England) and the Feed Law Code of Practice (England). Alternatively, some samples are examined/tested in house, if it is appropriate to do so. The Public/Agriculture Analysts appointed by the Authority are employed by Public Analyst Scientific Services Ltd (PASS).

Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Agricultural Sampling	To undertake animal feed and fertilizer sampling to ensure compliance in relation to composition, safety, hygiene and labelling.	0.80 FTE £4,000 Purchase and analysis costs	0.80 FTE £4,000 Purchase and analysis costs
Surveys under the sampling project will include: <ul style="list-style-type: none"> • Feed materials which are the subject of a complaint to the service • Imported feeds/ingredients that have been the subject of feed hazard notifications • Lysine and methionine in pig and poultry feed 			
Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Allergens project	Allergen compliance work, including pre-packed for direct sale products; including sampling, business and consumer engagement and enforcement	0.25 FTE	0.45 FTE
Food Sampling Programme (excluding Allergens Project)	Targeting food sampling at areas identified as causing the most harm to consumers in terms of food safety, quality or nutritional standards	1.30 FTE £33,000 Purchase and analysis costs	1.20 FTE £33,000 Purchase and analysis costs
Surveys under the sampling projects will include: <ul style="list-style-type: none"> • Undeclared allergens in non-prepacked foods • Undeclared allergens in foods pre-packed for direct sale • Sampling during the investigation of complaints • Sampling during the investigation of food fraud including meat species in meat products or preparations • Illicit alcohol • Foods produced in Norfolk or imported by Norfolk based businesses • Foods imported from outside the United Kingdom • Foods identified by Food Standards Agency priorities 			
* Excluding managerial, administrative and legal support			

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease
Food poisoning notifications do not usually fall within the remit of the Trading Standards Service. If, however, the service becomes aware of any incident of food poisoning or infectious disease, the facts will be reported to the appropriate authority.

3.7 Animal Feed/Food Safety Incidents
On receipt of any animal feed or food alert, the Trading Standards service will respond as directed and as appropriate and in accordance with the Feed Law Code of Practice (England) or the Food Law Code of Practice (England).

The Food Standards Agency (FSA) issues Food Alerts and Allergy Alerts to let local authorities and consumers know about problems associated with food. In some cases, a "Food Alert for Action" is issued which requires intervention action by enforcement authorities. 68 food alerts were issued by the FSA in 2021 (January to December). The FSA also issued 84 allergy alerts.

During 2021, as a result of sampling and enforcement activity, the service raised 6 food incidents with the FSA regarding undeclared allergens in prepacked foods as well as handling 8 complaints in-relation to undeclared allergens in non-prepacked foods which caused illness/injury.

Feed alerts are far less frequent than food alerts. During 2021 the service was involved in 25 feed incidents raised by the FSA, including salmonella in pet food and cat pancytopenia. This was predominantly as a result of the businesses notifying us of their sample failures, before then notifying the FSA themselves. The Service also raised one feed incident itself, as a result of non-compliances discovered by our own feed sampling activities.

It is estimated that, for the coming service year, 0.10 FTE will be required for feed/food safety incident work.

In cases where the service receives reports of chemical contamination of food and there is a subsequent threat to human health, it will liaise with the appropriate district council environmental health department, with a view to taking over responsibility for the case, or for undertaking a joint investigation, as the situation demands.

3.8 Liaison with Other Organisations
The Trading Standards service works with a wide range of organisations, to varying degrees of formality, in carrying out its animal feed and food law enforcement function. These include the Food Standards Agency (FSA), the Department of Health (DH), the Department of Environment, Farming and Rural Affairs (Defra), the Animal Medicines Inspectorate (AMI), National Trading Standards (NTS), the other ten local authority Trading Standards Services in the East of England (EETSA) and District Council Environmental Health Departments.

The service maintains a strong commitment to the regional work of EETSA and officers from Norfolk contribute to the EETSA Food Group and the EETSA Agriculture Group. Via quarterly meetings and regional Knowledge Hub groups, the service aims to ensure that local food and feed enforcement activity is consistent with neighbouring authorities. The service participates in the National Agriculture Panel, with that panel being chaired by an officer of this service. A recently retired officer of this service was also a long-time member and chair of the National Food Standards & Information Focus Group.

The service also ensures co-ordination with Norfolk's Environmental Health Departments through the Norfolk Food Liaison Group (NFLG), set up to co-ordinate activities in line with the requirements of the Food Law Code of Practice (England).

The service is fully committed to working with the Food Standards Agency on the development of the Achieving Business Compliance strategic redesign of food standards, to determine a future delivery model for official food controls.

The estimated staffing resource for liaison work during the year is 0.25 FTE.

3.9 Animal Feed and Food Safety and Standards Promotional Work, other non-official Controls and Interventions

Animal feed and food safety and standards promotional work for the year is linked to the results of our sampling and other enforcement projects, to any relevant prosecutions, and to information provided by our enforcement partners, primarily the Food Standards Agency (FSA). Promotional work consists of postings on our website www.norfolk.gov.uk/business/trading-standards; including scam alerts, postings via our twitter feeds and Facebook pages and regular press releases, locally, regionally and nationally. In addition, we occasionally develop our own promotional material to assist with consumer and/or business education work, the most recent example being material we developed for our allergens project (resources in relation to allergens promotional work have been accounted for in 3.5).

Information and intelligence gathering work is carried out by feed and food officers as part of their ongoing duties. Information and intelligence is also gathered and analysed by our intelligence lead and technical support staff in the Intelligence and Enforcement Support Section. Such work informs our control strategy, tasking and coordination function and our service planning cycle.

Resourcing details are provided in the table overleaf:

Project Name	Project Description/Outcomes	Staffing/ Other Resources* 2021/22	Staffing/ Other Resources* 2022/23
Promotional Work, Intelligence Gathering	Promotional work including results of market surveillance, enforcement projects, prosecutions and information dissemination. Promotion will include use of our website, social media pages and feeds, local, regional and national press releases and liaison with media organisations.	0.05 FTE (feed)	0.05 FTE (feed)**
	Intelligence gathering work will include complaints and information monitoring, review of local, regional, national and international data to inform market surveillance and enforcement activity.	0.05 FTE (food)	0.05 FTE (food)**
*Excluding managerial, administrative and legal support			
**Intelligence gathering work also undertaken by Intelligence and Enforcement Support Section.			

Section Four: Resources

4.1 Financial Allocation

The net budget for the Trading Standards service for 2022/23 is £1,715,520. A breakdown of the Trading Standards budget for feed and food enforcement is shown below:

Budget description	2021/22 Outturn (tbc)	2022/23 Estimate
Staffing	Total F&F: £717,980* Food & Feed: £272,832 (based on 5.95 FTE)	Total F&F: £701,920 Food & Feed: £280,768 (based on 5.85 FTE)
Sampling (food & agriculture purchase and analysis)	£37,000	£37,000**
Subsistence/travel	Total TS: £5,040 (profiled budget) Food & Feed: £676 (based on 5.95 FTE)	Total TS: £6,000 Food & Feed: £811 (based on 5.85 FTE)

* Includes posts resourced by EU Transition funding

** At the time of writing this plan the Service is applying for grant funding for feed/hygiene audits and feed sampling to supplement the 2022/23 sampling budget. The results of any grant bid will affect surveys proposed in Section 3.5 above. Whilst the overall grant funding is likely to be slightly reduced in comparison to 2021/22 funding, changes to the timing and allocation of these resources means we are unable to confirm at this time.

The relative amounts allocated to food and feed law enforcement are based on the staff allocation breakdown given in Section 4.2.

4.1.1 The Food Law Code of Practice requires the service to inspect its food businesses over a prescribed cycle. In addition to the inspection of all high-risk businesses and other interventions detailed in this plan, the expectation is that all medium risk businesses will be inspected every 2 years and that an inspection or alternative enforcement strategy be undertaken at low risk premises once every 5 year. As outlined in 3.1.2 above, the FSA has produced a “Covid-19 Local Authority Recovery Plan” that currently allows local authorities to diverge from the required schedule of programmed interventions, during the recovery period outlined in that plan.

The service has determined that, if it were to conduct the routine food inspection programme detailed above, the following resource would have to be redeployed from other enforcement activities, such as fair trading, animal health & welfare or product safety work:

Food Business Inspections:	• Medium risk	8.2 FTE
Food Business Alternative Enforcement Strategies	• Low risk	0.2 FTE

However, mindful of the recommendations of the Hampton⁴ and Macdonald⁵ Reviews which state the service should only carry out inspections of businesses where there is a clearly identified risk presented by that business, the service will, as in previous years, conduct intelligence-led inspections or other interventions within those business sectors or at those food business operators presenting the highest risk to the food chain and consumers/other legitimate businesses. A flexible approach to resourcing enables us to respond appropriately to incidents and our local approach to risk assessment and effective targeting of resources, rather than the execution of a routine inspection programme, will provide the necessary protection to the county’s food chain.

4.1.2 The service continues to invest in modern ICT systems. Access to the Internet, to the APP Civica database and to other information systems is seen as a vital resource for operational staff. The service currently uses the UK FSS iNet database for recording, managing and submitting food and feed sampling data. As a result of withdrawal of funding by the FSA the service is aware that UK FSS iNet, whilst still in operation, no longer benefits from external ICT support. At the time of writing this plan the service is awaiting further instruction from the FSA as to how the replacement system for data transfer will operate.

The service has signed up to the “Register a Food Business” national online portal operated by the FSA to enable it to receive real-time food business registration data.

⁴ Reducing administrative burdens: effective inspection and enforcement: Philip Hampton – March 2005

⁵Review of Regulation in Farming: MacDonald – May 2011

The service has procured the newest database product from Civica, the cloud based “Cx” platform. This platform is due to be introduced at the start of the 2022/23 service year and will initially run alongside, and then replace, our current “APP” Civica platform.

All food and feed law enforcement officers have been issued with laptops, smart mobile telephones and digital cameras. During the 2020/21 year officers also received a refresh of their laptops with operational food and feed officers being issued with hybrid laptops that incorporate detachable tablets. The issue of such devices, along with the mobile working functionality of the Cx platform, will, in time, allow officers to directly record and update database information whilst off site at business premises.

The service has issued all of its operational officers, including all food and feed officers, with purchasing cards. This has greatly enhanced our ability to undertake online market surveillance sampling activities.

The service does not have an individual budget for ICT as such matters have previously been transferred to corporate budgeting.

4.1.3 No fixed amount is set aside for legal costs with specific regard to food and feed law. However, a general legal cost subjective is allocated to the budget, the budgeted amount for 2022/23 being £20,000, which may be supplemented from contingency, if necessary.

4.2 Staffing Allocation

The current staffing allocation to food and feed enforcement has been calculated on the basis of the projects/activities described in Section 3 above as summarised and unless otherwise stated FTE figures quoted relate to competent staff:

Plan Section	Project/Activity	FTE 2021/22 Feed	FTE 2021/22 Food	FTE 2022/23 Feed	FTE 2022/23 Food
3.1	Feed Hygiene & Standards Inspection Programme	0.15		0.15	
3.1	Inspection of high-risk food businesses		0.90		0.80
3.2	Complaints and Referrals	0.05	0.80	0.05	0.80
3.4	Business advice	0.20	1.00	0.15	1.00
3.5	Agricultural sampling	0.80		0.80	
3.5	Food Sampling Including Allergens Project		1.55		1.65
3.7	Food/feed alerts		0.10		0.10
3.8	Liaison	0.15	0.15	0.15	0.10
3.9	Promotional Work, Intelligence Gathering (including non-qualified staff)	0.05	0.05	0.05	0.05
	Subtotal:	1.40	4.55	1.35	4.50
	Total:		5.95		5.85

4.3 Staff Development Plan

The service focuses on the needs of both specialist feed and food law enforcement officers and other staff in terms of their training and continuous professional development (CPD).

The current training arrangements are reflected in the Learning and Development Framework and the Learning and Development Plan. Over recent years the number of qualified food and feed officers within the service has reduced, as officers have left the service. The service has invested in supporting trainees to study for the Trading Standards Practitioner Diploma (TSPD) in order to attain the qualifications necessary to be able to undertake food and feed standards work. At present the Service has two trainees

Skills and competency are assessed at annual staff personal development plan discussions, midyear reviews and 1-2-1 meetings and a programme of continuous professional development is implemented to ensure the maintenance of essential knowledge and skills.

The Food Law Code of Practice England (2021) lays down competency demonstration requirements for food officers (20 hours CPD per annum) The service ensures that sufficient time and resources are provided to allow food officers to attain the required 20 hours of CPD per annum.

The service has developed its competency assessment process in line with the requirements of the Competency Framework and the Food Law Code of Practice (2021).

Similarly, the Feed Code of Practice (England) (2018) requires that competent officers are able to evidence 10 hours CPD per annum. Again, the service ensures that sufficient time and resources are provided to allow feed officers to attain this CPD.

Section Five: Quality Assessment

5.1 Quality Assessment and Internal Monitoring

The following arrangements will be used to assess the quality of the Authority's service:

- All procedures and work instructions relating to feed and food law enforcement are subject to established in-house quality improvements and auditing procedures which apply to the whole of the Trading Standards service
- Evaluation surveys sent out to a sample of businesses following an inspection or request for advice
- Review of a random number of inspections, service requests and complaints by section/line managers
- Feedback at 1-2-1 meetings, midyear review and personal development plan discussions on individual performance
- Feedback at team meetings.

Section Six: Review

6.1 Review Against the Service Plan

The Service uses a performance measurement toolkit, “PMR”, to collate, report and review performance on a monthly basis.

At monthly intervals the Trading Standards Management Team undertakes a performance review. The meeting includes recognition of any variance from target, the reasons for variance and any appropriate measures to be put in place to address such variance.

The Trading Standards Management Team also reviews progress against our Control Strategy Priority Actions of:

- Through a programme of intelligence- led market surveillance, education and enforcement activities ensure the safety, standards and quality of the food chain, including food, animal feeds and agricultural fertilisers, and
- Support the economy, and economic recovery, by providing businesses with access to information and compliance advice, including through chargeable, bespoke services

at a monthly Tasking and Coordination meeting.

These priority actions include the provision of business advice, liaison with regulatory and business partners, intelligence-led market surveillance and enforcement activities, including risk-based inspection and sampling.

The allocation of suitable resources to tackle any emerging food or feed issues or trends can also be raised for consideration by the Trading Standards Management Team at the monthly Tasking and Coordination meeting.

Information on performance measures and targets is set out on pages 7, 8 and 9 of the Trading Standards Service Plan 2022-23.

6.2 Identification of any Variation from the Service Plan

As outlined in Section 6.1 above the Service, on an ongoing basis, monitors its performance using the above means and takes action to address variance from target throughout the year.

6.3 Areas of Improvement

The service is committed to addressing areas of improvement highlighted by the ongoing quality assessment and internal monitoring as outlined in Section 5.1 above and the monthly reporting as outlined in Section 6.1 above.

Food and Feed Sampling Policy

Background

Our five priorities are:

- A vibrant and sustainable economy
- Better opportunities for children and young people
- Healthy, fulfilling and independent lives
- Strong, engaged and inclusive communities
- A greener, more resilient future

Introduction

This policy outlines our general approach to the sampling of food and animal feed. This policy is produced in accordance with the service's obligations under the Framework Agreement on Official Food and Feed Controls and the respective Food and Feed Codes of Practice.

Policy

This service recognises that sampling and analysis is an essential part of food and feed standards enforcement, which enables authorised officers to assess compliance with food and feed standards, composition, safety and labelling requirements. This includes using sampling and analysis as part of proactive market surveillance and reactive responses to complaints.

The service is committed to maintaining a contract with a suitably qualified Public/Agriculture Analyst for the analysis of formal food and feed samples.

On an annual basis we will formulate and commit resources to a sampling programme for food and animal feed products. This programme will be developed taking into account factors including the nature of the food and feed businesses in the county, our intervention plan, Primary Authority functions, the Food Standards Agency (FSA) food and feed priorities and other available local, regional and national intelligence pointing to areas of most concern. We will also develop our sampling programme in consultation with the service's appointed Public/Agriculture Analyst.

This service is committed to participation in national and regional sampling surveys where proposed sampling/analysis fits in with the above-mentioned factors.

Although developed as an annual programme, this service will continue to monitor intelligence for emerging issues and will change or amend the sampling programme as necessary.

This service will target its proactive sampling at locally produced animal feed and foods, those products/ingredients from companies that manufacture in, are based in or import into Norfolk. In line with guidance issued by the FSA this service is also committed to ensuring at least 10% of all food samples are foods imported into the United Kingdom.

All formal food and feed sampling will be undertaken in accordance with the Food Law Code of Practice (England) or the Feed Law Code of Practice (England), as applicable. All formal samples are analysed and/or examined by the service's nominated Public/Agriculture Analyst in accordance with the applicable legislation. Officers who take formal samples are suitably qualified and competent to do so in accordance with the respective Food and Feed Codes of Practice.

Where it is the case that informal samples are taken by officers, wherever it is possible, these samples shall be taken in accordance with relevant legislation.

All food/feed samples and the result of examination/analysis will be recorded. Food and Feed Business Operators will be notified of both the samples taken and the results of analysis. Where sample results are considered to be unsatisfactory, the service will take appropriate action to ensure compliance is achieved. Any action will be carried out in accordance with the CES Compliance & Enforcement Policy.



Norfolk County Council

Community & Environmental Services

Trading Standards Service

Delivery of Animal Health & Welfare Framework
2022-23



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.

Norfolk County Council Trading Standards Service: Delivery of Animal Health & Welfare Framework 2022-23

County councils, metropolitan boroughs and unitary authorities in England have a statutory duty to help local communities comply with laws to prevent the spread of animal disease and protect the welfare of animals. It is compliance with these laws that gives our farming industry the freedom to trade freely and thrive, ensuring that the food we eat is safe and as described, shaping our countryside and making a major contribution to local economies.

The agriculture sector is a major industry in Norfolk and is synonymous with the character of the county. 9%¹ of active enterprises in Norfolk are in the agriculture, forestry and fishing sector. The total farm labour force is large with nearly 12,500² people employed on commercial holdings. In comparison with other local authority areas, the county has one of the largest livestock populations of commercial poultry (15,515,558²) and pigs (539,174²) in the United Kingdom.

Central and local government partners have produced an updated [Animal Health and Welfare Framework](#)³ that offers local authorities a set of practical principles to help deliver duties under animal health and welfare legislation in a way that:

- Is responsive and accountable to local communities;
- Is focused on high risk activities to make best use of limited resources;
- Recognises why national consistency is important for businesses, the public and to protect against animal disease;
- Delivers controls in a way that supports European and international trade agreements;
- Promotes collaborative working.

The Framework is a partnership agreement that aims to increase mutual understanding and collaboration between the Department for Environment, Food and Rural Affairs (Defra), the Animal and Plant Health Agency (APHA) and local authorities in relation to animal health and welfare work. It includes responsibilities for all partners to achieve this. The table on the following pages outlines the responsibilities for Norfolk County Council Trading Standards and how these are achieved.

1 2021 Office of National Statistics Inter- Departmental Business Register

2 Defra Farming Statistics 2016

3 Produced in partnership between [Defra](#), [the Animal Plant Health Agency \(APHA\)](#), the [Association of Chief Trading Standards Officers \(ACTSO\)](#) and the National Animal Health and Welfare Panel (NAHWP). It is supported by the [Local Government Association \(LGA\)](#).

Responsibilities of Local Authorities

No.	Action Required	Planned Service Delivery
1	Undertake annual service planning based on the principles in the Animal Health and Welfare Framework.	<p>This document, outlining the responsibilities of local authorities under the Animal Health and Welfare Framework, is included as an annex to the Trading Standards Service Plan.</p> <p>Safeguarding the standards of animal health and welfare and reducing the risk of animal disease outbreaks and associated risks to the Norfolk economy and public health is a defined priority action in the Service Plan and the Trading Standards service's control strategy.</p>
2	Develop a risk based, consistent and accessible process for responding to complaints relating to animal health matters on farms.	<p>The actions of the Service are informed by the Community & Environmental Services (CES) Compliance & Enforcement Policy. The policy includes reference to the Farm Regulators' Charter and the Regulators' Code.</p> <p>The service has adopted the Intelligence Operating Model (IOM) to direct its activities and prioritise its resources. Safeguarding the standards of animal health and welfare and reducing the risk of animal disease outbreaks and associated risks to the Norfolk economy and public health is a defined priority action of the service's control strategy and activities take account of local, regional and national priorities.</p> <p>The service operates a duty system where all matters that have the potential to require further action, including complaints relating to animal health matters on farms, are reviewed by a Lead Trading Standards Officer. If further action is required, the Lead Trading Standards Officer allocates matters to qualified/competent staff, providing handling instructions to ensure a consistent approach. Within the general process, the service has a number of guidance documents, which have been developed to aid the duty team to respond consistently to animal health and welfare complaints, including:</p> <ul style="list-style-type: none"> • a flow diagram for allocating animal health matters • a step by step guide to dealing with illegally imported animals • a guide for dealing with alleged breaches of the requirements of avian influenza controls • a guide for dealing with multiple animal welfare issues/complaints relating to the same keeper • guidance on how to deal with abattoir and welfare in transport notifications

No.	Action Required	Planned Service Delivery
		<ul style="list-style-type: none"> • a TB work instruction, and • instructions for dealing with missing ear tag referrals.
3	Provide transparency about how the local authority responds to animal welfare complaints, including collaborative arrangements with other partners and charities.	<p>As outlined in 2 above, the service's standard policy and protocols for handling referrals and complaints include our response to animal welfare complaints.</p> <p>The CES Compliance & Enforcement Policy and the Trading Standards Service Plan, including this framework annex are published.</p> <p>The service has an information exchange protocol with Norfolk Constabulary and has information sharing agreements with Citizens Advice and World Horse Welfare. In addition, the Service has memorandums of understanding with:</p> <ul style="list-style-type: none"> • the East of England Trading Standards Association (EETSA), to enable the use of a shared intelligence database • Suffolk Trading Standards, to share resources in the event of an animal disease outbreak or major animal welfare event • the Animal and Plant Health Agency (APHA) (facilitated for the service by the Association of Chief Trading Standards Officers (ACTSO)), outlining roles and responsibilities to deal with the safe disposal of anthrax carcasses. <p>Referral handling instructions, covering matters including animal welfare complaints, are maintained for Citizens Advice and Norfolk Police.</p> <p>Where appropriate, the Service will arrange joint visits with Veterinary Officers (VO) from the Animal and Plant Health Agency (APHA) to investigate welfare complaints.</p> <p>Where a complaint raises serious welfare concerns the service will seek to investigate the matter within 24 hours of receipt.</p> <p>Liaison is also maintained with other appropriate agencies to try and establish if the subject of the complaint is the subject of any other complaints/investigations, so a consensus on how to move forward can be agreed.</p>
4	Identify high risk businesses and activities on an annual basis.	The service uses a business risk assessment scheme based on that promoted by the Food Standards Agency (FSA) and has adopted the National Trading Standards Intelligence Operating Model (IOM) to inform its activities and prioritise its resources. The service uses available intelligence sources to risk-assess businesses and identify high risk businesses and activities on an ongoing basis. This informs our priority activities outlined in our control strategy and informs tasking and coordination decisions.

No.	Action Required	Planned Service Delivery
5	Produce an annual programme of interventions for all high-risk businesses and activities based on the risk presented by the activities carried out, intelligence, history of compliance and available resources.	<p>The service produces an annual programme of interventions for all identified high risk businesses. In producing the programme, the service considers factors including risk, compliance history, local, regional and national priorities and any other available intelligence. Progress against targets (for interventions carried out) is monitored monthly by the Trading Standards Management Team via reports provided by Lead Trading Standards Officers.</p>
6	Undertake an annual audit of each livestock market and collection centre in partnership with APHA to review documentation and procedures. Produce an annual programme of interventions based on the outcomes of the audit, which remains flexible to changing risk through the year.	<p>There is one livestock market and two poultry sales operating in Norfolk and the service regularly liaises with the market operators.</p> <p>The service works with officers from APHA to undertake the annual audit of the livestock market, reviewing the market premises and their systems, processes and documented arrangements. This audit informs our agreed programme of interventions with the market, which is fed into our annual intervention programme, as outlined in 5 above.</p>
7	Actively engage in regional animal health and welfare groups, attending meetings where possible and contributing to regional discussions about the implementation of the Framework. Ensure membership of the KHub.	<p>The Service contributes significantly to regional and national groups. A Lead Trading Standards Officer with a Service Lead role in animal health and welfare was, for a considerable time, the chair of the East of England Trading Standards Authorities (EETSA) Animal Health and Welfare Regional Group and remains an active member of that group. This lead officer is also a member of the National Animal Health and Welfare Panel and sits on the National Equine Liaison Group. At the time of writing, the officer also sits on the National Outbreak Enforcement Group that has been set up during the prevailing Avian Influenza outbreak affecting large parts of the region (and country), including Norfolk, Suffolk and Essex.</p> <p>The EETSA regional group is active and members support each other with the mutual provision of information and advice to ensure a consistent approach to the application/ interpretation of legislation.</p>

No.	Action Required	Planned Service Delivery
		<p>The EETSA regional group also maintains a close working relationship with the National Animal Health and Welfare Panel. Officers of the service are members of the Animal Health and Welfare group on Knowledge Hub (KHub) (a public service digital platform).</p>
8	<p>Work closely with other local authorities to share knowledge and expertise, including opportunities for shared training, joint inspections, opportunities for contracting and peer to peer reviews.</p>	<p>In addition to that outlined in 7 above, the service has an ongoing commitment to work closely with Suffolk Trading Standards. The service has agreed a Memorandum of Understanding with Suffolk Trading Standards to enable sharing of resources (including cross border authorisation arrangements) to respond to animal disease outbreaks and animal health and welfare issues. Other collaborative working areas with Suffolk Trading Standards include collaborative intelligence functions, shared best practice, a common compliance & enforcement policy and shared learning and development activities.</p> <p>The EETSA Animal Health and Welfare Group has provided and maintains a regional store of equipment to facilitate responses to breaches of the legislation controlling rabies.</p>
9	<p>Proactively exchange and use information and intelligence to inform the delivery of animal health and welfare controls, using national intelligence databases where appropriate.</p>	<p>As outlined in 3 and 4 above the service has adopted a number of information sharing agreements/protocols and memoranda of understanding, and the National Trading Standards Intelligence Operating Model (IOM).</p> <p>All operational officers have access to the national intelligence database, IDB, and are encouraged to make submissions and review IDB intelligence in relation to their activities. The service has produced an easy protocol to allow officers to add to IDB from data stored on our own database (APP Civica) using an “add to IDB” action line.</p> <p>The service employs an Intelligence Lead and an Intelligence Technical Support Officer to support and facilitate our intelligence led approach.</p> <p>The Intelligence Lead scrutinises all incoming complaints, received via the Citizens Advice portal, and partner referrals, such as those from APHA, all of which come in through the secure “intel” email inbox.</p> <p>Each month the Intelligence Lead produces a tactical assessment for the Tasking and Coordination meeting. This assessment includes analysis (from IDB and APP Civica) by subject area (including “Animal Disease Control Measures”), the level of IDB submissions and horizon scanning for areas of concern. The report also highlights the level of use of IDB by individual officers via their last timed login.</p>

No.	Action Required	Planned Service Delivery
		<p>On a day to day basis, if the Intelligence Lead receives any intelligence that raises a concern relating to a matter that has the potential to be a cross border issue this matter is sent to the EETSA Regional Intelligence Analyst (RIA) for further dissemination.</p> <p>The Intelligence Lead and Animal Health Officers of the service have given training to Norfolk Constabulary Control Room staff on Trading Standards matters, including those relating to animal health. The Intelligence Lead and an Animal Health Officer from the Service attend the Norfolk CRAG (Crime Rural Advisory Group) meetings. These measures have and will improve the channels of communication and sharing of intelligence relating to matters concerning animal health and welfare.</p> <p>As outlined in the Service's 2022 Strategic Assessment document, Norfolk Trading Standards has recorded more animal health intelligence on IDB than any other authority in the EETSA region and is fourth highest for all UK authorities in the category.</p>
10	<p>Regional groups to discuss and agree how each local authority will be involved in the recording, accessing and analysis of intelligence relating to animal health and welfare with the aim of making a staged improvement in the level and quality of intelligence recorded and the influence this has on service planning across the region.</p>	<p>The Regional Intelligence Analyst (RIA) for the EETSA region has previously attended a meeting of the EETSA Animal Health and Welfare regional group and given advice on how to improve the quality and frequency of intelligence recording on the national intelligence database, IDB, relating to animal health and welfare matters. The EETSA regional group maintains communication with the EETSA RIA. The Intelligence Officer from APHA also regularly attends the EETSA regional group.</p> <p>As mentioned in 9 above the service currently records more animal health intelligence on IDB than any other authority in the region.</p>

No.	Action Required	Planned Service Delivery
11	<p>Each regional group to review the level of intelligence being recorded and use the intelligence to identify any potential threats on at least an annual basis. Steps should be taken to resolve any concerns about the level or type of intelligence being recorded and a response be formulated to any criminal activity that has been identified.</p>	<p>As per 10 above the EETSA Regional Intelligence Analyst (RIA) has previously attended the EETSA Animal Health and Welfare regional group and given advice on how to improve the quality and frequency of intelligence recording on IDB relating to animal health and welfare matters.</p> <p>The EETSA RIA produces a tactical assessment in anticipation of each bi monthly meeting of the EETSA Regional Tasking Group. The RIA will also highlight any concerns about the level or type of intelligence being recorded within the region. Such concerns are disseminated through senior management meetings within EETSA.</p> <p>The EETSA RIA produces an annual strategic assessment document that includes reference to the regional and national priorities.</p> <p>As mentioned in 9 above the service currently records more animal health intelligence on IDB than any other authority in the region.</p>
12	<p>All local authorities should actively engage in the sharing of environmental, political, legislative or organisational changes at regional meetings that may influence service planning and activities.</p>	<p>Such information is shared at the EETSA Animal Health and Welfare regional group. It is also shared at the EETSA Senior Management Group meetings, where progress of the agreed EETSA regional animal health and welfare workstream is reviewed on a quarterly basis. Issues of particular strategic importance are also discussed at EETSA Heads of Service meetings.</p> <p>In addition, as outlined in 8 above, such information is shared with Suffolk Trading Standards through a programme of collaborative working including collaborative intelligence functions, shared best practice, a common compliance & enforcement policy and shared learning and development activities.</p>
13	<p>Ensure that services consider the requirements laid down in the On Farm Charter and Regulators' Code where appropriate.</p>	<p>The Community and Environmental Services (CES) Compliance & Enforcement Policy has been devised with due regard to the Regulators' Code and the Farm Regulators' Charter and both documents are referenced in that policy.</p>

No.	Action Required	Planned Service Delivery
14	Complete statutory data returns in a timely manner.	The service has a programme, outlining all the required national and regional statutory returns, which is monitored for progress. This programme includes the statutory animal health returns such as the annual return relating to inspections carried out under the Welfare of Animals (Transport) (England) Order and the bi annual return relating to the number of animal health prosecutions.
15	All services should consider how they meet EU standards for the delivery of Official Controls and any future standards that support trade agreements.	<p>The service is aware of the requirements of Article 6 of 2017/625 (as amended) and the requirement to have transparent and accountable audit processes in place.</p> <p>The service has an annual programme of internal audits that can deal with all aspects of service delivery. If the need arises this programme would include an audit of official controls. Officers who undertake animal health and welfare activities must maintain a level of competency. The service has devised a definition of competency (including required qualifications) for this area of delivery. Officers must complete a learning and development log form where they evidence competency. This evidence can include reference to work completed (including the handling of reactive complaints). This log form is reviewed by line managers at least twice a year. Demonstration of competency is linked to the service's warrant issue process. Our modular approach to warrants means that we can add or revoke service delivery areas in officers' warrants in line with their individual competency review. Individual officers are also subject to the Council's performance management framework with annual goal setting and performance monitoring against those goals occurring at regular intervals during the year. In addition, line managers routinely quality monitor work undertaken by officers and give feedback as part of their 1-2-1 meetings.</p> <p>As stated in 14 above the service makes returns as per the government's single data list; including mandatory returns relating to official control delivery.</p> <p>The service has a number of performance measures that are reported to Councillors and senior managers of the council. These performance measures, which can include aspects of official control delivery, are reviewed against target on a monthly basis by the Trading Standards Management Team.</p> <p>As stated in 4 above, the service has adopted the National Trading Standards Intelligence Operating Model (IOM). This helps to manage prioritised threats and identified risks through enforcement and other activities, as well as reviewing the effectiveness of measures taken.</p>

No.	Action Required	Planned Service Delivery
		<p>Norfolk County Council also carries out audits of services within its organisation to ensure compliance with, for example, financial controls.</p> <p>The service is monitoring and horizon scanning to keep up to date with any potential issues as a result of EU exit, the Trade and Cooperation Agreement signed with the EU and other international trade agreements.</p>
16	<p>Each local authority must have an up to date animal disease contingency plan in place, which is shared internally and with partners. Contact details are to be revised as changes happen. The plan should be updated within two years of any changes to the national template.</p>	<p>This Service has an Exotic Notifiable Animal Disease Contingency Plan based on the current national template (which is produced by the National Animal Health and Welfare Panel and the Association of Chief Trading Standards Officers). The Service's plan has recently been updated to reflect improvements made to operational practice during the response to the five outbreaks of avian influenza that occurred in Norfolk in December 2020. A similar "lessons learnt" exercise will be undertaken following the Service's response to the Avian Influenza outbreaks that have occurred during this winter season (two outbreaks so far).</p> <p>A separate Exotic Notifiable Animal Disease Contingency Plan for Norfolk Resilience Forum (NRF) Partners is also in place.</p>
17	<p>Local authorities should ensure that contact details on the Local Authority Master Contact List are updated in a timely fashion. This information is used by APHA to communicate details of possible animal disease outbreaks, make referrals and share intelligence.</p>	<p>The list of Norfolk contacts is currently up to date. The Senior Manager within the Service with responsibility for animal health and welfare is responsible for ensuring the currency of the information provided to the Master Contact List.</p>

No.	Action Required	Planned Service Delivery
18	<p>Officers involved in the delivery of animal health and welfare controls should be trained and qualified in line with local standards and authorisation processes. Local processes should ensure officers are competent in the delivery of effective animal health and welfare controls. As with all responsible employers, local authorities should support staff with personal development processes and training.</p>	<p>The service's approach to ensuring officers are qualified, maintain their competency and are suitably authorised is outlined in 15 above.</p> <p>In addition, as part of the annual service planning process, a learning and development plan is produced. This includes input from Lead Trading Standards Officers, including those who have a specialist lead in animal health and welfare matters, to ensure that required courses and briefings for the forthcoming service year are provided to line managers for discussion at proposed attendees' personal development plan discussions. Lead Trading Standards Officers are also responsible for ensuring that learning and development requirements are identified on an ongoing basis and are delivered.</p>
19	<p>Use the Framework to promote the delivery of animal health and welfare controls to managers and local politicians.</p>	<p>The annual Trading Standards Service Plan includes as an annex this document relating to the Animal Health and Welfare Framework Agreement. This plan is reviewed and agreed by the Trading Standards Management Team and then put forward for approval by members of the Council's Cabinet.</p>

Business Services Policy

In providing business services we aim to help businesses in Norfolk to succeed. We achieve this by concentrating on the following key areas of activity:

- (1) Providing businesses with access to information and compliance advice on request to help them succeed
- (2) Providing targeted support to start-up, small, high-risk and non-compliant businesses
- (3) Primary Authority Partnerships
- (4) Providing calibration, verification, testing and hire services to the private and public sectors
- (5) Providing a Trusted Trader scheme
- (6) Providing business alerts.

Throughout all our activities we have regard to the Regulators' Code.

(1) Providing businesses with access to information and compliance advice on request to help them succeed

On receipt of business requests for advice we will respond in a number of ways including:

- directing the business to our website or that of a partner organisation, such as the Chartered Institute of Trading Standards' Business Companion
- referring the business to another agency
- providing leaflets produced by partner organisations, our business briefings or standard letters
- providing comprehensive bespoke information or advice via the telephone, email or a letter, and/or
- visiting the business to provide comprehensive advice

In each case, our response will be proportionate to:

- the potential risk to consumers caused by a failure on behalf of the business to understand the information/advice provided,
- the experience of the business in question, and
- the impact upon the economic prosperity of the business or its competitors in not achieving compliance in the respective area(s) of the law.

We will prioritise requests for advice from new businesses, Trusted Traders and Primary Authority businesses.

We reserve the right to refuse to provide advice to third parties whom we believe are (i) likely to charge a business for passing on the advice we have provided or (ii) represent non-Norfolk based businesses.

Free Business Advice

We will provide advice to businesses at no charge in the following circumstances:

- i) **Start-Up Businesses:** We will provide advice on and signpost to all the relevant legislation that applies to a Norfolk based start-up business. If more detailed advice or support, including interpretation of the legislation, is required then the section below dealing with charges for business advice will apply.

- ii) Current businesses: We will provide signpost advice and information to ensure existing businesses in Norfolk are aware of the applicable trading standards legislation. Where a non-compliance is apparent with a Norfolk based business, either through our contact with the business or through a referral from a partner authority, we will also make sure that the business is aware of the action to be taken to address the non-compliance.

Charges for business advice

Charges for business advice will be applicable in the following circumstances:

- i) Bespoke Advice. If a business requires more detailed or interpretative advice on trading standards law then we will provide the advice on a cost recovery basis at a pro-rata hourly fee.
- ii) Primary Authority: We will charge for providing services on a cost recovery basis under a Primary Authority Partnership. For more details see **(3) Primary Authority Partnerships** below.

(2) Providing targeted support to start-up, small, high-risk and non-compliant businesses

We provide targeted support by:

- a) inspecting all high-risk businesses in Norfolk on an annual basis,
- b) conducting inspections or other interventions at those businesses presenting the highest risk to consumers or other legitimate businesses,
- c) engaging with start-up businesses, and
- d) engaging with businesses for which we act as Primary Authority.

(a) Inspection of all high-risk businesses in Norfolk on an annual basis

Prior to the start of each service year, we determine those individual businesses in Norfolk that are deemed to be high-risk by virtue of:

- the Food Standards Agency (FSA) risk schemes for food and feed premises, or
- the DEFRA risk scheme for animal health premises, or
- our own risk scheme (based on the FSA risk scheme) for other premises, and
- their previous trading history, when they have demonstrated significant non-compliance with trading standards and we are concerned that they might not comply in the future.

We plan and deliver an inspection programme to ensure that all these businesses are inspected by allocated officers during the service year.

(b) Inspections or other interventions at those businesses presenting the highest risk to consumers or other legitimate businesses

(i) Planned inspections/other interventions

Prior to the start of each service year, we determine, via intelligence, those business sectors in Norfolk that are deemed to present or are likely to present the highest risks to consumers/other legitimate businesses because, for example:

- the Citizens Advice Consumer Helpline receives a large number of consumer complaints about the business sector

- we have conducted interventions in the past and identified high levels of non-compliance with trading standards within the business sector
- new legislation will take effect, which will have a significant impact on the business sector

We plan and deliver a series of targeted interventions whereby we, in conjunction with partner organisations if appropriate:

- produce/identify and disseminate information/advice on compliance with trading standards to businesses within the sector,
- inspect/visit or otherwise contact a number of businesses within the sector to establish levels of compliance and take corrective action to ensure compliance where necessary,
- determine the impact of our enforcement activities, and
- use the results to further inform/advice the business sector and/or consumers and/or inform our intervention planning for the future.

(ii) Ad hoc inspections/other interventions

Where we receive consumer/trader complaints via the Citizens Advice Consumer Helpline or referrals from other enforcement agencies about the non-compliance with trading standards of individual businesses, we will respond in a number of ways including:

- taking formal enforcement action, [Please refer to the Community and Environmental Services Compliance and Enforcement Policy], or
- inspecting/visiting the individual business concerned, or
- ensuring the individual business is included in one of the series of targeted interventions already planned, or
- offering information and advice to the business by telephone, email and/or letter, or
- referring the matter to another enforcement agency, or
- taking no action, beyond noting the complaint/referral for intelligence purposes

In each case, our response will be proportionate to the risk to consumers and/or legitimate businesses caused by the identified non-compliance with trading standards.

(c) Engaging with start-up businesses

Start-up businesses are identified throughout the year and we will:

- inspect or visit the start-up business, or
- ensure the start-up business is included in one of the series of targeted interventions already planned, or
- offer information and advice to the start-up business by telephone, email and/or letter, or
- determine that no proactive contact is necessary.

In each case, our contact will be proportionate to:

- the potential risk to consumers, which would be caused by the start-up business being unaware of their responsibilities in relation to trading standards, and
- the impact upon the economic prosperity of the business or its competitors in not achieving compliance in the respective area(s) of the law.

(d) Engaging with businesses for which we act as Primary Authority

Primary Authority businesses will be inspected/visited or otherwise contacted on at least an annual basis:

- as part of the inspection programme for high-risk businesses, or
- as part of the planned series of targeted interventions, or
- as a result of a complaint/referral received, or
- to maintain the Primary Authority relationship.

(3) Primary Authority Partnerships

We will enter into a Primary Authority Partnership with businesses based in Norfolk and elsewhere in the UK.

Primary Authority is a statutory scheme established by the Regulatory Enforcement and Sanctions Act 2008. Primary Authority enables a business to form a legally recognised partnership with one local authority (the “Primary Authority”) to get assured advice about how they can comply with legislation. Assured advice must be taken into account by other local authorities when dealing with that business, such as carrying out inspections or addressing non-compliance.

We will provide advice, including assured advice, and support under these partnerships and charges, including an annual fee, will be charged on a cost recovery basis.

(4) Providing calibration, verification, testing and hire services to the private and public sectors

We provide:

- weighing and measuring equipment to the private and public sectors throughout Norfolk, the UK and EU
- a specialist service in the calibration and supply of weights of OIML classes E1, E2, F1, F2, M1, M2 and M3.

(5) Providing a Trusted Trader Scheme

We provide Norfolk Trusted Trader, a membership scheme of accredited traders.

Benefits of the scheme include:

- promotion via a website, an online directory, and our Customer Service Centre plus advertising and other marketing activity
- a comprehensive customer feedback system (provided by Referenceline)
- consumer protection law advice
- staff training, where resources permit, and
- independent alternative dispute resolution provided by CEDR (the Centre for Effective Dispute Resolution)

(6) Providing business alerts

We provide alerts to businesses detailing the latest frauds and scams, and information and news from Trading Standards. Business Alerts are available via our website, our Twitter account @NorfolkCCTS and our [Facebook page](#). Businesses can sign up to receive our business alerts by email via our Trading Standards Scam awareness and advice page www.norfolk.gov.uk/businessscams.

Charges for our Services

In addition to the charges for business advice outlined above charges also apply to our calibration, verification and testing services, our Trusted Trader scheme, and where we provide licences or bespoke presentations on trading standards matters to businesses or other groups.

Service Standards

When responding to requests for information, advice or other services, we will meet our Service Standards for Businesses.

January 2022

Infrastructure and Development Select Committee

Item No:

Report Title: Local Transport Plan Implementation Plan

Date of Meeting: 16 March 2022

Responsible Cabinet Member: Cllr Martin Wilby (Cabinet Member for Highways, Infrastructure & Transport)

Responsible Director: Vince Muspratt, Director Growth and Development

Executive Summary

The County Council adopted its Local Transport Plan 4 (LTP4) strategy in November 2021. Until the LTP4 Implementation Plan is also adopted the current LTP remains LTP3, although under the legislation an appropriate level of weight will be given to the LTP4 strategy in decision-making by the Council as part of the set of documents forming the current Local Transport Plan. Adoption of the LTP4 Implementation Plan is planned for July 2022.

Guidance on LTPs, including decarbonisation targets and other requirements for compliant LTPs, will be produced for consultation by the Government in the spring of 2022 or later, possibly to be finalised by the autumn. Following publication of the final guidance, consideration will be given as to how any requirements might be incorporated into LTP4 and how this might best be achieved.

Consultation on the draft of the LTP4 Implementation Plan is currently underway, alongside the Sustainability Appraisal (SA), including Strategic Environmental Assessment (SEA), and Habitats Regulations Assessment (HRA). The consultation will last for 6 weeks from Monday 21st March 2022.

Select Committee is asked to note the consultation and to agree any recommendations for inclusion into the LTP4 Implementation Plan. These will be considered alongside other comments from the consultation in preparation of the final draft. It is proposed to report to Select Committee in May prior to agreement at Cabinet and then adoption at Full Council in July, at which point LTP4 will replace LTP3.

Action Required

The Select Committee is asked to:

1. Make any comments on the LTP4 Implementation Plan to be considered as part of the public consultation process, the outcomes of which will be used to finalise the strategy.

1. Background and Purpose

- 1.1 The LTP describes the council's strategy and policy framework for transport and is used as a guide for investment priorities as well as being taken into account by other agencies when determining their planning or delivery decisions.
- 1.2 The Local Transport Plan for Norfolk (2021-2036) strategy was adopted at Full Council on 29th November 2021. The LTP sets out the county council's overall approach to transport, showing how transport can deliver our wider ambitions including a growing economy, strong communities and reducing our impact on the environment. It guides our own delivery of projects as well as providing a framework for how we will influence the plans of others to achieve the best positive outcomes for Norfolk. Transport is now the biggest emitter of carbon of any sector in the UK and this plan is important in setting out the council's policy framework for achieving carbon reduction of the transport network.
- 1.3 We are currently developing the Implementation Plan which will set out how our vision will be achieved, including investment in active travel, including cycling and walking, taking into account the Environmental Policy and air pollution.
- 1.4 A draft of the LTP4 Implementation Plan is out for consultation. An Integrated Sustainability Appraisal, incorporating Strategic Environmental Assessment and Habitats Regulation Assessment, forms part of the background documents which have contributed to the development of the draft LTP4 Implementation Plan. Consultation on this is being undertaken alongside publication of, and public / stakeholder consultation on, the draft LTP4 Implementation Plan.
- 1.5 The consultation started on Monday 21st March and will run for 6 weeks until Monday 2nd May. The outcome of the consultation will be used to finalise the LTP4 Implementation Plan, which will be reported back to Select Committee in May prior to Cabinet being asked to agree, and Full Council being asked to adopt the LTP4 Implementation Plan, and any changes to the strategy that might be required.

2. Proposal

- 2.1 The consultation version of the LTP4 Implementation Plan is on the County Council's website [here](#).
- 2.2 Select Committee is asked to note the consultation and provide any comments on the Plan. Members can separately respond individually to the on-line consultation.
- 2.3. Comments from Select Committee, alongside other responses to the consultation, will be considered in shaping the final LTP4 Implementation Plan.
- 2.4. It is understood that guidance on LTPs, including quantification of carbon emissions, decarbonisation targets and other requirements for compliant LTPs will be produced for consultation in spring/summer 2022 or later, with government publishing final guidance subsequently. Following adoption of the LTP4 Implementation Plan in summer 2022, this guidance will be considered in relation to the LTP4 Implementation Plan and action to review the plan taken where considered necessary. Therefore, targets for, and quantification of, carbon emissions would be worked up, alongside other guidance issued by government, and incorporated into the LTP4 Implementation Plan at a later stage if this were considered necessary.

3. Impact of the Proposal

- 3.1 The proposal will help to shape LTP4 Implementation Plan. Comments from Select Committee will help shape the final version of LTP4 and impact on how the council develops and delivers interventions that affect transport across the county.
- 3.2 A report on the recommended LTP4 Implementation Plan, together with any changes to LTP4 strategy, will be presented to Select Committee in May 2022, prior to going to Cabinet for agreement, providing Members with a further opportunity to shape the LTP4 Implementation Plan. The Implementation Plan, when adopted by Full Council in July, will set the direction for significant long-term interventions to, amongst other things, tackle carbon emissions, air quality and growth of the area.

4. Financial Implications

- 4.1 Budget has been secured to complete LTP4 Implementation Plan. This comprises £215,000 and is split into communications (£15,000), advice on legal and other issues as appropriate (£30,000), assessment and appraisal including Strategic Environmental Assessment (SEA) and Habitats Regulations Assessment (HRA) (£70,000), and carbon quantification (£100,000).

4.2 Government has indicated that carbon quantification will become a key element of local transport plans, see 2.4. However, until Local Transport Plan guidance is issued it is not clear what government is likely to require and it is not proposed to complete the carbon work until the guidance is published. Therefore, the spend on this would be deferred until such guidance is published.

5. Resource Implications

5.1 Staff: Current activities to develop the implementation plan, including consultation, are being undertaken within existing resources.

5.2 Property: None at this stage. Any impacts on property are only likely to arise from delivery of individual transport schemes. These will be identified and impacts considered at the appropriate time on the specific schemes.

5.3 IT: None at this stage. Some of the interventions detailed in the Implementation Plan will impact on the Council's IT systems including those that manage the transport networks and provide travel information. These will be considered at the appropriate time on the specific projects.

6. Other Implications

6.1 Legal Implications:

The legal requirement for the Local Transport Plan Strategy (LTP4) to become the new policy for Norfolk County Council is that both the Local Transport Plan Strategy (LTP4) and LTP4 Implementation Plan are adopted to form the LTP. Without the LTP4 Implementation Plan the Council Policy for the LTP remains the LTP3.

The LTP4 Implementation Plan contains policies, and proposals for the implementation of those policies set out in the Local Transport Plan Strategy (LTP4). A local transport authority must under the Transport Act 2000 have regard to relevant guidance and the policies announced by the Government concerning the content of local transport plans and on the mitigation of or the adaptation to climate change or with respect to the protection and improvement of the environment when preparing the LTP. Existing Local Transport Plan guidance dates from 2009. New guidance is expected to be published for consultation in 2022, with adoption towards the end of the calendar year.

Once adopted, the council must keep the LTP under review and alter it when they consider it appropriate to do so and replace the LTP as the council thinks fit.

6.2 Human Rights Implications:

None at this stage

6.3 Equality Impact Assessment (EqIA):

EqIA has been incorporated into the Integrated Sustainability Appraisal that has been carried out and is being consulted on alongside the implementation plan.

6.4 Data Protection Impact Assessments (DPIA):

The consultation has been designed by the Council's consultation team, and data collected will be managed in accordance with County policy. A DPIA has been produced for the Implementation Plan.

6.5 Health and Safety implications:

The report is seeking members views on a consultation. There are no direct health and safety impacts.

6.6 Sustainability implications:

An Integrated Sustainability Appraisal has been carried out incorporating the Strategic Environmental Assessment and Habitats Regulation Assessment.

6.7 Any Other Implications:

None

7. Recommendations

The Select Committee is asked to:

1. Make any comments on the LTP4 Implementation Plan to be considered as part of the public consultation process, the outcomes of which will be used to finalise the strategy.
2. Note the finance and resource implications of further updates to the Local Transport Plan roll forwards, set out in section 6.

8. Background Papers

8.1 Draft Implementation Plan [here](#)

8.2 Consultation materials will be available when the consultation launches [here](#)

8.3 Strategic Impact Assessment will be available when the consultation launches [here](#)

8.4 Equality Impact Assessment (EqIA) will be available when the consultation launches [here](#)

8.5 Data Protection Impact Assessments (DPIA): Available on request.

Officer Contact

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

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Infrastructure and Development Select Committee

Item No:

Report Title: Forward Work Programme

Date of Meeting: 16 March 2022

Responsible Cabinet Member: N/A

Responsible Director: Tom McCabe (Executive Director, Community and Environmental Services)

Executive Summary

This report sets out the Forward Work Programme for the Committee to enable the Committee to review and shape.

Action Required

The Select Committee is asked to:

1. Review and agree the Forward Work Programme for the Select Committee set out in Appendix A.

1. Background and Purpose

- 1.1 This report sets out the Forward Work Programme for the Select Committee to enable the Committee to review and shape it.

2. Proposal

2.1 Forward Plan

- 2.1.1 The current Forward Work Programme for the Select Committee is set out in Appendix A, for the Committee to use to shape future meeting agendas and items for consideration.

2.2 Member Task and Finish Groups

2.2.1 The Select Committee previously agreed that, to help ensure a manageable workload, there will be no more than two Member Task and Finish Groups operating at any one time. There are currently no active Member Task and Finish Groups established by this Committee.

3. Impact of the Proposal

3.1 The Forward Work Programme enables the Select Committee to shape agendas for future meetings so that they contain items which the Committee considers are the most important for them to consider.

4. Financial Implications

6.1 None.

5. Resource Implications

5.1 **Staff:** None.

5.2 **Property:** None.

5.3 **IT:** None.

6. Other Implications

6.1 **Legal Implications:** None.

6.2 **Human Rights Implications:** None.

6.3 **Equality Impact Assessment (EqIA):** N/A

6.4 **Data Protection Impact Assessments (DPIA):** N/A

6.5 **Any Other Implications:**

7. Action required

The Select Committee is asked to:

1. Review and agree the Forward Work Programme for the Select Committee set out in Appendix A.

8. Background Papers

8.1 None.

Officer Contact

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

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Forward Work Programme – Infrastructure and Development Select Committee

Draft agendas for the next three meetings.

Report title	Reason for report
25 May 2022 meeting	
Policy and Strategy Framework – Annual Report	To enable the Select Committee to understand the range of policies and strategies for the relevant services.
Minerals and Waste Local Plan	To review the Minerals and Waste Local Plan submission.
Safe, Sustainable Development	To review a proposed guidance framework for Local Highway Authority requirements in development management
Local Transport Plan – Implementation Plan	To review the proposed implementation plan for the Local Transport Plan.
Norfolk Investment Framework	To consider and review the Framework proposal.
Energy	To provide an update to the Committee
Forward Work Programme	To review and shape the Select Committee's forward work programme.
13 July 2022 meeting	
Bus Improvement Plan	To consider the proposed plan
Forward Work Programme	To review and shape the Select Committee's forward work programme.
14 September 2022 meeting	
Highways and Transport network performance	To consider the performance of the network and identify any priorities to be considered as part of the annual review of the Transport Asset Management Plan in the light of this performance.
Performance of key highways contracts	To review the performance of key contracts for the highways service.
Forward Work Programme	To review and shape the Select Committee's forward work programme.