

Mousehold Heath Conservators

Date: **Friday, 19 January 2018**
Time: **14:00**
Venue: **Mancroft room City Hall, St Peters Street, Norwich, NR2 1NH**

Committee members:

Councillor Maxwell (chair)
Councillor Price (vice chair)
Councillor Bradford
Councillor Brociek-Coulton
Councillor Kendrick
Councillor Lubbock
Councillor Packer
Councillor Raby
Councillor Sands (M)
Clare Cohen, Mousehold Heath Defenders
Matthew Davies, Norwich Fringe Project
John Trevelyan, The Norwich Society

For further information please contact:

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Information for members of the public

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For information about attending or speaking at meetings, please contact the committee officer above or refer to the council's website.

Agenda

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| 1 | <p>Apologies</p> <p>To receive apologies for absence</p> | |
| 2 | <p>Public questions/petitions</p> <p>To receive questions / petitions from the public.</p> <p>Please note that all questions must be received by the committee officer detailed on the front of the agenda by 10am on Tuesday 16 January 2018.</p> <p>Petitions must be received by the committee officer detailed on the front of the agenda by 10am on Thursday 18 January 2018.</p> <p>For guidance on submitting public questions or petitions please see appendix 1 of the council's constitution.</p> | |
| 3 | <p>Declarations of interest</p> <p>(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)</p> | |
| 4 | <p>Minutes</p> <p>Purpose: To approve the accuracy of the minutes of the meeting held on 17 November 2017.</p> | 5 - 10 |
| 5 | <p>Rangers House report</p> <p>Purpose: To advise the committee of the enfranchisement of the Rangers House.</p> | 11 - 12 |
| 6 | <p>Mousehold Heath budget and precept report 2018-19</p> <p>Purpose: To set the budget and approve the precept for the Mousehold Heath Conservators budget 2018/19.</p> | 13 - 18 |
| 7 | <p>Mousehold Heath 2018-2028 management plan review progress update and development of part 2 of the draft plan</p> <p>Purpose: To update the Mousehold Conservators on progress with the management plan and provide a draft of the first four objectives of part two of plan.</p> | 19 - 40 |
| 8 | <p>Mousehold Heath quarterly management update</p> <p>Purpose: To provide a quarterly update on activities on and</p> | 41 - 46 |

relating to Mousehold Heath which contribute to the delivery of the management plan objectives.

Date of publication: **Thursday, 11 January 2018**



Mousehold Heath Conservators

14:05 to 15:30

17 November 2017

Present: Councillors Maxwell (chair), Price (vice chair), Brociek-Coulton, Lubbock, Kendrick, Raby, Sands (M), Thomas (Va) (sub for Thomas (Vi)); and John Trevelyan (The Norwich Society).

Apologies: Councillors Bradford and Thomas (Vi); and Clare Cohen (Mousehold Heath Defenders) and Matthew Davies (Norwich Fringe Project).

1. Public questions/ petitions

The following public question was received from Mr Paul Scruton.

"I would ask that the committee comment on the following; a new boundary fence has been erected around the Rangers House on the heath, enclosing land which was not part of the original land boundaries as registered with the Land Registry. Further that trees have been chopped down and removed without the permission of the conservators and the city council in violation of conservation and tree protection Acts. That the back of the property is being accessed by motor vehicles across part of the heath. I am also concerned that these matters do not appear to have been reported to conservators by your Rangers whose job it is to patrol the heath and look for any occurrences which are in breach of the Mousehold Heath Act 1984".

The chair asked the strategy and disposal manager from Norwich Property Services (NPS) to read the response:

"The site has been visited and as always it is difficult to get an exact position on the ground, however it would appear that the main points of the boundaries tie up with those that were originally demised. The corners tie up with the adjacent properties on the O.S. plan. A line on a plan can represent up to a metre on the ground making an exact position impossible to prove. Some of the lines are clearly incorrect as they would run into what is the new cycle track at the front of the property. The original hedge at the front of the property was in fact removed by the last occupant making that definition more difficult as well.

We understand that the new fencing has been put in place to prevent the public from cutting through what is the private garden of the property and the lease places a

responsibility on the leasee to erect and maintain fences. A planning application was approved on 28 June 2012 for the installation of the fencing. We understand that the trees have been managed by the owner, removing dead or dangerous trees in accordance with the requirements of the lease. There are no Tree Preservation Orders (TPOs) in place and the property is not within a Conservation Area. The removal of trees was approved in the planning application approved in 2012 and in consultation with the council's tree officer. It is also clear from the photograph supplied that the removal of trees in the garden area has happened some while ago. The hedge which formed the southern boundary has been removed and replaced with the new close boarded fence. This again was done in conjunction with the tree officer, so roots were protected and new shrubs planted at the back of the new fence to replace the hedgerow removed by a previous leasee. Metal railings have been put in place at the front corner to enable an unrestricted view of the property for those using the footpath.

We therefore conclude that there has been no material encroachment and that the fencing works have been done with good quality materials in consultation with the city council. The tenant has complied with his lease terms as regard clause 30 in relation to boundaries and clause 31 in respect of the trees.

The wardens may not have reported any of these works as they may not have been aware of the terms of the lease and believed that the owner was operating within his boundaries and within the terms of the lease. The wardens have reported issues with previous tenants relating to problems on the heath itself on previous occasions when they have occurred. They have been in regular contact with the tenant and have found nothing untoward. The tenant works with the wardens in relation to the bollard at the end of the access track to prevent unauthorised vehicles accessing the heath, which deters misuses and reduces the likelihood of fly-tipping antisocial behaviour of this area.

With regards to access, the tenant does not have a car and the ground has no rutting, and good grass cover is present, which would not be the case if a vehicle was regularly accessing the property across this piece of land."

(The the strategy and disposal manager left the meeting.)

2. Declarations of interest

There were no declarations of interest.

3. Minutes

RESOLVED to agree the accuracy of the minutes of the meeting held on 16 June 2017.

4. Mousehold heath budget monitoring Q1 17-18

The service accountant presented the report.

In response to a member's question, the parks and open spaces manager confirmed that use of the football pitch was declining. He noted that the quality of the pitch was not comparable to modern ones. Discussion ensued regarding the reduction

nationally in the use of football pitches. It was agreed by members to ask the subgroup to look at the long term future of the football pitch.

RESOLVED to:

- (1) note the current budget monitoring position; and
- (2) ask the subgroup to look at the future of the football pitch and to come back to the committee with recommendations.

(The service accountant left the meeting.)

5. Mousehold Heath management plan 2018-2028 management plan review progress update and timescale amendment

The parks and open spaces manager presented the report.

He advised that the new plan addressed the green flag criteria. There were more maps associated with the new plan showing existing heathlands and where new heathland was being developed. It was planned to make the maps accessible to the public.

In response to a member's question the parks and open spaces manager said eight management objectives had been identified, and spend made under each objective would be available in due course.

Appendix two to the report provided a breakdown of the management objectives illustrating how these would be achieved.

(Councillor Brociek-Coulton entered the meeting at this point.)

Appendix three showed the project specification template. These would be produced for each project which contributed to delivery of the objectives.

A member suggested that an event could be hosted to commemorate the 100 year anniversary of the tramway which had run through the heath. The parks and open spaces manager advised that the annual work programme would be reviewed at March's meeting of the conservators and this could be discussed at that meeting if members wished.

RESOLVED to:

- (1) note the progress to date;
- (2) approve the plan format; and
- (3) approve the revised timescale and key stages for the review of the management plan.

6. Mousehold Heath Conservators annual report 2016-17

The parks and open spaces manager presented the report. It was noted that it included a greater number of images than previously as requested when the initial draft was presented to committee. (He advised that maps including links would be included in the new management plan.)

The report would be published on the council's website and the mousehold wardens will distribute copies around to local schools.

Members discussed how best to launch the document. It was agreed that the parks and open spaces manager would ask the council's communications team to announce the launch of the report on the council's website as a news item and as a tweet.

Discussion took place regarding the annual report. It was acknowledged that it was important to do an annual report to show the objectives had been met but the parks and open spaces manager questioned if it was the best document for schools. It was noted that much of the information did not change year on year and proposed that the report had a different emphasis every year. The chair proposed that the majority of the document could go online and a shorter pamphlet be produced each year.

RESOLVED to:

- (1) note the contents of the Mousehold Heath annual report 2016-17.
- (2) ask the parks and open spaces manager to liaise with the communications team to launch the report with a comment from the chair.
- (3) ask the parks and open spaces manager to review the format of the annual report prior to the next one being produced.

7. Mousehold Heath quarterly management update

The parks and open spaces manager presented the report.

Members discussed bee hives, and the possibility of hosting them. It was suggested Norwich prison could host members agreed the chair would approach the prison Governor to comment on the possibility of this.

A member asked how the initiative to work closely and share equipment with the friends of Ketts Heights was progressing. John Trevelyan noted that it had provided collective labour for the work to improve the view at St James' Hill but was unclear how the initiative would develop in the future.

The parks and open spaces manager confirmed in response to a question that disposal of sharps was include in the contract for litter disposal.

RESOLVED to:

- (1) note the content Mousehold Heath quarterly management report; and
- (2) ask the chair to approach the Governor of Norwich prison regarding the hosting of beehives.

CHAIR

(Click and use arrow to select a relevant exemption paragraph - delete if the report is not confidential)

Report to	Mousehold Heath Conservators	Item
	19 January 2018	
Report of	NPS – John Reid, strategic and disposals manager	5
Subject	Rangers House and leasehold enfranchisement	

Purpose

To advise the committee of the enfranchisement of the Rangers House.

Recommendation

To note the content of the report.

Corporate and service priorities

The report helps to meet the corporate priority a prosperous and vibrant city

Financial implications

The conservators will receive the capital payment of £1750 being the statutory compensation applicable in this case.

Ward/s: Thorpe Hamlet

Contact officers

John Reid – strategic and disposals manager, NPS
Norwich.

01603 227969

Background documents

None

Report

Background

1. The Rangers House was empty for a period of a couple of years and suffered from vandalism and a couple of small fires. It was decided that to prevent the property deteriorating further it must be sold rather than to demolish it. A sale was felt to be the best way to achieve the property being used as a home again. The disposal was therefore authorised by cabinet in 2006.
2. The Rangers house was originally sold at auction in 2006 and let on a 125 year lease. There was always the risk that the freehold could be enfranchised. The initial ground rent reserved under the lease was £100 and was subject to review every 25 years.
3. The property meets the criteria of a property let on a long lease at a low rent and falls within the ambit of the Leasehold Reform Act 1967. Under the terms of the act an eligible leaseholder has the ability to extend the term of the lease or require the freehold to be sold to them.
4. The current leaseholder has served notice to acquire the freehold under the acts provisions. NP law confirmed the notice was valid and that neither the city council nor the conservators were exempt from the provisions. There was therefore nothing that could be done to prevent the transfer of the freehold under these statutory provisions.
5. There is a statutory formula for the compensation which in this case amounted to £1750. Payment of this amount has been made by the applicant. This payment should go to the conservators for use on the heath (as did the original sale payment).
6. The property is therefore now in the freehold ownership of the former tenant.

Report to Mousehold Heath Conservators
19 January 2018
Report of chief finance officer
Subject Budget and Precept 2018/19

Item
6

Purpose

The purpose of this report is for the conservators to set the budget and approve the precept for the Mousehold Heath Conservators budget 2018/19.

Recommendation

To:

- (1) review the forecast balances position set out in paragraphs 3-4;
- (2) consider the risk management arrangements set out in paragraphs 5-9;
- (3) review the budget proposals set out in paragraph 10 and accordingly approve or amend 2018/19 budgets as set out in Appendix A; and
- (4) resolve to place a precept on Norwich City Council in the relevant amount for the financial year beginning 1st April 2018, as per paragraph 11;

Corporate and service priorities

The report helps to meet the corporate priority value for money services.

Financial implications

The agreed precept will be for the financial year beginning 1 April 2018. This forms part of the General Fund budgetary requirement for Norwich City Council.

Contact Officers

Vicki Reynolds, Service Accountant Finance Control 01603 212493

Background Documents

None.

Report

1. Each year the conservators are required to determine and approve the budget for Mousehold Heath, and to make a levy on Norwich City Council.
2. This report also sets out details of the budget and forecast outturn for the current financial year, 2017/18, which informs the precept and budget proposals within this report.

Balances

3. The current forecast as at December 2017 is for a net underspend of £3,337 in 2017/18 to be added to the balance brought forward from previous years' precepts. The balances position for 1 April 2018 is therefore estimated at:

Balance brought forward at 1st April 2017	4,988
Impact of forecast outturn 2017/18	3,337
Use of reserves - pension deficit charge 2017/18	(2,808)
Forecast Balance at 31st March 2018	5,517

- The pension deficit charge is a repayment to the council relating to pension deficit costs charged to Mousehold Heath. At their meeting of 21 June 2013, the conservators opted to take up the council's offer to spread the £28,077 pension deficit charge, incurred as a result of a contractor's failure, over 10 years. The conservator's balance will therefore be reduced by the amount of £2,808 each year (2018/19 will be the sixth of ten instalments).
4. This level of balances represents 2.4% of the proposed budgeted expenditure (including accounting adjustments). Conservators may wish to consider the adequacy of this level in the light of the risks referred to in paragraphs below.

Risk Management

5. The conservators have previously expressed their wishes to consider, in conjunction with the budget and precept, risks to the financial position. These risks to the conservators as the statutory decision-making body for the heath and to the council in implementing conservator's decisions are incorporated within the council's own Risk Management Strategy (RMS).
6. The RMS requires that risks are considered at operational, tactical, and strategic levels, and escalated to an appropriate level for mitigation to be agreed and implemented.
7. Risks are managed and mitigation provided through, among other measures:
 - Ensuring that appropriate systems and procedures are in place to safeguard the health and safety of staff, residents, and visitors;
 - Taking steps to reduce the likelihood of adverse events occurring, through planning and risk assessment;
 - Mitigating against the financial impact through insurance against adverse events;
 - Holding sufficient reserves, both in the revenue Contingency and through the maintenance of a prudent minimum level of balances, to meet unexpectedly arising

costs. The adequacy of these reserves is itself risk-assessed annually.

8. Financial risks, such as overspends resulting from adverse events, are therefore considered and provided for by the council at a corporate level.
9. The conservator's reserves are expected to amount to £5,517 (see paragraphs 3-4) which represents 2.4% of the proposed budgeted expenditure (including accounting adjustments). This provides an initial level of internal risk management resource, mitigating any need to call on the council for further support.

Budgets

10. The following table summarises the proposed movements in the budget between the base budget carried forward from 2017/18, and the proposed budget for the 2018/19 financial year.

Base Budget 2017/18	223,012
A: Salary & pension cost increase	3,008
B: Contractual increases	384
C: Changes in overhead recharges	565
D: Other	34
Proposed Budget 2018/19	227,003

Reasons for these changes can be summarised as follows:

- a) The majority of this is due to increased pension charges to the council, both for added years and deficit. It also includes a staff pay increase.
- b) This is due to the living wage effect on the contracts.
- c) This is due to increased staff support costs council wide.
- d) The detail behind these changes can be seen in the detailed proposed budget for 2018/19 set out in appendix 1.

Precept

11. The precept required to fund this expenditure would be **£225,284** (17/18 £221,293). This would be an increase of £3,991 over the 2017/18 precept, equivalent to 1.8%.

Proposed Budget 2018/19	227,003
E: Accounting adjustments: removal of depreciation charge from precept	(1,719)
Proposed Precept 2018/19	225,284

- e) Depreciation is budgeted for but does not impact on balances, since it is reversed out of the revenue accounts.
12. Should the conservators wish to increase or decrease the level of balances, in light of the risk environment as discussed above, the proposed precept would need to be amended accordingly.
13. As a "local precepting authority", the conservator's precept is not subject to the government's determination of principles for "excessive" increases. The increase in precept will instead be contained within the council's permitted increase in council tax without seeking approval through a local referendum of up to 3%.

Appendix 1

Draft Budget 2018/19		
421020 Mousehold Heath Conservators		
	<i>Base Budget</i>	<i>Draft Budget</i>
	<i>2017/18</i>	<i>2018/19</i>
EXPENDITURE		
Employees		
1405 Salaries Full Time	69,050	70,257
1406 Salaries Employer PF Contrib'ns	9,083	9,239
1935 Pension Added Years share	5,052	4,614
1939 Pension Deficit Recovery share	11,299	13,321
1990 Employee/Liability Insurance	507	568
Subtotal Employees	94,991	97,999
Premises		
2100 General Repairs & Maintenance	9,000	9,000
2600 Grounds General Mtce & Upkeep	250	250
2651 Grounds Maintenance contract	74,225	74,510
2655 Treeworks	4,380	4,380
2810 Electricity	1,209	1,240
2851 Water Charges Metered	76	76
2875 Contract Cleaning	7,198	7,297
2900 Fire Insurance Buildings/Conts	22	25
Subtotal Premises	96,360	96,778
Transport		
3080 Car and Cycle Allowances	800	800
Subtotal Transport	800	800
Supplies & Services		
3259 Specialist Supplies	445	445
3370 Equipment - Purchase	450	450
3371 Equipment - Repairs/Maintenance	650	650
3389 Other Equipment and Tools	550	550
3550 Clothing and Uniforms General	500	500
3804 Refreshments	745	745
3815 Staff Conference & Course Fees	500	500
3871 Projects	6,000	6,000
4102 Other Contractual Services	7,110	7,110
Subtotal Supplies & Services	16,950	16,950
Capital Financing		
5701 Depreciation	1,719	1,719
Subtotal Capital Financing	1,719	1,719
Subtotal EXPENDITURE	210,820	214,246
INCOME		
Receipts		
8123 Football	(1,404)	(1,404)
9039 Other Rents	(15,000)	(15,000)
9132 Catering Concessn Pitch & Putt	(1,800)	(1,800)
Subtotal Receipts	(18,204)	(18,204)
Government Grants		
7097 Government Grants: Specific	(2,204)	(2,204)
Subtotal Government Grants	(2,204)	(2,204)
Subtotal INCOME	(20,408)	(20,408)
INDIRECT		
Recharge Expenditure		
4040 CDS IT Services Recharge	5,824	6,272
5021 CDS Legal Services Recharge	100	640
5022 CDS HR Services Recharge	5,059	4,600
5024 Property Services Recharge	1,250	667
5026 CDS Finance Services Recharge	6,229	6,337
5044 CDS Management Support Recharge	6,745	7,133
5047 CDS Comms + Research Recharge	2,306	2,429
5097 Recharge from AHOs/One Stop Shops	5,087	5,087
Subtotal Recharge Expenditure	32,600	33,165
Subtotal INDIRECT	32,600	33,165
Total Mousehold Heath Conservators	223,012	227,003
Less depreciation	(1,719)	(1,719)
Proposed precept 2018/19	221,293	225,284

Report to	Mousehold Heath Conservators 19 January 2018	Item
Report of	Head of citywide services	7
Subject	Mousehold Heath 2018-2028 management plan review progress update and development of part 2 of the draft plan.	

Purpose

To update the Mousehold Conservators on progress with the management plan and provide a draft of the first four objectives of part two of plan.

Recommendation

To:

- 1) note the progress to date
- 2) review the management prescriptions and projects contributing to the delivery of them for the first four objectives of part 2 of the plan.
- 3) provide any amendments to the parks and open spaces manager by 26 January for the draft to be amended.

Corporate and service priorities

The report helps to meet the corporate priority a safe, clean and low carbon city

Financial implications

Any financial implications arising from this report will have or will be met from approved budgetary provision.

Ward/s: Multiple Wards

Contact officers

Simon Meek – parks and open spaces manager	01603 212403
Adrian Akester – head of Citywide services	01603 212331

Background documents

None

Report

Background

1. On 17 November 2017 the Mousehold Conservators approved a revised timescale for the production of the draft management plan.
2. At the 17 November meeting a draft of part one of the document was circulated and following the meeting amendments were received which have been incorporated into part one of the plan.
3. A partially completed draft of part two of the plan was presented for the format to be approved.
4. It was agreed a draft of the first four objectives of part two of the plan would be brought to the 19 January 2018 meeting for consideration and comments.

Progress to date

5. Progress with the production of the document has not been as quick as anticipated, due to more work to produce the project specifications being required than expected.
6. A draft of the first four objectives for part two of the plan has been completed (Appendix 1) for the Mousehold Conservators to review to provide comment and any amendments.
7. The draft provided is a word document and does not reflect the finished document, which will be designed by the communications team and will contain photographs and plans.
8. Due to the length of the document it is proposed that the conservators have time to review the document after the meeting and provide any amends or additions to the parks and open spaces manager for incorporation by 26 January 2018, to enable the document to be updated and discussed at the management subgroup meeting on 12 February 2018.
9. Progress with the management prescriptions for the first four objectives for part two of the plan has been made with initial drafts being completed by the Mousehold wardens, however, there is a need for further editing and refinement of these, which there has been insufficient time to complete prior to this meeting.

Next steps

10. Incorporate any amends received from the conservators on the first four objectives and complete the project specifications
11. The aim is to complete this work and bring those to the management sub-group on 12 February 2018.

12. Start work on the project prescriptions and project specifications for the last four objectives of part two of the management plan, with the aim of bringing an initial draft to the management sub-group for discussion on 12 February 2018.

Integrated impact assessment



NORWICH
City Council

The IIA should assess the impact of the recommendation being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete	
Committee:	Mousehold Conservators
Committee date:	19 January 2018
Director / Head of service	Adrian Akester
Report subject:	Mousehold Heath 2018-2028 management plan review progress update and development of part 2 of the draft plan.
Date assessed:	11 January 2018
Description:	

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The management plan will maintain the heath for active recreation and also provide volunteer opportunities.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Improved risk management through new/revised projects relating to tree safety, vehicle access, site audits etc
Recommendations from impact assessment				
Positive				
Negative				
Neutral				
Issues				

DRAFT 09/01/2018

1.A VISION FOR MOUSEHOLD HEATH

'The Mousehold Conservators are committed to safeguarding the long term future of Mousehold Heath as a high quality and accessible natural area for residents and visitors to the city to enjoy.

To manage the heath in a way that protects and enhances the valuable historic and natural features of the site, and provides opportunities for all to be involved in looking after and learning about the site.'

The vision will be achieved through the following objectives, management prescriptions and projects.

Project detail is contained in the Mousehold Heath project register (Appendix TBC)

2.MANAGEMENT OBJECTIVES

There are eight management objectives.

- A) To ensure Mousehold Heath is a welcoming place for people to visit.
- B) To protect Mousehold Heath and ensure that it is a safe and secure place to visit.
- C) To ensure that Mousehold Heath is clean and well maintained.
- D) To manage Mousehold Heath in a way that has a positive impact on the environment.
- E) To improve habitats and the natural environment for wildlife, to enhance the biodiversity of Mousehold Heath.
- F) To safeguard the historic landscape, archaeological features and buildings of Mousehold Heath.
- G) To provide opportunities local communities to be involved in in all aspect of our work.
- H) To promote Mousehold Heath to increase awareness, knowledge, understanding and sense of pride of Mousehold Heath

A. To ensure Mousehold Heath is a welcoming place for people to visit.

Mousehold heath will be managed in a way that attracts visitors to the site and draws them into once they are there.

Management

The Mousehold Conservators are responsible for the management of the site and are legally empowered through the Norwich City Act 1984 to maintain and preserve the heath, and to ensure that the city has free access to the site.

The Heath is used for a wide range of activities which are acceptable and legal and also on occasions it is misused and used for illegal activities. Trends will change over time and the Conservators will need to respond to changes in trends and activities over the life of this plan and seek to ensure that the site is not only maintained but continuously improved, in terms of provision and management.

Continuous improvement will be delivered through the Conservators and wardens learning from other appropriate examples of best practice, training and implementing the learning via the management plan, management techniques and changes to the way in which contractors operate.

A Green Flag submission, the adopted standard for a well-managed public space, will form the basis for an ongoing annual independent quality assessment and continuous improvement needs to be demonstrated to retain the award.

Personal safety

There is often a perception among visitors to open spaces, especially large ones containing woodland that they are unsafe to visit, due to a feeling of being isolated in secluded areas.

There is a balance to be struck with a natural area such as Mousehold Heath. Key access points will be developed in terms of being open and providing information to enable visitors to orientate themselves, with clear sightlines and key paths, glades and areas of heathland and grassland maintained as open areas to ensure that there are areas of the site for those who may have personal safety concerns to visit. Increased use and presence will also reduce people's personal safety concerns.

Access points

Although much of the heath is 'informal countryside' there is a need to ensure that key access points are maintained and key information provided about the heath and who it is managed by, to increase understanding of the site and increase visitors' enjoyment of it.

A1) The Mousehold Conservators will manage the site and discharge their duties in accordance with the Norwich City Council Act 1984

AF00 Financial planning and recording

AF00/01 PREPARE ANNUAL BUDGET

AF00/02 BUDGET MONITORING AND REPORTING

AP20 Prepare/revise site management plans

AP20/01 NEW MANAGEMENT PLAN
AP20/02 MANAGEMENT PLAN REVIEW

AP60 Prepare/plan annual work

AP60/01 ANNUAL WORK PROGRAMME
AP60/02 ANNUAL WORK PROGRAMME MONITORING

AP80 Convene meeting, Site Management Committee

AP80/01 MOUSEHOLD CONSERVATORS MEETING
AP80/02 MOUSEHOLD CONSERVATORS MANAGEMENT SUB GROUP
MEETING
AP80/03 MOUSEHOLD CONSERVATORS ITINERANT

AR01 Prepare report, project review, new project

AR01/05 BRITANNIA CAR PARK REVIEW

AR20 Prepare report, annual progress

AR20/01 MOUSEHOLD CONSERVATORS ANNUAL REPORT

AR30 Prepare correspondence, general

AR30/01 GENERAL ENQUIRIES

AR60 Prepare report, other

AR60/00 MOUSEHOLD CONSERVATORS PROJECT APPROVAL AND
RECORDING
AR60/01 MOUSEHOLD CONSERVATORS QUARTERLY MANAGEMENT
UPDATE
AR60/02 MOUSEHOLD CONSERVATORS QUARTERLY BUDGET
MONITORING REPORT
AR60/03 MOUSEHOLD CONSERVATORS ANNUAL WORK PROGRAMME
REPORT
AR60/04 MOUSEHOLD CONSERVATORS PRECEPT REPORT

A2) To provide opportunities for the Mousehold Conservators to develop their understanding of the management of the site and of best practice in the management of public open space and especially heathland.

AP80 Convene meeting, Site Management Committee

AP80/03 MOUSEHOLD CONSERVATORS ITINERANT

AT00 Training and management

AT00/04 BEST PRACTICE VISITS

A3) To continuously improve the management of the site through the development of staff and contractors

AT00 Training and management

AT00/01 STAFF 1:1s
AT00/02 STAFF APPRAISAL
AT00/03 STAFF DEVELOPMENT PLANS
AT00/04 BEST PRACTICE VISITS

AT40 Liaise and supervise staff/contractors

AT40/01 CONTRACT MONITORING/IMPROVEMENT NORWICH NORSE
ENVIRONMENTAL
AT40/02 CONTRACT MONITORING/IMPROVEMENT NPS NORWICH
AT40/03 CONTRACT MONITORING EXTERNAL CONTRACTORS

A4) To ensure that key access sites are welcoming and encourage people to explore the site

AP21 Prepare/revise plan. Strategic planning

AP21/04 INTERPRETATION STRATEGY
AP21/05 ACCESS HUBS

A5) To submit applications for awards, where appropriate, for awards that recognise the positive management of Mousehold Heath

AI00 Inspections and audits

AI00/01 GREEN FLAG AWARD

B. To protect Mousehold Heath and ensure that it is a safe and secure place to visit.

Protection

The Mousehold Wardens play an important role in protecting the heath by carrying out regular patrols and also when out on the site for other purposes such as carrying out practical tasks and survey work.

Patrols cover the whole site but known 'hotspots' relating to vandalism, misuse or fly tipping will be visited more regularly. The wardens will advise visitors regarding issues of misuse and drawing their attention to the byelaws. In the case of more serious misuse the matter will be passed to a more appropriate authority to deal with.

A community approach is taken to the safeguarding of the heath, with the wardens working with regular visitors to the site and the Mousehold Heath Defenders, acting as additional 'eyes and ears'.

Any incidents the wardens see or are notified of are investigated and action taken immediately, if possible, to resolve them; information is shared with the relevant authorities when it is appropriate to do so. The wardens will also work proactively with the police and fire service when necessary to reduce the risk of future incidents occurring. The recording and analysis of incidents could be improved through the introduction of an incident reporting system.

Licences and leases agreements

Licences and lease agreements relating to property and business use are negotiated by Norwich Property Services (NPS) on behalf, but with the approval of the Mousehold Conservators; as well as one off access requests relating to adjacent properties.

Meetings are held with leaseholders whose activities will potentially have an impact on the heath.

Occasionally requests are received from people wishing to do projects or research on the heath, permission to undertake these types of activity is given by the Conservators.

Facility provision

The heath currently has a senior size football pitch and changing facility, with booking and pitch management carried out by Norwich Norse Environmental and the changing room facility is maintained by NPS Norwich on behalf of the conservators.

The provision of this facility will need to be reviewed in the future taking in to account the level of use, other local provision and the cost of providing it in relation to the income received, taking into consideration other possible recreational uses.

Seating is provided at a number of locations across the heath to sit in a quiet area to reflect or observe a view of the city. The provision range from formal seats, where appropriate, through to more rustic benches in the less formal areas of the heath.

The Mousehold Conservators respond to request for benches or seats favourably subject to the location being appropriate and the resource available for purchase and installation. The development of a bench sponsorship scheme will be considered.

The heath has one public toilet block located at the Fountain Ground car park and in very close proximity to Zak's restaurant. The toilet block requires some investment to improve the quality of provision.

Vehicular access management

Where possible restrictions are not put in place which would impede people's access to the site, however, there are places where it is necessary to prevent unauthorised motor vehicle access to the site, to protect the site and also visitors. Restrictions installed can take the form of gates; barriers; drop down bollards and rows of low bollards.

Legal obligations

As well as the Norwich City Council Act 1984 the heath is managed with the aim of meeting all the legal requirements of the Health and Safety at Work Act 1974, as well as other applicable regulations; and policies and procedures defined by Norwich City Council.

Tree safety

On such a largely wooded site with paths and roads running through the site, tree safety is a priority but, with a need to balance risk reduction with the conservation of notable trees and dead and dying trees.

Six monthly inspections are carried out by the Mousehold wardens. The tree safety policy would benefit from being reviewed so that it can be integrated with the Council's tree safety policy regarding inspectors qualifications, methodology, recording and ordering.

Any work required identified during the inspections is done by the wardens or, if it is of a more specialist nature, it is completed by NorwichNorse Environmental.

Site hazard identification and management

The wardens risk assess their activities and also those undertaken with volunteer groups, ensuring that safe systems of work are used and appropriate qualifications held for those activities that require them. PPE identified as being required by the risk assessments is worn by the wardens and if necessary provided to the volunteers.

The joint ventures, Norwich Norse Environmental and Norwich Property Services, who undertake work on the site have health and safety management systems in place that have been checked prior to the contracts being awarded and this is monitored on an annual basis via the contract managers. Any sub-contractors working on behalf of the joint ventures have also been checked for compliance prior, by the joint venture prior to work being awarded.

Although currently an annual site safety inspection is not carried out the wardens will deal with or make safe and request repairs for any hazards identified as part of

their patrol and management activities on site. An annual inspection, recording and rectification system will be introduced during the life of this plan.

B1) To protect the integrity of the heath and in accordance with the Norwich City Council act 1984

AS00 Site and species safeguard and law enforcement

AS00/00 LEGAL ENFORCEMENT ACTION

AS10 Protect site, visitor permit system

AS10/00 LICENCE AND PERMIT SCHEME

ML00 Liaise with stakeholders, owners/occupiers

ML00/01 ZAKS RESTAURANT

ML30 Liaise with stakeholders, neighbours

ML30/01 BRITANNIA CAFÉ

ML30/02 RANGERS HOUSE

ML40 Liaise stakeholders, local/national authorities

ML40/01 NORWICH AREA TRANSPORT STRATEGY

ML40/02 NORWICH CITY COUNCIL – AREA MANAGEMENT TEAM

ML40/03 NORWICH CITY COUNCIL – COMMUNITY ENABLING

MP00 Patrol, general

MP00/01 SITE PRESENCE

MP00/02 SITE BOUNDARIES AND HOSTPOTS

RH35 Collect data, public use, trespass/theft/damage

RH35/01 ILLEGAL ACTIVITIES CRIME

RH36 Collect data, undesirable activities

RH36/01 UNDESIRABLE ACTIVITY

B2) To work with the emergency services to work on joint problem solving to deter and resolve misuse of the site.

ML60 Liaison with stakeholders, emergency services

ML60/01 NORFOLK CONSTABULARY

ML60/02 NORFOLK FIRE AND RESCUE SERVICE

B3) To increase visitor perception of feeling safe on the heath.

AP21 Prepare/revise plan. Strategic planning

AP21/04 INTERPRETATION STRATEGY

AP21/05 ACCESS HUBS

AT00 Training and management, general

AT00/05 SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

MP00 Patrol, general

MP00/02 SITE PRESENCE

B4) To provide facilities for formal and informal recreation where appropriate

AR01 Prepare report, project review, new project

AR01/01 FORMAL AND INFORMAL SPORTS PROVISION REVIEW

B5) To provide a public toilet facility at the heath

AR01 Prepare report, project review, new project

AR01/02 PUBLIC TOILETS PROVISION REVIEW

B6) To manage vehicular access to prevent damage to the site and to reduce the risk to visitors.

AP21 Prepare/revise plan. Strategic planning

AP21/01 ACCESS MANAGEMENT INFRASTRUCTURE PLAN

AP50 Prepare/revise plan, safety

AP50/01 VEHICLE ON SITE POLICY

B7) To provide seating.

AP21 Prepare/revise plan. Strategic planning

AP21/02 BENCHES AND SEAT PROVISION PLAN

AR01 Prepare report, project review, new project

AR01/06 SEAT SPONSORSHIP SCHEME

B8) To ensure that the heath is managed in accordance with relevant legal obligations.

AI30 Implement inspection, site safety

AI30/01 ANNUAL SITE SAFETY INSPECTION

AI30/02 TREE SAFETY INSPECTION

AI30/03 RISK ASSESSMENT

RH90 Collect data, other activities, by others

RH90/01 CHEMICAL USE RECORDS

RH90/02 GOALPOST INSPECTIONS

C. To ensure Mousehold Heath is clean and well maintained.

Boundary protection maintenance

Infrastructure relating to the protection of the boundary relating to gates, barriers and bollards is will be inspected on ad-hoc basis by the wardens and damaged/missing infrastructure are maintained/replaced on a reactive basis.

A phased programme of bollard replacement will be developed as sections of bollards tend to become rotten and vulnerable at a similar time.

Litter bins and waste

There are 16 litter bins which can be used for litter and also the disposal of dog faeces on Mousehold Heath at strategic locations. Litter bins are cleaned and maintained by the NorwichNorse to ensure that they are usable. Bins are emptied at a frequency to ensure that they do not become full or overflowing.

In 2017 a review of the provision of litter bins was undertaken but no bins were identified as being not required or needing to be moved to more suitable locations.

The bins currently installed on the site do not enable for recycling of the contents. The possibility of installing different bins which enable recycling will be considered during the life of this plan. Installation would depend on the style of the a recycling bin being deemed appropriate in what is a natural landscape and not a park, vehicular access being feasible to empty the bins and the budget required.

The site receives a daily litter pick by a person from NorwichNorse who is dedicated full time to the site. The litter pick covers the key areas and hotspots as it would not be possible to cover every part of the site. The litter picker also acts as 'eyes and ears' liaising with the wardens and reporting fly tipping issues.

Fly tipping is reported through to NorwichNorse and is removed within 24 hours. If there is evidence of who fly tipped the waste the matter is passed to the environmental protection team, to pursue the matter further.

Public toilets

The public toilets located near to Zaks restaurant are permanently open and cleaned by NorwichNorse on a daily basis. The condition of the toilets is poor which can make cleaning difficult. A refurbishment of the block, using capital held in reserve by the Conservators needs to be considered.

Any damage to the toilets is reported to NPS for repairs to be made.

Paths

The majority of paths on the heath are natural surfaces. Surfaced paths are maintained (Needs clarification from wardens).

The vegetation on path boundaries is maintained to prevent encroachment and paths becoming inaccessible. This also improves people's perception of feeling safe.

Car parks

Car park surfaces are not tarmac but compacted stone and are regraded on an annual basis to remove potholes. Compacted stone is a preferred option as it discourages people from speeding in the car park and putting other visitors at risk.

The work is resource intensive, so a more cost effective solution will be explored during the life of this plan.

Mousehold warden office

The Mousehold Wardens are located at Heathgate Area Housing Office on the boundary of the heath. A recharge is made for the use of this facility and all repair and maintenance costs are included in this charge.

Periodically the council carries out a review of its assets and the future of the office cannot be guaranteed. Depending on the outcome of the review of sport provision on the heath the building which is currently a changing facility located at the Fountain Ground will have an option appraisal carried out regarding its suitability as a site office for the wardens.

Equipment maintenance

The wardens have chainsaws and brush cutters for carrying out practical maintenance on the heath as well as a stock of hand tools for volunteer tasks. Mechanised equipment is serviced and maintained by a specialist and hand tools are checked and maintained by the wardens.

Graffiti

Graffiti on hard surfaces is removed by NorwichNorse environmental protection crew. Where possible, offensive or racist graffiti is removed within 24 hours, all other graffiti will be removed within 14 working days of being reported.

Graffiti occasionally occurs on trees or other natural absorbent surfaces. On non-living surfaces the wardens will sand the surface to remove it. Graffiti on trees is left to weather with time as the use of graffiti cleaning products or sanding would be detrimental to the health of the tree.

Bandstand

The bandstand is repaired on a reactive basis following any damage. It would be beneficial to get a condition assessment of the bandstand completed to enable a maintenance plan to enable a proactive maintenance plan to be developed.

The bandstand is cleaned by NorwichNorse twice a year in April and September.

C1) To maintain and where necessary install additional boundary protection

AP21 Prepare/revise plan. Strategic planning

AP21/01 ACCESS MANAGEMENT INFRASTRUCTURE PLAN

ME01 Manage site infrastructure, boundary features

ME01/01 GATES AND BARRIERS

ME02/02 BOLLDARDS

ME02 Manage site infrastructure, other structures

ME02/01 BENCHES, SEATS & PICNIC TABLES

C2 To provide and maintain litter bins and remove rubbish and waste

ME04 Remove rubbish/maintain litter bins

ME04/01 LITTER PICKING

ME04/02 LITTER BINS

ME04/03 FLY TIPPING

C3 To provide and maintain public toilets

ME14 Site buildings, maintain/improve toilets

ME14/01 TOILET CLEANING

ME14/03 TOILET MAINTENANCE - REACTIVE

C4 To provide and maintain paths

ME41 Provide/maintain paths

ME41/01 MAIN PATHS

ME41/02 SECONDARY PATHS

ME41/03 CYCLEWAYS

C5 To provide and maintain car parks

ME44 Provide/maintain car parks

ME44/01 CAR PARK SURFACING

ME44/02 CYCLE STANDS

C6 To provide and maintain accommodation for the Mousehold Wardens

ME70 Provide/maintain staff facilities, general

ME70/01 WARDEN OFFICE ACCOMMODATION

ME70/02 WARDEN OFFICE OPTIONS APPRAISAL

C7 To maintain tools and equipment so that it is safe to use

MM20 Acquire and maintain tools and equipment

MM20/00 TOOLS & EQUIPMENT MAINTENANCE

C8 To keep the site clear of graffiti

ME12 Site buildings, maintain/improve

ME12/01 REMOVE GRAFFITI

C9 To provide and maintain the bandstand

ME12 Site buildings, maintain/improve

ME12/02	BANDSTAND CLEANING
ME12/03	BANDSTAND MAINTENANCE

D. To manage Mousehold Heath in a way that has a positive impact on the environment.

Activities relating to Mousehold Heath and the warden accommodation carried out taking into account Norwich City Council's environmental strategy. The council is committed to:

- Increase energy efficiency in council owned property.
- Reduce disposal of waste to landfill.
- Increase recycling.
- Reduced consumption of paper in council activities.
- Reduced consumption of fuel in council buildings and vehicles.

This is being achieved through a number of initiatives:

- Recycling facilities in all offices for paper.
- Recycling facilities for cans and bottles in all offices.
- Default settings on printers for black and white, double sided, draft quality.
- Only essential operational car users provided with city centre parking to encourage use of the park and ride or cycling to work.
- Mileage allowance paid for operational use of bicycles at work.
- Hot desking 10 people to 8 desks to reduce the number of pcs and energy consumption.
- Restricted to 1m of shelf space to reduce paper use as information needs to be stored electronically.
- Pool cars are Citroen C0 (electric) and C1 models chosen for their environmental credentials.

Climate change

The influence of human activities on our climate is now widely recognised. With more frequent extreme weather events affecting biodiversity, hydrology and the built environment.

The council has contributed to the work that Norfolk County Council have done looking at extreme weather events in the county and the impact they will have on services.

Pesticides

Pesticides use is minimal and where possible other control methods are used. The contractor is responsible for ensuring that any chemicals used are approved for use by the Conservators, that they are stored correctly, staff are have the relevant qualifications to use them and all usage is logged.

Peat use

There is no bedding planting used on the heath and no peat use.

Procurement

Trees and shrubs sourced from UK nurseries as local as possible. Park benches are produced using timber from timber on the site or sustainable sources. Where appropriate products are made from recycled plastic. Surplus equipment that has not reached the end of its product life is reused on the heath.

Report to	Mousehold Heath Conservators 19 January 2018	Item
Report of	Head of citywide services	8
Subject	Mousehold Heath quarterly management update	

Purpose

To provide a quarterly update on activities on and relating to Mousehold Heath which contribute to the delivery of the management plan objectives.

Recommendation

To note the content of the report.

Corporate and service priorities

The report helps to meet the corporate priority a safe, clean and low carbon city.

Financial implications

Any financial implications arising from this report will have or will be met from approved budgetary provision

Ward/s: Multiple Wards

Contact officer

Simon Meek, parks and open spaces manager	01603 212403
Will Stewart, Mousehold Heath warden	01603 213310
Nigel Hales, Mousehold Heath warden	01603 213310

Background documents

None

Report

Background

1. The report details the work, activities and issues arising on, and relating to, Mousehold Heath.

Infrastructure management

2. A vandalised wooden bench has been removed and replaced by the Mousehold Heath wardens and a volunteer.
3. Two wooden bollards have been re-installed by the Mousehold Heath wardens to prevent cars from encroaching onto St James Hill.

Tree safety

4. Through observations during patrols and following ad hoc reports from members of the community, the wardens have undertaken a range of tree work across the site, to unblock paths and make 11 mainly wind-blown trees and branches safe. There are still low risk trees which require further remedial work. These works will be prioritised and completed so as not to disturb hibernating insects and nesting birds.
5. The latest six monthly tree inspections of all the well-used paths and other high amenity areas of the heath, has been undertaken by the Mousehold Wardens in September. The survey identified 18 wind-blown, dead, dying and dangerous trees within distance of footpaths. All these trees have been made safe on or before 15 December 2017, by the Mousehold Heath wardens with the help of volunteers.

Management for nature

6. A range of habitat and site management tasks have been carried out by the Mousehold wardens, volunteers and contractors, to help deliver the management plan objectives relating to habitats on the and the Higher Level Stewardship (HLS) agreement priorities relating to heathland.

Woodland management:

7. Work to restore a section of woodland adjacent to Gilman Road by clearing dead and overgrown vegetation has continued. This work has been carried out to increase community access to a formally impenetrable area, with the aim of improving biodiversity and creating a more diverse environment for fauna and flora to become established.
8. Mustard Pond Glade has had its autumn cut using brushcutters, rakes and pitch forks to cut and remove old vegetation, by The Conservation Volunteers (TCV) and a Mousehold Heath warden, increasing the amount of space and light for wild flowers next year.

9. Encroaching bracken and scrub has been cut back in other woodland glades to allow a diversity of plants to grow and flower.

Heathland and Grassland management

10. With species dormant and birds not nesting, the autumn/winter months are one of the busiest times on the heath, with practical tasks focusing on path maintenance and the cutting back encroaching vegetation and clearing scrub, which rapidly out-competes and smothers important heathland and grassland plant species.
11. Large areas of old and leggy gorse that had encroached over footpaths, (especially adjacent to the Vinegar Pond) and onto heather covered areas has been cut back, increasing biodiversity and reducing the risk of large fires.
12. The Anthills acid grassland had been cut with a brush cutter and the arisings removed, to conserve and enhance biodiversity
13. The labour intensive work facilitates community access to many areas of the heath. It also produces large swathes of land covered in a carpet of blues and purples when the heather flowers in August and September. The flowering heather is an important source of nectar for the large number of bees, butterflies and other insects.

St. William's Chapel

14. Vegetation was cleared at the site of St. William's Chapel to make the landforms more visible in preparation for the Norwich HEART heritage walks. Access has also been improved by clearing pathways around the boundaries of the site.
15. These works will be followed up with further vegetation clearing, over the autumn-winter period, in line with the objectives set out in the management plan.

Path maintenance.

16. Over 10 footpaths which have been encroached upon by vegetation, such as those behind the Vinegar Pond, have been cut back by the Mousehold wardens, with the help of individual volunteers and volunteer groups, to improve access to the site.

Litter management

17. A number of areas formerly used for camping have been cleared and rubbish removed by the wardens with assistance from the NorwichNorse Environmental litter picker, as part of his daily work.

Misuse and antisocial behaviour

18. Eight separate campers have been found on the heath. The wardens verbally advised them about camping on the heath being against the bylaws and they were advised to leave. If they claimed to be homeless, the Norwich City Council single homeless and

rough sleeper coordinator was contacted so that she could make contact with the persons.

19. Two homeless people found camping in the Long Valley area of the Heath were assisted by the Norwich City Council homeless and rough sleeper co- coordinator who arranged accommodation for them
20. Three motorcyclists have been spoken to and asked to leave the site by the Mousehold Wardens. If they persisted in breaking the byelaws, the police were contacted and asked to speak to the participants and deal with the incident.

Volunteers

21. A total of 1432 volunteer work hours have been undertaken on site in the last quarter by the following groups:

- The Conservation Volunteers (TCV)
- The Assist Trust.
- Mousehold Heath Defenders
- 17th Sprowston Scout group
- RBS Corporate Community Action Day Group
- The Ecological Consultancy
- Ethical Investments Corporate Group
- Mousehold Heath Mousketeers
- City College Duke of Edinburgh Award Scheme group
- East Coast College group
- George White School students
- Norwich High School for Girls
- Many volunteers from the community

22. The opportunity to work closely with the Friends of Ketts Heights and share equipment and skills across both sides of Ketts Hill has been explored. Subsequently, two joint work parties, supervised by a Mousehold warden, have taken place to conserve and increase biodiversity on Spitalfields open space and improve access to St James Hill. These were a success, with 15 volunteers in attendance and a significant amount of work delivered. Further joint work parties are planned for this winter.
23. Volunteers have helped to carry out bee, butterfly, plant and moth surveys.
24. Ongoing support provided by the volunteer groups has provided an opportunity for the community to become involved with the management of the heath, to increase their understanding of the projects being undertaken, the importance of the heath and to engender a sense of ownership and pride in the space.

Events

25. A range of events to increase understanding, involvement and enjoyment of the site have been organised or hosted on the heath in the last quarter:

- A Fungi walk, led by the Norfolk County Recorder, took place in October recording over 50 species and adding 5 to the Mousehold Heath site list.
- A bird identification and ecology workshop and walk took place in December, viewing over 20 species of bird.
- Two moth surveys have taken place resulting in the site species list rising to 235 moths to date. The nationally rare Box Tree Moth was recorded during one of the surveys and the record sent to the County Recorder and Norfolk Biodiversity Information Service (NBIS).
- A team from the Ecological Consultancy and a Mousehold Heath warden recently checked and repaired the sites 40 bat boxes which are now 8 years old. Some of the boxes are rotting and there are plans to replace them next year. One bat box was found to be regularly being used by bats. The team, consisting of members with bat handling licence's, used the day as an end of year team building exercise.
- The Mousehold Heath Defenders organised an Armistice ceremony on Armistice Day.
- 17th Sprowston Scout group community action day took place on 11 November 2017.
- Large groups of George White School students have been helping the wardens to cut back encroaching woodland glade vegetation.
- ROOTS environmental education activities - reconnect with Nature – took place on the second Sunday in the month which involved young people's stay and play wildlife activities. For children aged 3-11 years organised by Norwich City Council Events and overseen by the wardens.
- The Mousehold Heath Defenders organised an event to mark the winter solstice.

