

Scrutiny committee

Date: Tuesday, 30 September 2014

Time: 16:30

Venue: Mancroft room

City Hall, St Peters Street, Norwich, NR2 1NH

All group pre-meeting briefing – 16:30 Mancroft room

This is for members only and is not part of the formal scrutiny meeting which will follow at 16:30

The pre meeting is an opportunity for the committee to make final preparations before the start of the scrutiny committee meeting. The public will not be given access to the Mancroft room before 16:30

Committee members:

For further information please contact:

COMMITTEE MEMBERS:

Councillors:

Wright (chair)
Barker
Bogelein
Carlo
Galvin
Haynes
Herries
Howard
Manning
Maxwell
Packer
Ryan
Woollard

Committee officer: Lucy Green

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Information for members of the public

Members of the public and the media have the right to attend meetings of full council, the cabinet and committees except where confidential information or exempt information is likely to be disclosed, and the meeting is therefore held in private.

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



If you would like this agenda in an alternative format, such as a larger or smaller font, audio or Braille, or in a different language, please contact the committee officer above.

Agenda

1 Apologies

To receive apologies for absence

2 Public questions/petitions

To receive questions / petitions from the public (notice to be given to committee officer in advance of the meeting in accordance with appendix 1 of the council's constitution)

3 Declarations of interest

(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)

4 Minutes

5 - 6

Purpose - to agree the accuracy of the minutes of the meeting held on 22 July 2014

Working style of the scrutiny committee and a protocol for those attending scrutiny

7 - 8

TOPIC guidance flow chart

9 - 10

5 Scope of the topics on the scrutiny committee work programme 2014-2015

11 - 32

Purpose - The 17 July meeting of the scrutiny committee set the topics for the work programme up to 19 March 2015. Based upon the member

discussion at the July meeting, it was agreed that the scrutiny officer develop the scope of the selected topics in liaison with relevant officers before bringing this report back for adoption at the September meeting of the committee.

6 Private rented housing market 33 - 42

Purpose - This scrutiny session is to consider and look at ways in which the council is able to safeguard tenants in the private rented sector in its work. Members will be able to use this as an opportunity to gain further overview and understanding of the topic area. The committee will also receive a short presentation at the meeting on the work that is being carried out by the private sector housing team.

7 Draft corporate plan 2015-2020 43 - 58

Purpose - The council is currently working on developing a new corporate plan for 2015 - 2020. The report sets out the current draft of the new corporate plan framework and the proposed process for consultation on the draft priorities.

Date of publication: **Friday, 03 October 2014**



SCRUTINY COMMITTEE

4.30pm – 6pm

17 July 2014

Present: Councillors Wright (chair) Maxwell (vice chair) Barker, Bogelein, Carlo, Galvin, Haynes, Herries, Howard, Manning, Packer, Ryan and Woollard

1. DECLARATION OF INTERESTS

There were no declarations of interest.

2. MINUTES

RESOLVED to approve the minutes of the meetings held on 19 June 2014 subject to a sentence being added to the penultimate paragraph of item 6 as follows:

“The recommendations given by the scrutiny committee on ensuring documents are clear and accessible to all should be applied to all documents produced by the council.”

3. SETTING OF THE SCRUTINY WORK PROGRAMME FOR 2014 -15

The scrutiny officer presented the report and gave a presentation to the committee. This was followed by a presentation from the policy officer on equalities with relation to the work of the scrutiny committee.

The committee broke into two groups to discuss proposed objectives for a shortlist of topics agreed at the member's pre-meeting. The draft work programme was used as a starting point to scope timescales for the topics. Recurring items such as the pre-scrutiny of the council's draft policy framework (corporate plan) and budget and the performance and budget monitoring reports had already been allocated. The policy officer asked to include a pre-scrutiny of the annual equality information report on the work programme.

The topics discussed were:

Private rented housing market

Members wanted to look at the demographic of those living in houses of multiple occupancy as well as ways to safeguard tenants in the private rented sector.

Street scene and road safety overview

Members wanted to form an overview of road casualty trends in Norwich and the work carried out to reduce casualties in order to make evidence based recommendations on keeping the city's roads safe.

Communal space management and policy

Members wanted to review the current policy and look for opportunities for improvements by working alongside tenants.

Welfare reform and all agency advice

Members wanted to look whether the council was meeting the need for advice and to see if there were any gaps in provision of or access to advice. Also included would be an investigation into any barriers to access of advice services.

Task and finish group – self-esteem and aspiration

The scrutiny officer explained that a task and finish group would work closely with officers to produce a report to the scrutiny committee which once completed would be sent to the relevant body for consideration. The objective of the task and finish group would be to find ways to build community capacity and resilience, including work on digital communities and mental health.

RESOLVED:

- 1) To ask the scrutiny officer to finalise the scrutiny committee work programme, to include the five topics discussed at the meeting and to present the final programme to the scrutiny committee at the next available meeting,
- 2) To include pre scrutiny of the annual equality information report on the work programme;
- 3) To set up a self-esteem and aspiration - task and finish group consisting of councillors Galvin (chair) Bogelein, Herries and Woollard to look at self-esteem and aspiration.

CHAIR

Working style of the scrutiny committee and a protocol for those attending scrutiny

- All scrutiny committee meetings will be carried out in a spirit of mutual trust and respect
- Members of the scrutiny committee will not be subject to whipping arrangements by party groups
- Scrutiny committee members will work together and will attempt to achieve evidence based consensus and recommendations
- Members of the committee will take the lead in the selection of topics for scrutiny
- The scrutiny committee operates as a critical friend and offers constructive challenge to decision makers to support improved outcomes
- Invited attendees will be advised of the time, date and location of the meeting to which they are invited to give evidence
- The invited attendee will be made aware of the reasons for the invitation and of any documents and information that the committee wish them to provide
- Reasonable notice will be given to the invited attendee of **all** of the committees requirements so that these can be provided for in full at the earliest opportunity (there should be no nasty surprises at committee)
- Whenever possible it is expected that members of the scrutiny committee will share and plan questioning with the rest of the committee in advance of the meeting
- The invited attendee will be provided with copies of **all relevant** reports, papers and background information
- Practical arrangements, such as facilities for presentations will be in place. The layout of the meeting room will be appropriate
- The chair of the committee will introduce themselves to the invited attendee before evidence is given and; all those attending will be treated with courtesy and respect. The chair of the committee will make sure that all questions put to the witness are made in a clear and orderly manner

- T** is this, the right **TIME** to review the issue and is there sufficient officer time and resource available?
- O** what would be the **OBJECTIVE** of the scrutiny?
- P** can **PERFORMANCE** in this area be improved by scrutiny input?
- I** what would be the public **INTEREST** in placing this topic onto the work programme?
- C** will any scrutiny activity on this matter contribute to the council's activities as agreed to in the **CORPORATE PLAN**?

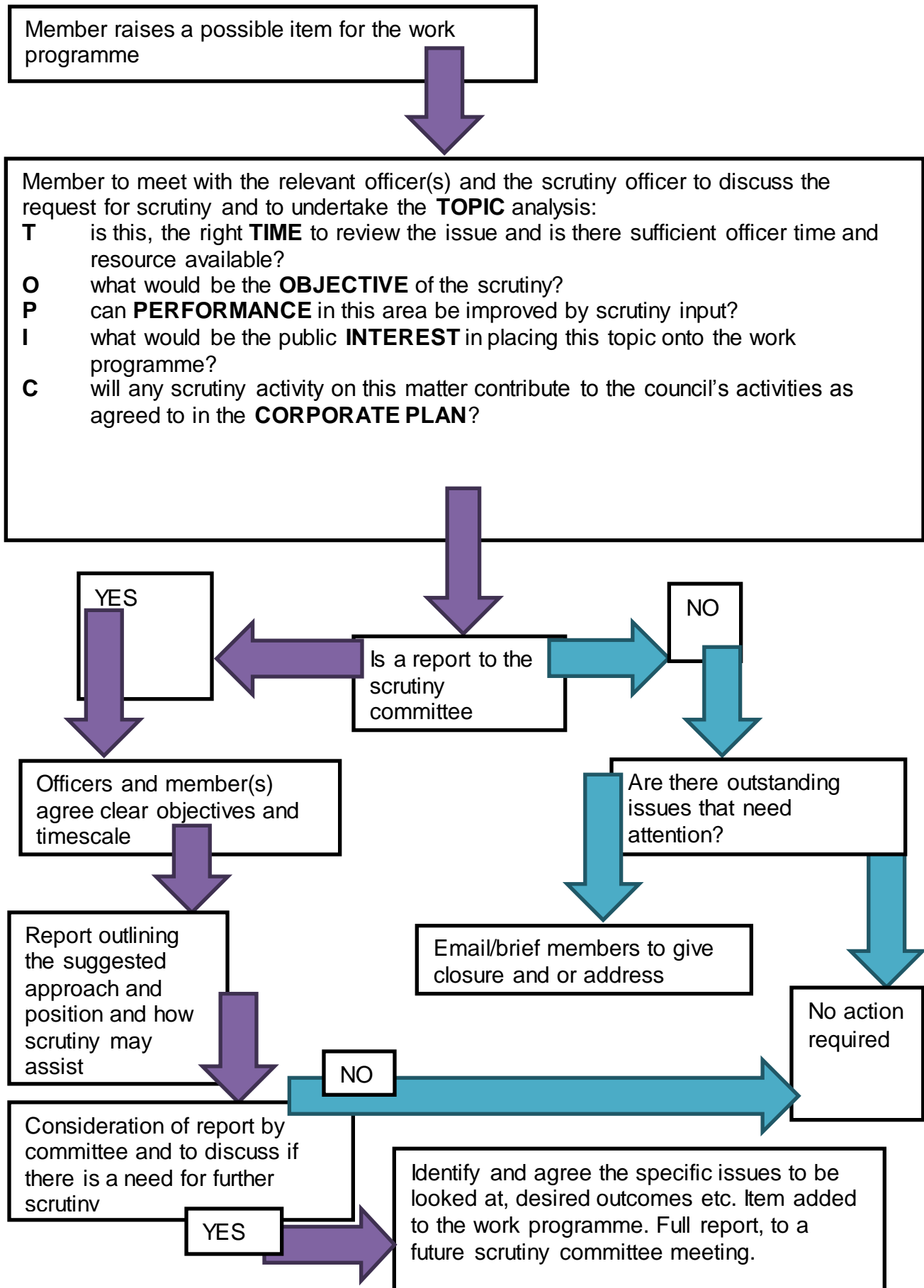
Once the TOPIC analysis has been undertaken, a joint decision should then be reached as to whether a report to the scrutiny committee is required. If it is decided that a report is not required, the issue will not be pursued any further. However, if there are outstanding issues, these could be picked up by agreeing that a briefing email to members be sent, or other appropriate action by the relevant officer.

If it is agreed that the scrutiny request topic should be explored further by the scrutiny committee a short report should be written for a future meeting of the scrutiny committee, to be taken under the standing work programme item, so that members are able to consider if they should place the item on to the work programme. This report should outline a suggested approach if the committee was minded to take on the topic and outline the purpose using the outcome of the consideration of the topic via the TOPIC analysis. Also the report should provide an overview of the current position with regard to the topic under consideration.

By using the flowchart, it is hoped that members and officers will be aided when giving consideration to whether or not the item should be added to the scrutiny committee work programme. This should help to ensure that the scope and purpose will be covered by any future report. The outcome of this should further assist the committee and the officers working with the committee to be able to produce informed outcomes that are credible, influential with SMART recommendations.

Specific, Measurable, Attainable, Relevant and Time-bound

Guidance flow chart for placing items onto the scrutiny committee work programme



Norwich City Council
SCRUTINY COMMITTEE
ITEM 5

REPORT for meeting to be held on 30 September 2014

**Scope of the topics on the scrutiny committee work programme
2014-2015**

Summary: The 17 July meeting of the scrutiny committee set the topics for the work programme up to 19 March 2015. Based upon the member discussion at the July meeting, it was agreed that the scrutiny officer develop the scope of the selected topics in liaison with relevant officers before bringing this report back for adoption at the September meeting of the committee.

Conclusions: This report offers a rationale to the topics agreed for the work programme. Also the attached work programme is scheduled in such a way that it pays regard to work streams already planned or underway around the council. As a quick reference the scrutiny work programme also provides a brief summary of the reason for the topic and any outcome sought by the scrutiny committee.

Recommendation: That the scrutiny committee

- a) Agrees the final draft of the work programme for scrutiny 2014-2015 and
- b) Agrees the purpose and scoping of the topics for scrutiny as outlined in the report.

Contact Officer: Steve Goddard, Scrutiny officer
Phone: 01603 212491
Email: stevegoddard@norwich.gov.uk

1. Topics for scrutiny 2014 – 2015

1.1 The following four re-occurring items appear on the scrutiny committee work programme as standing items:

- Draft corporate plan
- Performance data monitoring
- The proposed policy and budget frame work
- Annual review of scrutiny

1.2 Members selected the following topics for the scrutiny committee work programme. The attached work programme also sets out the dates for when each of these items will be taken.

- Private rented housing market
- Street scene and road safety overview
- Welfare reform – all agency advice
- Annual equality information report
- Council housing communal areas

1.3 It was also decided that a task and finish group be set up to look at **self-esteem and aspiration in communities**;

1.4 The discussion that gave rise to the setting up of the task and finish group was around looking into how the council worked with communities to empower them, with a specific focus on those who might be hard to reach and with protected characteristics. The task and finish group aims to be able to submit a final report to the scrutiny committee at the March 2015 meeting.

1.5 The members of the task and finish group are; Lucy Galvin (Chair), Charmain Woollard, Sandra Bogelein and Chris Herries.

2. Private rented housing market (30 September 2014)

2.1 This scrutiny session is for the committee to consider and look at ways in which the council is able to safeguard tenants in the private rented sector.

2.2 Due to programming and work streams, this topic is to be taken at the same meeting as this report is going to committee; therefore a fuller explanation of the approach and scope can be read on the specific report for that agenda item.

3. Street scene and road safety overview (27 November 2014)

3.1 By bringing this topic to the scrutiny committee, members will be able to form evidence based overview and understanding of Norwich and road casualty

trends and set them in the wider context of the county. Also this would be an opportunity to look at the work that is carried out to reduce the number of incidents on the city's roads. In forming an overview and understanding of road casualty trends in Norwich and the work that is carried out to reduce casualties, the committee wishes to look at evidence based approaches towards keeping the roads of the city safe.

- 3.2 In previous discussions, members have made a link with road safety and 20 MPH zones with the thought that by reducing speed limits that this might reduce casualties and incidents while also encouraging more people to walk and cycle. It is suggested that the scrutiny committee might wish to look closer at the evidence and to evaluate the effect of 20 MPH areas on the road use and safety.
- 3.3 The Department of Transport are about to commission research into the effectiveness of 20mph speed limits. Whilst the Government believes that there is evidence to support the view that 20mph zones are effective, they accept that there is an evidence gap on the effectiveness of 20mph speed limits. The proposed research will set out to 'establish the effectiveness of 20mph speed limits, in a range of settings'. The Department for Transport states that while data from existing schemes, including Portsmouth and Bristol, indicates possible benefits, the evidence is inconclusive. Unfortunately the final report from the research is not expected until early 2017.
- 3.4 It is proposed that officers from the county council, police, health service and city council attend the meeting of the committee in the autumn to assist members. It would help to be able to form an evidence based view of the historical and current situation by not only looking at the killed or seriously injured performance measure (KSI) data collected by the council. Casualty data that is broken down both on a geographic and road user basis, those presenting to the health service and the analysis that underpins the data led approach to casualty reduction may all help to form the whole picture for members.
- 3.5 In looking at the street scene and related safety issues, members are also keen to assess any effect that verge side and pavement parking and trading may have on the safety of road users, pedestrians and especially those with disabilities.
- 3.6 With the above in mind it is suggested that the scrutiny committee sets out to:
 - a) Understand the roles in the provision of road safety in Norwich and the part played by the police, Norfolk County Council, Norwich City Council and other partners such as the Clinical Commissioning Group.
 - b) Understand the background statistics relating to KSI's.
 - c) Ask if there is any conflict or overlapping activity involving the above agencies.

- d) Ascertain if KSI road safety data alone assists in identifying links between the issue and what might be required on the ground and how to unravel this to understand what is happening and what is required to mitigate problems.
- e) Ask if a more locally arrived at target or suite of road safety targets might be more useful than the current measure.
- f) Find out that when comparing data from district to district, region to region or nationally; 'is the definition that is used by the different parties involved in Norwich /Norfolk regarding slight and serious road crash injuries the same as elsewhere?' Is it easily comparable?
- g) Ask if the definition and method of recording statistics is the same and linked up between the different agencies involved in Norwich.
- h) Look at the street scene and related safety issues possibly associated with verge-side and pavement parking and trading. Does this affect the safety of road users, pedestrians, especially those with disabilities? (There is another related issue that some members are concerned with. This is relating to the possible environmental effect of curb/roadside/verge parking and trading.)
- i) Look at the evidence to evaluate the effect of 20 MPH areas on road use and safety. **NB:** please see also paragraph 3.3.

4. Welfare reform – all agency advice (16 October 2014)

- 4.1 The focus for this topic is for the scrutiny committee to be able to look at and evaluate the advice and sign posting that is offered and to see if it is meeting local needs. Also this will be useful in assessing how accessible this advice and sign posting is and to be able to suggest ways in which those not coming forward for help might be reached.
- 4.2 Generally the council provides training and guidance for members and officers advising on welfare changes. Along with commissioning a range of debt and financial advice from third sector organisations, the council's money advice team provides debt and money advice to the council's tenants.
- 4.3 Key questions and actions for scrutiny might include:
 - Investigation of the national and local statistics and areas of concern so that thought could be given to 'equality proofing' any benefit take up campaigns that might be embarked upon in the future.
 - How the council and its partners work together to improve benefits take up by those in and out of work and ask would this help further in poverty reduction?
 - An aim of any scrutiny activity in this regard needs to highlight the improvements that this might bring to health and wellbeing and employment retention and participation and think how this might be measured.
 - How can the council work with its partners to highlight eligibility and the benefit to those that might claim and address the barriers that stop people from claiming.
 - What work can be done with employers to promote in work take up?

- Is there value in involving and using more accessible settings, including community and voluntary centres, schools, or even healthcare locations in providing welfare benefits advice?

4.4 In seeking to look at the overall advice picture on offer to Norwich residents and with a particular focus on the impact of the non-take-up of income related benefits it is suggested that the following stakeholders may be consulted;

Voluntary sector advice and advocacy agencies, DWP, the council and Jobcentre plus.

5. Annual equality information report (18 December 2014)

5.1 This will be an opportunity for the scrutiny committee to pre-scrutinise the draft 2015 report before it is taken to cabinet. The scrutiny committee will be able to look at how the council is meeting the equality objectives that were set in the original 2012-2016 strategy.

5.2 There were four objectives in the equality strategy 2012-2016:

- Tackling hate crimes and incidents
- Access to quality information, advice and advocacy – including financial capability
- Treating people with dignity and respect
- Accessible and safe housing

5.3 The strategy 2012-2016 can be found here:

<http://www.norwich.gov.uk/YourCouncil/EqualityAndDiversity/Documents/EqualityStrategy.pdf>

6. Council housing communal areas (26 February 2014)

6.1 Working with the tenant scrutiny panel and other tenants and involving the relevant authorities, to review current policy and look into how tenants can use communal areas.

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
30 Sept 14	Draft corporate plan – early stage development scrutiny	Councillor Brenda Arthur and Russell O'Keefe	To consider the draft plan when it is in an early stage of development prior to the commencement of a public consultation exercise in October.
30 Sept 14	Private rented housing market	Councillor Bert Bremner, Russell O'Keefe, Paul Swanborough, Emma Smith and Andy Watt	To consider and look at ways in which the council is able to safeguard tenants in the private rented sector in its work.
30 Sept 14	Final draft of the agreed scrutiny work programme	Councillor James Wright and Steve Goddard	To agree the scoping element to the agreed topics on the work programme which was set at the 17 July meeting of the scrutiny committee
16 Oct 14	Welfare reform	Councillor Alan Waters, Councillor Gail Harris, Anton Bull, Adam Clark and Boyd Taylor	To look at and evaluate what advice and sign posting is offered to see if it is meeting need and is easily accessed. Ask how those entitled to help who are not coming forward can be reached.
27 Nov 14	Street scene and road safety overview	Councillor Mike Stonard, Andy Watt and Joanne Deverick with officers from the county council, police and health service.	In forming an overview and understanding of road casualty trends in Norwich and the work that is carried out to reduce casualties, the committee wishes to look at evidence based ways to keep the City's roads safe.
27 Nov 14	Quarter 2 performance monitoring	Councillor Brenda Arthur, Councillor Alan Waters, Russell O'Keefe, Nisar Ahmed and Phil Shreeve	Identification of any causes for concern and note successes arising from this 6 monthly look at performance monitoring data
18 Dec 14	Draft corporate plan	Councillor Brenda Arthur and Russell O'Keefe	Ongoing scrutiny to consider the draft plan and its development towards the end of the public consultation.

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
18 Dec 14	Annual equality information report	Councillor Gail Harris and Nadia Jones	Pre scrutiny of the report before it goes to cabinet.
29 Jan 15	Pre – scrutiny of the proposed policy and budget framework	Councillor Brenda Arthur, Russell O'Keefe, Nisar Ahmed and Justine Hartley	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy framework (corporate plan).
26 Feb 15	Council housing communal areas	Councillor Bert Bremner, Tracy John and the Fire service	Working with the tenant scrutiny panel and other tenants and involving the relevant authorities, to review current policy and look into how tenants can use communal areas.
19 Mar 15	Annual review of scrutiny	Councillor James Wright and Steve Goddard	To agree the annual review of the scrutiny committee's work 2014 to 2015 and recommend it for adoption of the council

The scrutiny tracker & outcomes

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome(s)
19 June 2014	Norwich annual business plan 2014 - 2015	Gwyn Jones	For members to be provided with a link to documents that sit behind the joint core strategy regarding environmental impact/green growth.	On going	
19 June 2014	Norwich annual business plan 2014 - 2015	Gwyn Jones	circulate an explanation of the process that will determine how the 15% of non-pooled CIL will be spent on communities	On going	
19 June 2014	Norwich annual business plan 2014 – 2015	Russell O'Keefe	Update on projects in the business plan as part of the six monthly performance data scrutiny	Dec 2014 scrutiny meeting – Q2 perf report	

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome(s)
19 June 2014	Q4 perf; SCC1 – streets found clean on inspection	Steve Goddard	Provide members with a street view to show hotspots	On going	
19 June 2014	Q4 perf; DHA4 – number of households prevented from becoming homeless	Russell O'Keefe	To circulate % of those presenting as homeless that the council was unable to assist (Other than sign post and advise)	On going	
19 June 2014	Budget monitoring	Gwyn Jones and Andy Watt	To circulate detail of why some projects in the capital plan had not progressed as planned	On going	

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
AUDIT 23 SEP	Statement of accounts	This report presents the formal audited statement of accounts, to be authorised by the audit committee and the chief finance officer on by the statutory deadline of 30 September 2014.	Justine Hartley Chief finance officer EXT 2440 Phillippa Dransfield Chief accountant EXT 2562	12 Sep	Justine Hartley	PH	No
AUDIT 23 SEP	Audit results report (ISA260 Report) 2014-15	Purpose – To present the external auditors' audit results report (ISA 260) 2014-15	Justine Hartley Chief finance officer EXT 2440 Phillippa Dransfield Chief accountant EXT 2562	12 Sep	Justine Hartley	PH	No
AUDIT 23 SEP	Internal audit and fraud team 2014-15 Jul to Aug update		Jonathan Idle Head of internal audit and risk management (LGSS) Steve Dowson Ext	12 Sep	Justine Hartley	PH	No
AUDIT	LGSS internal audit		Jonathan Idle	12 Sep	Justine	pH	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
23 SEP	charter and public sector internal audit standards		Head of internal audit and risk management (LGSS) Steve Dowson Ext		Hartley		
COUNCIL 23 SEP	<i>Greater Norwich annual growth programme</i> for 2014-5	To agree to the inclusion of the Norwich projects in the <i>Greater Norwich annual growth programme</i> for 2014-5 in the capital programme.	Cllr Arthur Gwyn Jones City Growth and Development Manager, EXT 2364	5 Sep	Graham Nelson	PH	No
COUNCIL 23 SEP	Change to the council's constitution	To consider revisions to the constitution following recent senior management changes.	Cllr Waters Russell O'Keefe Executive head of strategy, people and democracy EXT 2908	5 Sep	Russell O'Keefe	PH	No
COUNCIL 23 SEP	Annual audit committee report 2013-14	To present the Annual audit committee report 2013-14 to council.	Cllr Waters Philippa Dransfield Chief accountant EXT 2562	5 Sep	Justine Hartley	PH	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
SCRUTINY 30 SEP	Draft corporate plan – early stage development scrutiny	To consider the draft plan when it is in an early stage of development prior to the commencement of a public consultation exercise in October.	Councillor Brenda Arthur and Russell O'Keefe	22 Sep	Russell O'Keefe	PH	No
SCRUTINY 30 SEP	Private rented housing market	To consider and look at ways in which the council is able to safeguard tenants in the private rented sector in its work.	Councillor Bert Bremner, Russell O'Keefe,	22 Sep	Russell O'Keefe	PH	No
CABINET 8 OCT	Local Government Act 1972: making of skateboarding bylaw	To consider the introduction of a bylaw to control skateboarding in the city	Cllr Kendrick Cllr Arthur Adrian Akester Head of citywide services EXT: 2331	17 Sep	Russell O'Keefe	PH	No
CABINET 8 OCT	Managing assets (General Fund) 1 – KEY DECISION	To consider the purchase of an area of land for housing	Cllr Waters Andy Watt Head of city development services EXT 2691	17 Sep	Andy Watt	PH	Yes (Para. 3)
CABINET	Managing Assets	To consider the disposal of	Cllr Waters	17 Sep	Andy Watt	PH	Yes (Para.

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
8 OCT	(General Fund) 2 – KEY DECISION	buildings and land as identified in this report.	Andy Watt Head of city development services EXT 2691				3)
CABINET 8 OCT	Installation of thermodynamic panels – KEY DECISION	To approve the tender process for procurement of the supply and installation of thermodynamic panels	Cllr Bremner Amelia Hawkins Energy and Building Services Officer 01603 227940 Jay Warnes Investment Team Leader 01603 227906	17 Sep	Anton Bull	PH	No
CABINET 8 OCT	Revenue budget monitoring 2014-15	To update cabinet on the financial position, the forecast outturn for the year 2014-15, and the consequent forecast general fund and housing revenue account balances.	Cllr Waters Justine Hartley, Chief Finance Officer EXT 2440	17 Sep	Justine Hartley	PH	No
CABINET 8 OCT	Land to be developed for the affordable homes programme –	To request approval to progress sites owned by the council for development for	Cllr Bremner Andy Watt Head of city	17 Sep	Andy Watt	PH	Yes (Para. 3)

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
	KEY DECISION	affordable housing, by either the council or registered provider partners.	development services EXT 2691 Debbie Gould Senior development officer (enabling) EXT 2851				
SCRUTINY 16 OCT	Street scene and road safety overview	In forming an overview and understanding of road casualty trends in Norwich and the work that is carried out to reduce casualties, the committee wishes to look at evidence based ways to keep the City's roads safe.	Councillor Mike Stonard Andy Watt	8 Oct	Andy Watt	PH	No
CABINET 12 NOV	Polling District Review	To decide on the most appropriate polling districts and polling following a review under The Electoral Registration and Administration Act, 2013	Cllr Waters Andy Emms EXT 2459		Russell O'Keefe	PH	
CABINET 12 NOV	Adoption of Site Allocations and Site Specific Policies DPD and Development	To recommend to Council the adoption these development plan documents as part of the local plan for Norwich.	Cllr Stonard Graham Nelson Head of planning services		Graham Nelson	CB	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
	Management Policies DPD		EXT 2530 Judith Davison Planning team leader - projects EXT 2529				
CABINET 12 NOV	Main town centre uses and retail frontages Supplementary planning document (SPD)	To approve adoption of this new SPD (to take effect on adoption of DM policies plan following November council)	Cllr Stonard, Graham Nelson		Graham Nelson	PH	No
CABINET 12 NOV	Managing Assets (Housing) - Key Decision	To consider the disposal of an area of land	Cllr Waters David Rogers Client Property and Parking Manager EXT 2463		Andy Watt	PH	Yes (Para. 3)
AUDIT 18 NOV							
COUNCIL 25 NOV	Polling District Review	To decide on the most appropriate polling districts and polling following a review under The Electoral Registration and Administration Act, 2013	Councillor Waters Andy Emms (x 2459)		Russell O'Keefe		
COUNCIL	Adoption of Site	To adopt these development	Cllr Stonard,		Graham	CB	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
25 NOV	Allocations and Site Specific Policies DPD and Development Management Policies DPD	plan documents as part of the local plan for Norwich.	Graham Nelson Head of planning services EXT 2530 Judith Davison Planning team leader - projects EXT 2529		Nelson		
CABINET 25 NOV	Adoption of Site Allocations and Site Specific Policies DPD and Development Management Policies DPD	To recommend to Council the adoption these development plan documents as part of the local plan for Norwich.	Cllr Stonard Graham Nelson Head of planning services EXT 2530 Judith Davison Planning team leader - projects EXT 2529		Graham Nelson	CB	No
SCRUTINY 27 NOV	Quarter 2 performance monitoring	Identification of any causes for concern and note successes arising from this 6 monthly look at performance monitoring data	Brenda Arthur, Councillor Alan Waters, Russell O'Keefe	19 Nov	Russell O'Keefe	PH	No
SCRUTINY 27 NOV	Welfare reform	To look at and evaluate what advice and sign posting is offered to see if it is meeting need and is easily accessed.	Councillor Gail Harris, Anton Bull	19 Nov	Anton Bull	PH	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
		Ask how those entitled to help who are not coming forward can be reached.					
CABINET 10 DEC	Quarterly Performance Report		Cllr Arthur Roger Denton Performance and Research Officer EXT 2535				
CABINET 10 DEC	Affordable Housing Supplementary planning document (SPD)	To approve adoption of the revised Affordable Housing SPD.	Cllr Stonard Graham Nelson		Graham Nelson	CB	No
SCRUTINY DEC 18	Draft corporate plan	Ongoing scrutiny to consider the draft plan and its development towards the end of the public consultation.	Councillor Brenda Arthur and Russell O'Keefe	10 Dec	Russell O'Keefe	PH	No
SCRUTINY DEC 18	Annual equality information report	Pre scrutiny of the report before it goes to cabinet.	Councillor Brenda Arthur and Nadia Jones	10 Dec	Russell O'Keefe	PH	No
CABINET 14 JAN							
AUDIT							

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
20 JAN							
COUNCIL 27 JAN							
SCRUTINY 29 JAN	Pre – scrutiny of the proposed policy and budget framework	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy framework (corporate plan).	Councillor Brenda Arthur, Justine Hartley, Chief finance officer	21 Jan	Justine Hartley	PH	No
CABINET 4 FEB	Homeless outreach service – KEY DECISION	To agree the recommendations regarding the homeless outreach service	Cllr Bremner Chris Hancock Housing strategy officer EXT 2852 Paul Swanborough Private Sector Housing Manager EXT 2388		Andy Watt	PH	Yes (Para. 3)
COUNCIL 17 FEB							
SCRUTINY	Council housing	Working with the tenant	Councillor Bert	18 Feb	Tracy John	PH	No

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder Senior Officer	Report signed off by	Management Clearance	Cabinet Briefing / Portfolio Holder?	Exempt? If yes – which paragraph?
26 FEB	communal areas	scrutiny panel and other tenants and involving the relevant authorities, to review current policy and look into how tenants can use communal areas.	Bremner, Tracy John				
CABINET 11 MAR	Quarterly Performance Report		Cllr Arthur Roger Denton Performance and Research Officer EXT 2535				
AUDIT 17 MAR							
COUNCIL 17 MAR							
SCRUTINY 19 MAR	Annual review of scrutiny	To agree the annual review of the scrutiny committee's work 2014 to 2015 and recommend it for adoption of the council	Councillor James Wright and Steve Goddard	11 Mar	Steve Goddard	PH	No
COUNCIL 26 MAY							

Norwich City Council
SCRUTINY COMMITTEE
ITEM 6

REPORT for meeting to be held on 30 September 2014

Private rented housing market

Summary: This scrutiny session is to consider and look at ways in which the council is able to safeguard tenants in the private rented sector in its work.

Members will be able to use this as an opportunity to gain further overview and understanding of the topic area. The committee will also receive a short presentation at the meeting on the work that is being carried out by the private sector housing team.

Conclusions: Various issues for tenants in the private rented housing sector are raised in this overview report for further discussion at the meeting. To assist the committee the Strategic housing manager and the Housing strategy officer will be at the meeting to take questions and explain the approaches that are being taken in Norwich with regard to safeguarding tenants in private sector housing.

Recommendation: Members are requested to comment and make recommendations to the officers and/or the cabinet that they think should be considered or acted upon.

Contact Officer: Steve Goddard, Scrutiny officer
Phone: 01603 212491
Email: stevegoddard@norwich.gov.uk

1. Key issues

- 1.1 Some of the key issues that have been highlighted by members centre on those who live in houses of multi occupancy and their health and wellbeing. Also single young people, however the experiences of other groups should also be considered.

2. National picture

- 2.1 With the current housing shortage, private renting is a growing part of the housing picture and has meant that the number of different types of landlords has also grown. This year's English Housing Survey revealed that nationally more people were private tenants than living in social housing. In Norwich the size of the private rented sector increased significantly between the Census 2001 and Census 2011 and is now not significantly smaller than the size of the broader social rented sector
- 2.2 Although voluntary accreditation schemes exist, uptake is small. However, some kind of a register of landlords is something that members have decided to consider (Council 2014 - Appendix A). This meeting is an opportunity to gain further understanding of this particular issue. **Please see appendix A to this report.**

3. Issues faced by some tenants

- 3.1 Some of the issues tenants might face include security of tenure with short term contracts not being unusual and guaranteed possession at the end of a letting period means that there may be reduced long term stability
- 3.2 The Government's official English Housing Survey (source LGIU) reveals that despite the extra cost in terms of rent, private tenants were most likely to live in the poorest quality housing with a third of homes being in poor condition, compared with one in five of owner occupied homes and 15% of social rented homes.
- 3.3 Affordability is now also an emerging issue for people. Figures from the English Housing Survey suggest that private sector rents typically take up 40% of tenants' gross income. This is compared to 20% for owner occupiers and 30% for tenants in social housing.

4. Questions for gaining an overview

- 4.2 Members may wish to ask what the figures for Norwich look like in comparison to the above national data, also:
- **How do SAP ratings of privately rented properties in Norwich compare to new build and council owned housing? (SAP stands**

for, standard assessment procedure which is the methodology used to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.) See tables below (para 4.3).

- **Have we any data on the age profile regarding access to heat for those in privately rented accommodation as opposed to the owner occupier sector and those in council housing?** There has been no data released from Census 2011 that contains data for the three variables combined (tenure by age by central heating). However, data from the Census shows that:
 - a) people living in private rented housing are more likely to have no central heating (3.8% of private rented households compared with 2.3% for all other tenures); and
 - b) older people are more likely to be living in housing with no central heating than younger people (3.4% of those aged 65 and over living in housing without central heating compared with 1.7% of under 65 year olds). Older people do however make up a relatively small proportion of private renters (just 3.6% of “household reference persons” (HRP) in private rented accommodation were aged 65 plus).
- **What is the average percentage of private tenants’ gross income that is taken up by rent in Norwich?** Extract from the council’s Housing Strategy 2013-2018: In terms of affordability, the average (mean) private sector rent for a two bedroom property represents 28 per cent of gross average earnings (£27,556) for full-time workers. On a three-bedroom property, the rent accounts for 33 per cent.
- **Has the impact of local housing allowance restrictions on tenants in privately rented accommodation, meant that all those that are in need have been enabled access to the hardship fund?** The local housing allowance is set against a figure for rents based upon rental data collected by the local valuation office on an annual basis and does not look at the rent charged, only the rent eligible in which one of a number of circumstances relates to the rooms needed for the household (Please also see table below at 4.2.1). As with all housing benefit claims applications can be received for the cash limited Discretionary Housing Payments budget

4.2.1 Local Housing Allowance (LHA) - rent levels

Norwich City Council area: 1 April 2014 to 31 March 2015

Number of bedrooms	Category	Weekly amount
1 bedroom (shared accommodation)	S1	£59.09

1 bedroom (self-contained accommodation)	B1	£92.06
2 bedrooms	C2	£115.37
3 bedrooms	D3	£134.02
4 bedrooms	E4	£184.62

4.3 Energy efficiency and SAP ratings for Norwich

Under Part L of the Building Regulations, all new build dwellings must obtain a SAP rating for the dwelling to demonstrate compliance with energy performance requirements. Dwellings must achieve a 'pass' status and new dwellings must have a minimum SAP rating of C

In May 2013, DCLG released data on the energy efficiency of new homes in England, and the average energy efficiency (SAP rating) of new homes was 79.2, which is the upper end of category C.

Norwich figures

Tenure	Approximate number of properties - average SimpleSAP							
	A	B	C	D	E	F	G	Avg.
All stock	0	475	12,894	24,010	22,316	4,368	504	D (57)
Owner occupiers	0	99	3,702	10,454	12,105	2,558	236	E (54)
Private rented	0	211	3,097	4,423	5,133	1,035	157	D (57)
All social housing	0	165	6,095	9,133	5,078	775	111	D (61)
Norwich City Council stock	0	49	11,090	3,629	428	218*	5*	C (71)

*The current tenants do not want their property improved; therefore the heating system will be upgraded at tenancy turnover.

Accreditation of the private rented sector and additional licensing of HMOs

Background

1. On 18 March 2014 council resolved to¹:
 - a. acknowledge the housing strategy's commitment to "explore options for increasing the size of the private rented sector and to substantially reduce the number of hazardous, poorly managed and sub-standard privately rented homes through enforcement";
2. Council also asked cabinet to:
 - a. examine the case for using a system of accreditation and licensing as a way of setting of standards and incentivising landlords to manage their properties in an acceptable manner thereby offering the opportunity for prospective tenants to make informed choices;
 - b. continue to use enforcement paths when appropriate to act against landlords who have failed to meet acceptable standards.

Background

3. Research carried out by the Building Research Establishment (BRE) shows that approximately 14,000 (22%) of households in the city rent from a private landlord which is one of the highest levels in the east of England. Of these, 33% are likely to be on low income, 21% live in fuel poverty and 20% are experiencing conditions posing a significant threat to the health and safety of the occupants (known as a category 1 hazard).
4. Hazards include hard to heat homes, the presence of damp and mould, trip and fall hazards and a lack of fire precautions. BRE estimates that of the 3,000 or so houses in multiple occupation (HMOs) in Norwich, 25% are likely to have a category 1 hazard.

Project progress

5. A further report is due to go to Cabinet in November in which more detail and progress made will be spelt out
6. In line with Council motion it will look at how to introduce a system of property accreditation followed by the introduction of additional HMO licensing as a way of setting of standards and incentivising landlords to manage their properties in an acceptable manner thereby offering the opportunity for prospective tenants to make informed choices.
7. This approach is supported by the Department for Communities and Local Government, and key stakeholders operating within the private rental market in Norwich.

¹<http://www.norwich.gov.uk/CommitteeMeetings/Council/Document%20Library/112/MINCouncil20140318.pdf>

SUPPORTING INFORMATION

Private sector housing stock modelling 2014

Introduction

8. The council has recently commissioned Building Research Establishment Ltd (BRE) to provide information on key housing and domestic energy variables, with a focus on private sector housing.
9. The following key housing variables can be reviewed either at dwelling level, census output area, by ward, or local authority level:
 - a. Housing Health and Safety Rating System (HHSRS)² Category 1 hazards
 - b. Category 1 hazard for excess cold
 - c. Category 1 hazard for falls
 - d. Disrepair
 - e. Fuel poverty
 - f. Low income
 - g. Energy rating
 - h. Identification of Houses in Multiple Occupation (HMOs)
 - i. Tenure data
10. The stock modelling methodology provides detailed information on the likely condition of stock and the geographical distribution of properties, allowing officers to identify properties of interest for targeted work, for example energy efficiency improvements, or other forms of intervention. Further analysis of the data identifies areas where a collaborative approach may be beneficial, for example working with health partners.

Background

Housing Act 2004

11. The Housing Act 2004 places a duty on local housing authorities to review housing conditions in their districts. This is a wide ranging requirement which refers to other parts of the Act as well as other legislation. However, the requirement does not give detailed requirements of what information should be collected when an authority reviews its housing.

Government policy

12. Two chapters of the government's main housing strategy 'Laying the Foundations: A Housing Strategy for England' (2011)³ focus on the private rented sector and empty homes. It recognises the growth of the private rented sector in recent years and the need to deal with poor landlords and improve dangerous and poorly maintained homes, as well as providing financial incentives to bring long term empty properties back into use.

² Housing Health and Safety Rating System

³ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7532/2033676.pdf

13. The strategy also focuses on the Green Deal which enables all consumers to install energy efficiency measures at no up front cost. Householders will repay the cost of the measures through their energy bill savings.
14. From 2016 reasonable requests by tenants for such improvements will not be able to be refused and from 2018 it will be unlawful for landlords to rent out properties that do not reach a minimum standard of efficiency, subject to total cost and benefit conditions. The Department for Energy and Climate Change has indicated the minimum standard is likely to be at Energy Performance Band E⁴.

Council policy

15. The availability of the housing variables data at dwelling level will be of significant value in achieving the council's corporate priorities and the underpinning strategies identified below.
16. The council's current corporate plan (2012-15) identifies key priorities and actions to enable Norwich to be a prosperous city with decent housing for all. It specifically makes a commitment to:
 - a. help private households to improve the energy efficiency at their homes
 - b. improve the standard of private sector housing through advice, grants and enforcement.
 - c. bring empty homes back into use.
17. There are a number of other council strategies and policies that will benefit from drawing on the available data provided by stock modelling including:
 - d. Housing Strategy
 - e. Houses in Multiple Occupation Licensing Policy
 - f. Private Sector Financial Assistance Policy
 - g. Environmental Strategy
 - h. Affordable Warmth Strategy

Headline results for the private rented sector in Norwich

18. In terms of housing conditions, the differences between the tenures generally reflects the position at a national level with the private rented stock being in the poorest condition, with owner occupied stock slightly better and the social rented stock in the best condition.
19. The energy efficiency indicators suggest the private sector housing stock in Norwich to be better than the 2009 national average.
20. The house condition indicators suggest the private sector stock in Norwich is slightly worse than the 2009 national average.

⁴ <https://www.gov.uk/getting-a-green-deal-information-for-householders-and-landlords>

What does the 2011 Census tell us about people living in the private rented sector in Norwich?

Introduction

In Norwich, between the 2001 and 2011 Censuses the proportion of households who were renting their housing within the private rented sector increased from 13.3% to 21.7%. Over that period, the number of households renting privately increased by 5,800.

Almost a quarter of Norwich residents in households now live in the private rented sector. This report looks at the evidence from the 2011 Census about the characteristics of those private renters and their housing.

Household composition

The four largest categories of private renters (72% in total) are:

- One person households (aged under 65) 31.3%
- Cohabiting couple, no children 15.1%
- Shared households, no children 14.9%
- All full-time students 10.4%

Around 16% of private rented households contained dependent children (living with a married or same sex civil partnership couple, co-habiting couple or lone parent). Across all tenures, almost 22% of households include dependent children.

A further 2% of private rented households contained children who were non-dependent only.

Pensioner only households make up a notably small proportion of the sector. Just 2.9% of private renter households are made up of a single person aged 65 and over or a single family all aged over 65. This compares with 18.7% of households across all tenures.

Those aged 20-29 are more likely to rent privately, perhaps as they are unable to access mortgage finance to buy on the open market.

Ethnic group and age

Data from the Census relating tenure to the ethnicity and of the “household reference person” shows that white British residents are the only ethnic group who are “under-represented” within this tenure. 22.8% of all households were classified as private renting or living rent free, for White British households the proportion was 19.3%.

Conversely, all other ethnic groups are relatively over-represented in private sector rented properties.

Residents aged over 65 are much less likely to be living in the private rented sector. Residents in this age group are also far more likely to be White British.

Economic activity

A high proportion of residents living in the private rented sector are of working age. Looking at the economic activity of people of working age living in private rented accommodation shows that almost three quarters (74.3%) of HRPs were classified as working (as an employee or self employed). A further 9% of HRPs were full time

students who also had a job.

Only 5.1% of HRPs in the private rented sector were unemployed. This was higher than amongst owner occupiers (1.4%) but notably lower than in council rented households (12%) or other social landlords (11%).

6% of private sector tenants were full time students not working.

Average household size, number of rooms and bedrooms

The average household size for people living in private rented accommodation is 2.22, slightly above the all tenures average of 2.12.

A slightly higher proportion of private rented households have 5 or more residents (5.8%) than the average across all sectors (4.9%).

Private rented accommodation is on average smaller than housing in other tenures. The average number of rooms is 4.60 compared with 4.95 across all tenures. Similarly the average number of bedrooms is 2.37 in private rented accommodation compared with 2.52.

25.8% of private rented housing has 3 rooms or fewer compared with 17.6% of accommodation from all tenures.

59.1% of private rented households live in accommodation with 1 or 2 bedrooms compared with 46.8% of all households.

Accommodation with 5 or more bedrooms is also “over represented” within the sector making up 4.7% of households compared with 3.2% for all tenure types. However, whilst there may be more accommodation with a large number of bedrooms this is not the case for rooms of all types. 10.8% of private sector households had 7 or more rooms whereas 14.6% of all households had 7 or more rooms.

Central Heating

In 2011, private rented accommodation (3.8% of households) was more likely than other tenures to not have central heating (2.6% all tenures). About a third of all accommodation without central heating was private rented (33.3%), whereas private rentals make up 21.7% of all households.

However, this was not the case across all accommodation types with private rented “flats” being the main source. 6.5% of all flats, maisonettes or apartments in the private rented sector had no central heating. This includes purpose built flats, those in converted buildings, including bedsits, and flats in commercial buildings. More than 10% of flats, maisonettes or apartments in converted or shared houses (including bed-sits) had no central heating.

For terraced houses, owner occupiers (3.6% of households) were more likely to have no central heating than private renters (2.1%).

Norwich City Council
SCRUTINY COMMITTEE

Item 7

REPORT for meeting to be held on 30 September 2014

Draft corporate plan 2015-2020

- Summary:** The council is currently working on developing a new corporate plan for 2015-2020.
- The report sets out the current draft of the new corporate plan framework and the proposed process for consultation on the draft priorities.
- Conclusions** The report should enable the scrutiny committee to determine any proposed changes to either the draft framework or the consultation process that they may wish to recommend.
- Recommendation:** To consider the proposed approach and identify any changes the Scrutiny Committee would wish to recommend to Cabinet.
- Contact Officer:** Russell O'Keefe, Executive head of strategy, people and neighbourhoods
Phone: 01603 212908
Email: russello'keefe@norwich.gov.uk

1. The new draft corporate plan framework 2015-2020

- 1.1 The council's current corporate plan 2012-2015 will end in March 2015. Work has therefore been progressing to develop a new corporate plan. The corporate plan sets out the overall strategic direction of the council including its vision and priorities. This guides everything the council will do for the City and its residents and visitors for the period. As such, the plan acts as the overarching policy framework for the council.
- 1.2 At annex A is a copy of a draft new corporate plan framework for 2015-2020 which will act as the basis for a new full plan. This has been developed through a number of methods including:
- Analysing information on levels of need in the city such as looking at demographics, strengths, opportunities, inequalities and challenges.
 - Assessing the current environment the council operates in, including the national and local economic climate and policy and legislation for local government.
 - Looking at the potential future factors that may impact on Norwich and the council e.g economic, social, environmental etc.
 - Discussions with members including an all member workshop.
 - Early discussions with some partner organisations with more to follow over the next few weeks.
 - Assessing the future resourcing likely to be available to deliver a new corporate plan.
- 1.3 Scrutiny are asked to consider the draft new framework and form any recommendations they may wish to make to cabinet who will consider the draft for the first time on the 8 October.

2.0 Proposed consultation process

- 2.1 It is proposed to carry out a 12 week consultation on the new draft priorities alongside consultation on the council's budget for 2015/16.
- 2.2 In designing this proposed consultation process the following principles have been applied which the council has used before:
- Proportional – the time and resources put into the consultation should be in line with the purpose and impact.

- Inclusive – the consultation should be fully inclusive and provide different methods of access to ensure those people who want to take part are able to.
 - Genuine – the results of the consultation should be statistically valid and used to fully inform the decision making process
 - Consistent – given that different methods of consultation will be employed, it will be important to ensure consistency in approach.
- 2.3 To ensure that a consistent approach is taken throughout the process a core consultation document is being developed which will act as the basis for all the different consultation methods. A copy of the current draft of this is included at Annex B.
- 2.4 This core consultation document will then be delivered through the following methods:
- Citizens panel - which is broadly representative of the demographic makeup of the local community
 - Public survey – available through the web and in a paper format through council offices and at public events carried out during the period.
 - Partner survey sent to partners in all different sectors e.g voluntary and community organizations, businesses, other public bodies etc.
- 2.5 It is considered that this is an appropriate mix of consultation methods that meet the principles of good consultation outlined in paragraph 2.2 of the report.
- 2.6 The data from the consultation exercise will be collated and analysed with support from a specialist research company. The final results will then be reported into the decision making process as set out in the timescales in section 3 of the report.

3. Next steps and overall timescales

- 3.1 The table below sets out the overall timescales:

	Activity	Timescale
1	Scrutiny formally considers draft corporate plan framework and consultation arrangements	30 January 2014

2	Session on the draft corporate plan with the Norwich locality board	2 October 2014
3	Cabinet formally considers draft corporate plan framework, income and savings options and the consultation arrangements	8 October 2014
4	12 week public and partner consultation carried out	13 October – 6 January 2015
5	Scrutiny consider proposed performance targets for the corporate plan	18 December 2014
6	Full draft corporate plan considered alongside draft budget by scrutiny, cabinet and council	29 January, 4 February, 17 February 2015

EARLY DRAFT NORWICH CITY COUNCIL CORPORATE PLAN FRAMEWORK 2015 - 2020										
WHAT WE AIM TO ACHIEVE (OUR PRIORITIES)	SAFE, CLEAN AND LOW CARBON CITY		PROSPEROUS AND VIBRANT CITY		FAIR CITY		HEALTHY CITY WITH GOOD HOUSING		VALUE FOR MONEY SERVICES	
WHAT WE WILL DO TO ACHIEVE OUR PRIORITIES WORKING WITH OUR PARTNERS AND RESIDENTS (KEY ACTIONS)	To maintain street and area cleanliness		To support the development of the local economy and bring in inward investment through economic development and regeneration activities		To reduce financial and social inequalities		To deliver our annual Healthy Norwich action plan with our key partners to improve health and wellbeing in the City		To engage and work effectively with customers, communities and partner organisations, utilising data and intelligence and collaborative and preventative approaches to improve community outcomes.	
	To provide efficient and effective waste collection services and reduce the amount of waste sent to landfill		To advocate for an effective digital infrastructure for the City		To advocate for a living wage across the City		To support the provision of an appropriate housing stock in the City including bringing empty homes back into use and building new affordable homes		To continue to reshape the way the council works to realise our savings target and improving council performance wherever possible.	
	To work effectively with the police to reduce anti-social behaviour, crime and the fear of crime		To maintain the historic character of the City through effective planning and conservation management		To encourage digital inclusion so local people can take advantage of digital opportunities		To prevent people in the City from becoming homeless through providing advice and alternative housing options		To improve the efficiency of the council's customer access channels	
	To protect residents and visitors by maintaining the standards of food safety		To provide effective cultural and leisure opportunities for people in the City and encourage visitors and tourists to the City		To reduce fuel poverty in the City through a programme of affordable warmth activities		To improve the council's own housing stock through a programme of upgrades and maintenance and provide a good service to tenants		To maximise council income through effective asset management, trading and collection activities	
	To maintain a safe and effective highway network in the City and continue to work towards 20mph zones in residential areas						To improve the standard of private housing in the City through advice, grants and enforcement and supporting people's ability to live independently in their own homes through provision of a home improvement agency			
	To mitigate and reduce the impact of climate change wherever possible and protect and enhance the local environment									
	To reduce the council's own carbon emissions through a carbon management programme									
HOW WE MEASURE WHAT WE ARE ACHIEVING (KEY MEASURES AND PROJECTS)	% of streets found clean on inspection	% of people satisfied with waste collection	Number of new jobs created through council funded activity	Amount of funding secured by the council for regeneration activity	Delivery of the reducing inequalities action plan	% of people saying debt issues had become manageable following face to face advice	Delivery of of the Healthy Norwich action plan	Relet times for council housing	% of customers satisfied with the opportunities to engage with the council	% of council partners satisfied with the opportunities to engage with the council
	% of people feeling safe	Residual waste measure	Number of new business start ups	Digital infrastructure project measure - deployment of city centre WIFI	Number of additional organisations paying the living wage	Delivery of the digital inclusion action plan	Number of empty homes brought back into use	No of new affordable homes delivered	Delivery of local democracy engagement plan	
	% of food businesses achieving safety compliance	% of residential homes on a 20mph street	New planning measure e.g quality based upon planning advisory service model	% of people satisfied with leisure and cultural facilities	Number of private sector homes where council activity improved energy efficiency	Hybrid benefits measure to cover amalgam of a number of existing data	Number of people prevented from becoming homeless	Number of people where the work of the home improvement agency has enabled them to maintain independent living	% of residents satisfied with the service they received from the council	Council achieves savings targets
	New transport measure - all accidents data	New cycling measure - possibly adults cycling 5 times per week	Volume and value of visitors to the City				% of council properties meeting Norwich standard	% of people satisfied with the housing service	Measure on suitable channel shift - match offer to demand	Avoidable contact levels
	CO2 emissions for the Norwich area	CO2 emissions from local authority operations					Number of private sector homes made safe		% of income generated by the council compared to expenditure	% of income owed to the council collected
	% of people satisfied with parks and open spaces	% of people satisfied with their local environment								
KEY SERVICES CONTRIBUTING	City wide services	Local neighbourhoods service	City development service	Local neighbourhood services	Policy, performance and partnerships	Local neighbourhood services	Policy, performance and partnerships	City development service	All services	All services
	City development services	Customer contact service	Planning service	Policy, performance and partnerships	Customer contact service	Business relationship management service	Housing service	Customer contact service		
	Policy, performance and partnerships	Environmental strategy	Business relationship management service	Culture and communications service	Environmental strategy					
			Customer contact service							



NORWICH
City Council

your services
your say)))

October 2014

Council Priorities and Budget Consultation Questionnaire

Norwich City Council is currently considering what priorities it should have for the future and is preparing its budget for 2015/16 and is facing a number of challenges and choices:

- The council needs to determine which areas to focus its resources on over the next five years for the good of the City.
- The council needs to find a further £1.6 million of savings or additional income each year for the next four. This is due to budgetary pressures such as significant reductions in government funding and inflation. The council, therefore, needs to determine how best to generate income and make savings.
- The council needs to decide whether to increase council tax for 2015/16 as well as consult on some changes to discounts and reductions.
- The council would like to hear your views on the ways in which you contact us to access services and in particular what services you would like to access by digital methods e.g. internet and smartphone, in the future.
- The council would also like to hear your views on proposals to improve road safety in the city through the introduction of further 20mph zones.

The council wants to get the views of the whole city – residents, businesses, visitors, voluntary groups and other public organisations - about how it tackles these challenges and approaches these choices. This is your chance to tell the council what you think about these important issues.

In order to make sure your responses are kept confidential and the reporting of results is fair, the council has asked BMG Research, an independent market research agency, to carry out the survey on its behalf. **Please send your completed questionnaire back to BMG Research in the envelope provided by Tuesday 6th January 2015.**

This public consultation will run from 13 October to 6 January. Councillors will then use this information to help them make decisions about the council's priorities, budget and council tax level in the new year.

If you would prefer to fill in the survey online visit www.norwich.gov.uk

If you know of anyone else who would like to have their say please do not copy blank forms as they may not scan properly and the responses may not be counted. All they need to do is visit the homepage of www.norwich.gov.uk, call 0344 9803333 or visit City Hall to fill in or request a questionnaire.

If you have any questions or concerns about the survey you can contact the BMG Research helpline on 0800 358 0337. This number is free from landlines, although calls from mobiles may be charged. Alternatively, you can call BMG Research on 0121 333 6006 and ask to be put through to the helpline.

If you need help with another language or format such as large print, Braille, talking tape or in MS Word for putting through a text reader, please call 0800 3580337.

Portuguese:

‘Se pretender este questionário noutra idioma ou noutra suporte (grande formato, Braille ou cassete áudio), contacte o 0800 3580337.’

Polish:

Jeśli potrzebuje Pan/i dostępu do tej ankiety w innym języku lub formacie, np. wersji drukowanej dużą czcionką, zapisanej Braillem lub nagranej na kasecie, prosimy o kontakt telefoniczny pod numerem 0800 3580337

Arabic:

إذا احتجتم لهذا الاستبيان بلغة أخرى أو شكل آخر كالأحرف الكبيرة أو نظام بريل، أو الشريط المتكلم، يرجى الاتصال على الرقم:
08003580337

Bengali:

যদি এই প্রশ্নাবলী অন্য কোনো ভাষায় অথবা ফরম্যাট এ চান যেমন বড় অক্ষরে ছাপা, ব্রেইল অথবা কথ্য বলা টেপ-এ, তাহলে অনুগ্রহ করে 0800 3580337 নম্বরে টেলিফোন করুন।

Mandarin:

倾听您的看法：我们希望倾听您对当地生活的看法。请通过电话08003580337参加我们的调查并帮助我们了解有关情况，我们能在口译人员的帮助下以您的语言与您进行交流。

Russian:

Опрос общественного мнения: мы хотели бы услышать ваше мнение о жизни в вашем районе. Вы можете помочь нам, приняв участие в нашем опросе. Позвоните по телефону 0800 3580337 и мы сможем поговорить с вами на вашем родном языке с помощью переводчика.

Lithuanian:

Klausomės jūsų nuomonės: norime išgirsti jūsų nuomonę apie gyvenimą jūsų vietovėje. Prašome padėkite mums sudalyvaudami tyrime – paskambinkite telefono numeriu 0800 3580337 ir su vertėjo pagalba mes galėsime su jumis pasikalbėti jūsų gimtąja kalba.

Hungarian:

Helpful hints for completing this questionnaire:

- For single and multiple choice questions, please mark your choices with an 'x' (☐) to indicate your answer.
- If you make a mistake please fill in the box like this ■
- When writing numbers or words in the box, please ensure that all the writing is **inside the box boundaries**.

Section A: Introduction - The council's priorities

QA1

Over the last three years, following consultation with residents and businesses, the council reviewed its priorities in order to focus its efforts on a smaller number of key priorities for the city in order to make best use of reduced financial resources.

We are now preparing our new Corporate Plan for the next five years (2015-2020) and once again would like your views on what are the most important areas of our work for the people of Norwich.

Please indicate how important you feel each of the following proposed priorities are by ranking them 1-5. This will help the council with allocating resources. Please write 1 to 5 in each of the boxes below, where 1 is the most important and 5 is the least important (please put one number in each box, do not use any number more than once, and do not use 'equal' rankings)

	Rank 1 st - 5 th
Making Norwich a safe, clean and low carbon city - such as waste collection and recycling, street cleanliness, community safety, and mitigating and reducing the impact of climate change wherever possible.	
Making Norwich a prosperous and vibrant city - such as providing the right environment for local business growth, effective planning services, heritage and tourism, city events, parks and open spaces.	
Making Norwich a fair city – such as trying to increase wage levels in the City, providing effective debt advice and housing and council tax benefit services and reducing fuel poverty.	
Making Norwich a healthy city with good housing – such as working with other organisations to try and improve the health of Norwich residents, helping to prevent homelessness, enabling the building of new affordable homes and providing good services to our housing tenants.	
Ensuring the council provides value for money services - such as continuing to make our services as efficient and effective as possible.	

QA2

Are there are other areas that you think should be priorities for the council for Norwich? If so please write them in the box below:

Section B: Developing the council's budget for 2015/16

How the council has saved money in the last five years

The council has already reduced its costs by more than a third over the past five years by finding recurring savings of approximately £26 million. This amounts to total cumulative savings of more than £98 million over the period. This has happened through a number of ways involving changing the way the council works including; reducing the number of managers, redesigning services, sharing services, renegotiating external contracts and becoming more efficient in the way we do things.

Our approach has been to make as many savings as we possibly can that won't directly impact on the key services you receive from us and if we do have to make any savings that will impact on those services to consult you on them and provide genuine choices.

However, delivering previous savings of this scale over the last few years has inevitably impacted on the council's overall capacity.

You are asked for your views on proposals for further changes below. These would further reduce the council's overall capacity and its ability to do new work for the City. However, we don't believe they will significantly impact on the key services for 2015/16 that you currently receive from the council, such as parks, street cleaning, refuse collection etc.

What the council needs to do next

Due to budgetary pressures such as reduced government funding and inflation we need to either save or generate in income another £1.6 million per year for each of the next four years to be able to fund the services we currently provide. This is where the council needs your help. This questionnaire sets out how we propose to generate additional income and make those savings, but we would like your help in finalising the way forward.

As part of our last budget consultation we asked you for your ideas on other things we could do to save money and generate income and we have used these to help us develop our proposed approach for 2015/16.

Section B1: Income and savings options for 2015/16

We believe that we can generate income and save the required £1.6 million for 2015/16 through continuing to change the way the council works. This would be through:

- Generating more income through investments and assets
- Generating more income from the government through becoming more efficient in how we process benefit applications
- Generating more income from the building of a replacement car park in the City at Rose Lane as well as helping to improve the area
- Generating more income by selling advertising space and increasing the number of concessions in parks for businesses to operate.
- Generating more income and saving money through joint arrangements with other public organisations including further sharing of City Hall with other organisations
- Saving more money by improving business processes, using new technology and becoming more efficient in how we operate and manage services.
- Saving more money by redesigning support services as the council gets smaller

QB1b. **Do you have any comments or suggestions on the council's proposed approach of continuing to change the way it works to generate income and save money?** *Please write in your suggestions in the box below (continue on an extra sheet if you need to)*

QB1c **Do you have any ideas on other things the council could do differently to generate income or save money?** *Please write in your suggestions in the box below (continue on an extra sheet if you need to)*

Section B2: Raising additional income through a council tax increase

In responses to our budget consultations in the last two years the majority of people who responded supported a council tax rise and that this money should be used to protect key council services within the City. This is the approach that has been followed by the city council and has helped to protect your services.

If the city council were to increase its share of council tax by 2% for 2015/16 it could raise approximately £150,000 in income for the council. This is equivalent to a rise of approximately seven (7) pence per week for the average band B home in Norwich.

In 2015/16 we are proposing to increase our share of the council tax by that amount and use the money again to protect key council services in the future.

QB2a **To what extent do you support the city council raising its share of the council tax by 2% in 2015/16 and using that money to protect key council services in the future?** *Please show your level of support by marking ☒ one box below*

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Plus additional questions on empty homes and / or increasing disregards for purposes of the reduction scheme

Section C: Ways in which you contact the Council and access our services

The council currently provides services in a number of ways including in-person at different locations, by phone, email and via the website.

QC1

In the last 12 months have you contacted the council to do any of the following? Please mark ☒ all boxes and methods of contact that apply

	Online	Phone	In person	Not contacted
To pay for something (such as council tax, housing rent, parking fine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To tell us about something (such as a missed bin collection, abandoned car, noise nuisance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To request something (such as pest control, replacement bin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To apply for something (such as council tax benefit, garage or an allotment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QC2b

The council provides a number of things you can do on its website, **24 hours a day**. It is planning to improve its website so that in the future you will be able to use it for more things.

Of the services and activities listed below, please indicate in column (a) if this is something you have done through our website or in column (b) if this is something you would be prepared to carry out through our website? Please mark ☒ all boxes that apply

		(a) Have done	(b) Would do
Pay for it :	Paying your council tax	<input type="checkbox"/>	<input type="checkbox"/>
	Paying the rent for your council house	<input type="checkbox"/>	<input type="checkbox"/>
	Paying a parking fine	<input type="checkbox"/>	<input type="checkbox"/>
	Paying for your allotment	<input type="checkbox"/>	<input type="checkbox"/>
Tell us about it :	Reporting a council house repair	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a missed bin collection	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting fly tipping, illegal parking, an abandoned vehicle, littering, dog fouling or a local food business you are concerned about	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a defective street light	<input type="checkbox"/>	<input type="checkbox"/>
	Reporting a pothole	<input type="checkbox"/>	<input type="checkbox"/>
	Commenting on a planning or licensing application	<input type="checkbox"/>	<input type="checkbox"/>
Request it :	Asking for a replacement bin	<input type="checkbox"/>	<input type="checkbox"/>
	Asking for a council tax discount	<input type="checkbox"/>	<input type="checkbox"/>
Apply for it :	Applying for council or housing tax benefit	<input type="checkbox"/>	<input type="checkbox"/>
	Applying for a council garage	<input type="checkbox"/>	<input type="checkbox"/>
None of the above		<input type="checkbox"/>	<input type="checkbox"/>

QC2c

The following options are not currently available through our website.

Of the services and activities listed below, please indicate if this is something you would be prepared to carry out through our website? Please mark ☒ all boxes that apply

		Would be prepared
Pay for it :	Paying for your brown bin	<input type="checkbox"/>
	Ordering tickets for a city event	<input type="checkbox"/>
Tell us about it :	Reporting noise nuisance	<input type="checkbox"/>
	Reporting antisocial behaviour	<input type="checkbox"/>
Request it :	Asking for a pest control service	<input type="checkbox"/>
	Asking for a bulky waste collection	<input type="checkbox"/>
	Asking for an appointment with a council officer to discuss a specific service	<input type="checkbox"/>
Apply for it :	Applying for a taxi licence	<input type="checkbox"/>
	Applying for a council allotment	<input type="checkbox"/>
	Applying for a residents parking permit	<input type="checkbox"/>
None of the above		<input type="checkbox"/>

QC2d

If you are unwilling to carry out any of the above activities through our website, what is the main reason for this?

I don't know how to use the internet/ access the council website	<input type="checkbox"/>
I don't have access to the internet	<input type="checkbox"/>
Health issues prevent me from using the internet	<input type="checkbox"/>
Where I access the internet there is poor connectivity	<input type="checkbox"/>
Other Please write in _____	<input type="checkbox"/>

Section D – 20mph speed limits

The Council wants to ensure that Norwich's roads are safe and that fewer people get injured on roads in the City Council area. Part of the work to improve road safety would be to introduce 20 mph speed limits on more of our roads.

QD1 To what extent do you support the proposals to extend 20 mph speed limits in Norwich?

Please show your level of support by marking ☒ one box below

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QD2 If 20 mph speed limits are introduced on more roads in Norwich which of the following types of roads do you think should be the main priority.

Please mark ☒ one box only

Roads close to schools	<input type="checkbox"/>
Roads in residential areas	<input type="checkbox"/>
Roads in the city centre	<input type="checkbox"/>
Roads close to parks	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

Section E: Information about you

Please complete the following questions. The information will be used to compare the views of different groups. Your responses are confidential – only BMG will see your completed questionnaire.

QE1 First of all, in what capacity are you responding to this questionnaire?

Please mark ☒ one box only

As an individual	<input type="checkbox"/>	On behalf of a <u>voluntary sector</u> organisation	<input type="checkbox"/>
On behalf of a <u>private sector</u> organisation	<input type="checkbox"/>	As an employee of Norwich City Council	<input type="checkbox"/>
On behalf of a <u>public sector</u> organisation	<input type="checkbox"/>		

If you are responding as an organisation (public sector, private sector or voluntary sector), you do not need to complete the next few questions. Please go to the end of the questionnaire to read the instructions for returning your questionnaire.

QE2 Could we have your full postcode, so that we can look at the data by local area?

Please write in your full postcode in the box

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QE3 Please mark one box to indicate your gender. Please mark ☒ one box only

Male ☐

Female ☐

QE4 What was your age on your last birthday? Please write in the box

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QE5 Do you consider yourself as having a disability? Please mark ☒ one box only

Yes ☐

No ☐

QE6 Which, if any, of these activities describe what you are doing at present? Please mark ☒ one box only. Only tick 'looking after the home or family' if this is your main activity and none of the other options apply.

Full time working (30 hours plus per week) ☐

Looking after home or family ☐

Part time working (under 30 hours per week) ☐

Unable to work due to long-term sickness or disability ☐

Full-time education (including on a government supported training programme) ☐

Unemployed and seeking work ☐

Wholly retired from work ☐

None of the above ☐

QE7 Do you currently pay council tax to Norwich City Council? Please answer 'yes' even if you currently receive full benefit on your bill. Please mark ☒ one box only

Yes ☐

No ☐

Don't know ☐

QE8 Do you receive help from the council to pay your council tax (the Council Tax Reduction Scheme)? Please mark ☒ one box only

Yes ☐

No ☐

Don't know ☐

QE9 Do you....? Please mark ☒ one box only

....own your own home (with or without a mortgage) ☐

....rent from a private landlord ☐

....rent from a housing association ☐

....live rent-free with family ☐

....rent from the Council ☐

Other Please mark ☒ box and write in below ☐

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QE10 Which of these groups do you consider you belong to? Please mark ☒ one box only

White

English/Welsh/Scottish/Northern Irish/British ☐

Irish ☐

Black and black British

Caribbean ☐

African ☐

Any other white background ☐

Mixed

White and black Caribbean ☐

White and black African ☐

White and Asian ☐

Any other mixed/ multiple ethnic background ☐

Asian and Asian British

Indian ☐

Pakistani ☐

Bangladeshi ☐

Chinese ☐

Any other Asian background ☐

Any other black/African/Caribbean background ☐

Gypsy / Traveller

Romany Gypsy ☐

Traveller – Irish origin ☐

Traveller – other ☐

Other ethnic group

Arab ☐

Any other ethnic group **Please mark ☒ box and write in below** ☐

Thank you very much for taking part in this survey. Please return your questionnaire in the pre-paid envelope provided to: BMG Research, 7 Holt Court North, Heneage Street West, Birmingham Science Park, Aston, Birmingham, B7 4AX.

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