

Scrutiny committee

Date: **Thursday, 21 March 2024**
Time: **16:30**
Venue: **Mancroft room City Hall, St Peters Street, Norwich, NR2 1NH**

There will be a pre meeting for members of the committee at 16:00.

Committee members:

Councillors:

Ackroyd (Chair)
Thomas (Va) (Vice chair)
Carrington
Champion
Davis
Driver
Fox
Galvin
Osborn
Padda
Prinsley
Thomas (Vi)

For further information please contact:

Committee officer: Alex Hand
t: (01603) 989398
e: alexhand@norwich.gov.uk

Democratic services
City Hall
Norwich
NR2 1NH

www.norwich.gov.uk

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Agenda

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| 1 | Apologies

To receive apologies for absence. | |
| 2 | 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). | |
| 3 | Minutes

To agree the accuracy of the minutes of the meeting held on 1 February 2024 and the exceptional meeting held on 29 February 2024. | 5 - 20 |
| 4 | A Parks and Green Spaces Strategy for Norwich – An Update

Purpose: To provide an update to Scrutiny on the progress of developing a new Parks and Green Spaces Strategy prior to it going to Cabinet and wider public consultation. | 21 - 32 |
| 5 | Love Norwich Review

Purpose: To review the work of Love Norwich, in particular what is working well, allocation of funding, and results delivered. | 33 - 56 |
| 6 | Scrutiny Committee Work Programme Report 2023-24

Purpose: To provide an update on scrutiny committee recommendations tracker. | 57 - 86 |
| 7 | Report from the Norfolk Health and Overview Scrutiny Committee

To receive an update from the council's representative on the Norfolk Health and overview Scrutiny Committee. | |
| 8 | Report from the Norfolk Countywide Community Safety Partnership Sub Panel

To receive an update from the council's representative on the Norfolk Countywide safety Partnership Sub Panel. | |

Date of publication: **Wednesday, 13 March 2024**



Scrutiny Committee

17:05 to 19:20

1 February 2024

Present: Councillors Ackroyd (chair), Thomas (Va) (vice-chair), Carrington, Champion, Driver, Fox, Galvin, Oliver (substitute for Davis), Osborn, Padda, Prinsley and (Thomas (Vi).

Apologies: Councillor Davis

Also Present: Councillors Kendrick and Stonard

1. Declarations of interest

There were no declarations of interest.

2. The council's provisional 2024/25 budget and medium-term financial strategy

(The chair took this item early.)

Councillor Kendrick, cabinet member for resources introduced the report. He emphasised the difficult financial position facing local government, with a number of councils issuing S114 notices. He was pleased to be able to present a budget which was balanced without significant cuts to services or the use of the council's reserves. He thanked the finance team for their excellent work and advised he was happy to take committee's questions.

The Interim Chief Finance Officer provided a presentation, available here, on the council's provisional 2024/25 budget and the medium-term financial strategy (MTFS). He highlighted that the MTFS had been extended from 2026/27 to 2028/29. He advised that the MTFS still included a budget gap that still had to be closed for the later years of the plan, this was due to the fact that there were no Spending Review figures available to guide what government support for councils would be going forward. Therefore, coming up with robust figures was extremely difficult.

He considered that it was not appropriate to make assumptions on figures until it was known what would be allocated to local authorities. There was a spending review scheduled for 2024 and when it was understood what was available the figures would be reviewed.

The Interim Chief Finance Officer introduced each section of the report in turn and took member questions at the end of each section.

Section 1: Local Government Finance – Economic & Statutory Context

The presentation had provided the context, he emphasised that the council were operating in a high inflation environment with little certainty about future funding. The funding which had been provided was expressed as a percentage of the council's Core Spending Power and represented a 4.7% increase which was below the average of all local authorities at 9%. As an authority this was a challenging settlement.

In response to a member question regarding uncertainty in relation to robust financial planning in the medium term the Interim Chief Finance Officer (CFO) advised that local authority funding was allocated by government via formula which had not been reviewed since 2013 and following the setting of resource through the spending review. This was a rolling three year process, and the last year where there was clarity of funding figures was 2024/25 and this therefore impacted on MTFS planning.

Section 2: General Fund – MTFS and 2024/25 Budget

There was no basis to use to provide a projection for financial planning after 2024/25, added to this there will be a general election and it was unclear what the future position of local authority funding would be under a 'new' government. It was recognised that the current funding formula used by government was unfair and irrational and needed overhauling. There was an expectation that this would be addressed and would change availability of resources too. There could also be a change to the business rate retention scheme. All these factors impacted on the ability to provide robust financial projections.

Members expressed concern in relation to the lack of clarity over government funding for local authorities and asked if it was possible to make an educated guess in relation to funding scenarios and questioned what other local authorities were doing. Should they be worried about the robustness of the budget after 2025/26.

The CFO advised that once the comprehensive spending review figures were available in 2024 it would provide an indication of what the overall spending plans would be and whilst it would not say what the share for local government would be it would provide enough information to enable estimates to be made. The figures from the last government allocation could be rolled forward and used to project the budget post 2025/26 but it was clear that the allocation going forward would be different. Whilst it was a bleak picture the CFO did not consider that it indicated that the country was on the cliff edge of financial disaster. There would be a clearer picture of government priorities post the 2024 general election.

A member expressed concern that the council might be penalised for holding healthy reserves and that those councils who had spent their reserves would receive a greater allocation of funding from government. The CFO reassured committee that this would not be the case, those councils that had issued S114 notices would borrow money to finance their expenditure but it would have to be repaid. This was mainly achieved through the sale of council assets and government capitalisation directions simply provided breathing space to enable this to happen.

Councillor Stonard, the leader of the council referred to government criticism of councils that held significant reserves and government suggestion that these should be used to meet budget shortfalls. He asked if government could force councils to spend their reserves. The CFO responded no, only in the case that the government put in commissioners at a council taking its decision making powers away.

The CFO advised that he was not concerned that the council were holding unnecessary level of reserves. The council's earmarked reserves which were allocated for specific purposes. In terms of the general fund and housing revenue account balances, every year the CFO conducted an assessment of what the prudent minimum level of reserves should be. In response to a member question on non earmarked reserves, the CFO advised that the general fund reserve was £8.2m and the prudent minimum level was assessed at £5.4m.

In response to a member question in relation to Future Shape Norwich (FSN), the CFO advised that the FSN programme was introduced a couple of years ago to deliver a large raft of savings. It was a programme supporting delivery of the MTFS savings that members had agreed. The purpose of FSN was to monitor the delivery of savings and to provide challenge and take action if slippage was observed.

He emphasised that of the £5.5m savings target identified as needed this year (2023/24) 93% had been delivered. Councillor Stonard, leader of the council noted that this was an exceptional achievement and in response to committee's request for more information advised that a member briefing on FSN could be provided.

A member asked how the budget process linked to the corporate plan process and what linked the corporate plan consultation process and that of the budget and what external companies were used to assist in the process. The CFO advised that the budget and corporate plan were two sides of the same coin. Inner Circle and Collaborate were the companies used, they worked as one organisation on the corporate plan and conducted the engagement work.

In terms of the budget consultation, this was on the high level numbers contained in the budget report. Rather than dividing the savings across the council an approach of identifying five themes to address was used and consultees asked if this was the right approach. The corporate plan once agreed and applied would influence the budget going forward. The CFO noted that it was counterintuitive to ask for savings from a team which was then identified as a priority within the corporate plan. Significant capital programme schemes would also support the investment in priorities once known.

In response to a member question regarding how much had been spent on external companies as part of the consultation process the CFO advised he did not have these figures to hand but could provide outside of the meeting.

The CFO took members through the budget recommendations in relation to the general fund. In reference to the recommendation to increase council tax by 2.99% he noted that 60% of Norwich's residents lived in band A and B properties. In terms of the earlier introduction of the long term empty council tax rate the recommendation was to charge this after a property had been empty for one year rather than two.

In response to a member question the CFO advised that the change in council tax regulations in relation to the second homes had been expected. It was for an authority to decide whether to implement the change and following a council resolution a one year notice period was required to be given meaning this could not be introduced prior to 2025. He considered that most authorities would chose to introduce the change, the leader of the council advised he had been at a meeting of Norfolk's Leaders and Chief Executives and that North Norfolk, Great Yarmouth and Breckland district councils were all planning to implement the change but South Norfolk had chosen not to.

In response to a member question the CFO advised the aim of introducing the long term empty council tax rate was to provide an incentive to bring empty properties back into use.

In response to a member question on the budget consultation the CFO advised the aim was to seek the views of residents which was good practice. The regulations merely stipulated that the council had to consult with business rates payers. The member asked if respondents agreed with the approach the council were taking and if they considered the council tax increase reasonable. The CFO commented that whilst it would be expected that people would vote against a tax increase, it was clear that if the rationale was explained people responded to that.

A member asked what the effect of new housing in the city would have on the council tax base. The CFO advised that growth was projected in the figures and whilst nutrient neutrality had significantly impacted upon new building, a 0.8% growth in the tax base was assumed. It was hoped that it would be more but the nature of the demographic profile of the city had to be considered for example its large student population.

Members explored how the council conducted consultations, asking how consultations were designed, what was done with the data and how much they costed to undertake. Members expressed disappointment at the low response rate the budget consultation had garnered, with 281 responses it represented 0.2% of city residents and there were no responses from individuals identifying as BAME. A member commented that it was incumbent upon members to take account of consultation responses and asked how the low response rate would impact upon the weight given to the responses. The member asked the leader of the council what he had picked out of the responses and how cabinet would use the consultation responses.

Councillor Stonard, the leader of the council reminded committee that the budget was agreed by all members of the council and urged all members to note the consultation responses. He agreed that the response rate was disappointing and advised that cabinet would welcome the scrutiny committee looking at the council's consultation process. The Chief Executive Officer advised that the organisation would be reviewing its approach to how it conversed with residents and a start had been made with the corporate plan consultation. She advised that she welcomed the committee considering consultations as part of its work programme in the new civic year.

Section 3: Housing Revenue Account 2024/25 Budget

The CFO referred to the recommendation to increase rents in line with the government's rent setting standard. He noted that the Housing Revenue Account

(HRA) was funded from rents and had been detrimentally affected by the rent reduction regulations from previous years. It was necessary to increase rents to fund the HRA which paid for stock condition improvements, new builds and retrofitting.

A member referred to agenda page 70, paragraph 27 which noted that investment of £321m was estimated as required to reach Energy Performance Certification (EPC) level C by 2030 and net zero carbon emissions by 2050. He asked if this was the expected cost of the works or the amount available to spend. The Senior Finance Business Partner advised that the figure was an update on the previous estimate of £290m and it was an estimate of what the work was expected to cost and not what was available.

In relation to agenda page 70, paragraph 31 which noted £53m had been assigned to improve energy efficiency and carbon reduction measures the Chief Executive Officer confirmed that this figure was allocated in the 5 year investment programme and was expected to be spent by 2029.

Members discussed service charges, as detailed in the table on agenda page 80 the Senior Finance Business Partner explained that the sums for what was expected to be achieved from service charges did not indicate what the increase to tenants would be. The charge was considered and determined for each site. In relation to the figures for Special Services which showed a decrease from the year 2023/24 to 2024/25 this was a service provided to a section of tenants and income was expected to reduce due to an increase in fuel costs.

In reference to the line in the figures on General Management this denoted all other costs not listed, such as staff costs and cleaning, this had increased and was not due to inflationary pressures alone. A member advised that it was still listed in service charges that tenants paid £1 a month to have their windows cleaned but that this was a service that was no longer provided. He asked why this was still being paid, the Chief Executive Officer advised that she was look into the matter and respond outside of the meeting.

A member asked in reference to the Growth Proposals contained in the budget how these had been selected. The CFO advised that when the finance team were putting the budget together a number of pressures were identified. For example postage was included as a growth proposal, there had been several price increases to postage over the last year. Whilst the organisation was always looking to reduce its use of postage there remained the need to post out some correspondence. Health and Safety had been included as a growth proposal upon recommendation from the council's Health and Safety Board as a range of issues were required to be addressed urgently.

The growth proposals were selected to avoid budget failures and to address identified issues. East Norwich a further growth proposal was included as the council were keen to engage in the development of the site. It was a significant scheme with a number of partners onboard and was at the stage where investment was required. The Chief Executive Officer advised the growth proposals were made in areas where pressures were known to exist. Once the corporate plan was applied, it was proposed to look across the organisation to reshape and realign the budget and resources as agreed in the corporate plan.

Section 4: Capital and Commercial Strategy including Capital Programme

The CFO advised that very little capital funding had been added to the budget, for the year 2024/25 and that which had related to S106, Town's Fund and Levelling Up payments. He referred to the table on agenda page detailing the capital programme and noted that it was still significant programme and referred to proposed funding as detailed on agenda pages 94 and 95.

In reference to the HRA, capital expenditure paid for new builds and or the capital enhancement of the council's housing stock such as retrofitting and kitchen and bathroom upgrades. In terms of the General Fund capital programme the council were at the back end of the Town's Fund investment, there was significant investment in parks and open spaces, the replacement of the waste collection fleet was scheduled for later in the programme and there was substantial investment in digitalisation planned.

In response to a member question on funding streams and working with partners the CFO advised that the council received S106, Community Infrastructure Levy (CIL), Towns Fund and Levelling Up funding. There was £7.5m initial grant funding from the Levelling Up fund included in the programme.

A member asked why the budget contained no reference to NCSL whilst Lion Homes was referenced. The CFO advised agenda page 85, paragraph 4.20 referred to the outstanding capital loans owed by the company to the council. The Interim Head of Finance advised that Lion Homes was included in this section of the budget because it was a significant driver of capital loans. Members expressed a desire to see a section on NCSL included in the budget papers.

Section 5: Treasury Management Strategy 2024/25

The CFO explained that it was a statutory requirement to have a Treasury Management Strategy which detailed how the council's day to day cash flow was managed. He referred to the Treasury Management Committee which focussed on treasury management performance and the operation of the strategy. He noted that there were a number of synergies between this and the previous section of the budget in that the Treasury Management Strategy guided the council's borrowing to fund its capital programme.

Section 6: Chief Finance Officer's Statement

The CFO advised that the CFO's Statement was a statutory statement as required by S25 of the Local Government Act. The statement required the CFO to report on the robustness of the budget estimates and whether there were adequate reserves proposed to cover the prudent minimum. A member commented that the statement set the overall context of the budget and should be placed earlier in the report.

There were no comments or questions made on Sections 7 and 8.

Following discussion it was:

RESOLVED to ask cabinet to:

- 1) Remove the requirement to register to access Get Talking Norwich and add the demographic profiling questions into the main questions;
- 2) Ensure consultations include a clear statement of intent, which explains how the results and data collected will be used;
- 3) Ensure that consultees are responded to once the consultation has closed and summarise the changes which have been made as a result of consultation responses;
- 4) Include consultations in the Equality, Diversity and Inclusion Strategy to ensure that the sample response is representative of the population of the city;
- 5) Provide a clear logic map which links the budget and corporate plan consultations;
- 6) Avoid the use of leading questions in consultations;
- 7) Ensure consultations are mindful of and mitigate against digital exclusion and literacy rates;
- 8) Consider the use of a more deliberative process to inform the decision making process;
- 9) Communicate how the council is spending its money to the public;
- 10) Provide a briefing to members of the council on the Future Shape Norwich project;
- 11) Include a section on NCSL in the budget papers.

3. Corporate Plan 2024-2029

The chair advised that the corporate plan would be considered at an extraordinary meeting of scrutiny committee which would be scheduled prior to cabinet on 6 March 2024 in order that the committee's recommendations could go forward for consideration.

Members discussed the late presentation of reports and commented that reports should include outcome metrics, how could performance be measured if there were no metrics included within reports. The Chief Executive Officer reassured committee that the comments they had raised at their last meeting in reference to reports had been feedback to her and considered by the Senior Leadership Team.

RESOLVED to note the update on the Corporate Plan.

CHAIR



Scrutiny Committee

16:30 to 18:35

29 February 2024

Present: Councillors Ackroyd (chair), Thomas (Va) (vice-chair), Carrington, Champion, Davis, Driver, Fox, Galvin, Osborn, Padda, Prinsley and (Thomas (Vi)).

Also Present: Councillors Kendrick and Stonard

1) Declarations of interest

There were no declarations of interest.

2) The draft Corporate Plan 2024-2029

Councillor Stonard, leader of the council introduced the item. The Corporate Plan presented a vision for Norwich to be a fair and thriving city full of ambition. The council consulted more widely than ever before on the draft plan, to develop a plan which responded to the aspirations of the people of Norwich and inspired the collaborative working which would be needed for its delivery. Councillor Stonard expressed his thanks to partners, residents and officers for their engagement in the process.

People surveyed said relayed that they had a great pride in Norwich but also that there were significant challenges to be addressed. This feedback in tandem with the wealth of information held by the council had been used to develop the Corporate Plan, a community led plan "We are Norwich". The plan outlined the council's new priorities, why these had been chosen and detailed what success would look like.

The next stage of the process would be to conduct more detailed work, setting out how the plan would deliver for the city and how the city could hold the council to account through the use of a clear action plan and new performance framework. All stakeholders would be reengaged with as part of this next stage. He was clear that the ambitions for the city could not be achieved in isolation and the council would need to employ its advocacy powers to achieve change in areas where outcomes were outside of its control.

He hoped that the resulting plan was clear and welcomed member's feedback.

The Strategy Manager provided a presentation available [here](#) and responded to member questions.

The chair referred to an email circulated by a member from Inclusive Norwich in response to the Corporate Plan consultation process and recommended the member

meet with the Strategy Manager and the Head of Strategy, Engagement and Culture outside of the meeting to discuss. The Strategy Manager emphasised that the development of the Corporate Plan was an iterative process and that there would be a process of reengagement with stakeholders as part of the business planning stage.

A member referred to figures for social mobility contained in the report noting that Norwich was in the bottom 10% nationally and asked if there had been an analysis of the success of the goals from the previous Corporate Plan.

A member asked how the voices of the most marginalised were included in the consultation and in particular if any young people had been spoken to directly. The Strategy Manager advised that as part of the on street engagement process young people were spoken to. He advised that the Mancroft Advice Project, an advocacy agency working with young people in the city considered that the views of young people would not have changed since the work undertaken to inform the City Vision.

The report highlighted that young people and other consultees reported experiencing consultation fatigue and the Strategy Manager advised this related to respondents believing that no action was taken after they were consulted. It was hoped that by codesigning solutions with partners and communities, including young people that the process of engagement itself would excite input.

A member noted that there were potential challenges to setting out the Corporate Plan for a significant length of time and asked what would prompt a further review. The Chief Executive Officer advised that there would be a rolling review process at least annually and the plan was designed to be flexible to respond to changing priorities as they emerged.

A member commented that there was only a passing reference to heritage in the new Corporate Plan and asked if there was a reason for not emphasising this. The Strategy Manager advised that the significant value of heritage to Norwich was recognised and the priority Prosperous Norwich talked about the offer to the nation in terms of tourism. The plan was based on the concerns raised as part of the consultation process and heritage was remarked on in terms of the fact it was enjoyed and could be shared better. The Chief Executive Officer referred to the statutory responsibility that the council had in terms of the conservation of the city and advised whilst not expressly mentioned in the plan this was a role the council continued to do.

A member noted that the plan referred to incorporating the views of young people in terms of who they would be in the future and noted that it was important to recognise and value them for who they were now. Further he flagged up that there was no specific mention of higher education establishments in the city and given that students were 10% of the Norwich population considered this should be addressed. In response to a member question the Strategy Manager advised that artificial intelligence was incorporated into the consideration for the plan.

In response to a member question, the Strategy Manager advised that it was best practice not to require demographic information for respondents as it deterred people from responding. There had been an option to provide this for respondents of the Corporate Plan but so few respondents had chosen to provide their demographic profiling data that the response was not indicative. He advised that the consultation

had included a wide range of diverse partners and as council data was incorporated into the plan it would ensure that it was representative of all communities.

A member asked why the Corporate Plan was being changed now when the current plan ran until 2026, was it that the identified priorities of that plan had been achieved and if so how was that evidenced. What review had been completed on the previous Corporate Plan priorities on whether they had been achieved or not. He noted that the previous Corporate Plan referred to early intervention work and work to help residents experiencing domestic abuse, hate crime and asked how this would be addressed going forward.

The Chief Executive Officer advised that it was considered that there had been significant changes since the previous Corporate Plan had been developed and approved. The council wanted to conduct a big piece of engagement work with the city post covid and the economic shocks which had been experienced. The Senior Strategy Officer advised that a statutory review of the Corporate Plan was conducted annually and the review published.

She noted that the council had a wealth of existing data on areas such as deprivation and social mobility and all this information was shared with researchers to be incorporated into the Corporate Plan. The information from the previous Corporate Plan, Equality, Diversity and Inclusion Strategy data, impact analysis of the Financial Inclusion Consortium, sat alongside the consultation feedback and was used to develop the plan.

She highlighted that the Norwich Health and Wellbeing Partnership was in place since the development of the last Corporate Plan and this forum picked up a number of key themes such as social mobility. In terms of the other points relating to domestic abuse, early intervention work this was referred to as community safety within the plan and more detail would be added as part of the business planning process stage.

A member referred to areas outside of the sphere of influence of the city council such as education, transport and public realm and asked what mechanisms or frameworks were in place for collaboration in these areas. The Strategy Manager advised that the plan sought to respond to the concerns raised by the people of Norwich. Networks which existed were the City Vision Partnership, the Norwich Health and Wellbeing Partnership and the Financial Inclusion Consortium and the networks which ran out of County Hall. The Chief Executive Officer referred to the peer review which had been conducted and highlighted the need for the council to work more effectively with its partners.

In response to a member question the Chief Executive Officer advised that round table discussions had been held with key stakeholders such as the Business Improvement District and the chamber of commerce and top of the agenda had been the need to work across partnerships.

The Strategy Manager advised that the Corporate Plan was the starting point and that the business planning process would build on this. The Fairer Norwich Theme in the Equality, Diversity and Inclusion Action Plan would address one of the key plan priorities (Fairer City) as would the Environmental Strategy in terms of climate responsiveness. The business planning process would align with the budget setting

process annually. The Chief Executive Officer advised that a new performance framework would ensure that the correct measures were identified and progress against them mapped.

In response to a member question on how employers were engaged with, and employment opportunities brought to the city. The Interim Executive Director of Major Projects referred to the Greater Norwich Local Plan which identified future sites for housing and employment in the area. He highlighted the East Norwich Masterplan which hoped to deliver 3,500 homes and 4,200 jobs, the council were working with the landowners for the East Norwich site and other public sector agencies to progress the project.

A member asked if there was enough resource to ensure that council housing reached net zero by 2045. The Chief Executive Officer advised that there was money set aside for the works in the HRA business plan, and the ambition to do them as soon as feasibly possible. There would be challenges that would be encountered in terms of supply chain, skills and expertise issues. However, it was in the business plan and was expected to be an area which would be focussed on as a priority.

A member asked what officers had learnt that surprised them and what they had changed as part of the new corporate planning process. The Strategy Manager reflected that he was surprised that people had not highlighted Climate Change as a priority. It had been highlighted by councillors and partners but not by people on the street. When analysed it was considered this was because people were concerned with the immediate situation in terms of the ongoing cost of living crisis.

The Chief Executive Officer commented that what she had clearly picked up on was that people wanted the council to hear their views and demonstrate a change to show they had been listened to. The Senior Strategy Officer advised that the process had reinforced what she thought that people loved Norwich and really wanted to work with the council.

A member referred to the forum as a great public space and asked if any engagement had been conducted at the location as it was used by a diverse range of communities. The Senior Strategy Officer advised that on street engagement was conducted at the forum with researchers attending for two half days over different days. She noted that the strategy was to piggy back on other events which were already drawing in footfall.

In response to a member question the Chief Executive Officer advised that the consultation on the Corporate Plan was front ended and the new plan would be emailed out to all involved in the consultation process. She emphasised the iterative nature of the process and highlighted that feedback would be incorporated into the business planning stage.

A member referred to the development of the Corporate Plan being data led and asked to see the data which showed that the previous Corporate Plan priorities had been met. He commented that domestic abuse and hate crime should be included as a priority in the new plan. In response the Chief Executive Officer advised that achievements against the previous Corporate Plan were reviewed in the summer and would be reviewed again this summer and reflected into the business planning process.

In response to a member question the Senior Strategy Officer advised that as part of the City Vision work a partner mapping exercise was being conducted. The State of Norwich, the dashboard used to measure how the city was fairing would also be reviewed with City Vision partners to ensure it was accurately telling the story of Norwich. As part of that exercise the voices of those with lived experience and different communities would be captured. The Chief Executive Officer advised that the Corporate Plan was not monitored on the council's risk register but via corporate performance measures.

Members considered which recommendations to propose and following debate it was:

RESOLVED to ask cabinet to:

- 1) Involve scrutiny committee in the development of the business planning process for the Corporate Plan and the associated corporate performance framework;
- 2) Conduct a consultation on the Corporate Plan with young people in primary and high schools;
- 3) Ensure that the Corporate Plan commits to provision of access to services for those individuals who do not have digital knowledge or access;
- 4) Explore ways to better capture demographic data to ensure that all appropriate communities have been consulted with without deterring people from responding; and
- 5) Add a section into the Corporate Plan that the Council will commit to create more posts that work with the community and more posts which will see people face to face.

3) Funding Approval for Three Carbon Reduction Projects

The Interim Head of Finance presented the report, it incorporated three items, representing net zero sustainability opportunities for the council. Due to the timing of the pre election period, authority was being sought now to progress the projects. The first involved an application the council had made to the Social Housing Decarbonisation Fund, (SHDF) a decision on which was expected imminently. If successful, authority was requested to accept funding of the grant, agree match funding and sign a memorandum of understanding.

The second related to a successful grant which had been received to install solar panels at Riverside Leisure Centre which also required a proportion of funding from the council and would result in £25,000 net savings being added to the Medium Term Financial Programme. The last asked for funding for feasibility work in relation to Heat Networks and was aimed at ensuring the council were best placed to apply for any available grant funding. He concluded by emphasising that the recommendations aimed to address the council's priorities in relation to Climate Change and its net zero aspirations.

In response to a member question the Carbon Management Programme Coordinator advised that it was central government policy that all housing not just social housing

be brought up to Energy Performance Certificate (EPC) level C which for some housing would involve fabric improvement works such as insulation. Residents could find out the EPC of their property by searching the government register [here](#) which also provided recommendations on how to increase the EPC rating.

A member referred to a previous project, ECO4 which provided assistance to low income home owners to install insulation measures and commented that the project had a poor reputation. The provider had contracted out the works as the skills and infrastructure were not available in Norwich which had led to poor communication with customers. How would the SHDF project avoid making the same errors. The Carbon Management Programme Coordinator advised that a local principal contractor would be sought to deliver the project.

In response to a member question the Interim Head of Finance clarified the figures on the solar panel project, the installation would save £53,000 per year on energy costs and £25,000 was the net gain after factoring in the annual repayments on borrowing £375,000 to deliver the project.

A member asked why the proposals did not include decarbonising heat, the Carbon Management Programme Coordinator advised that if heat pumps were installed in properties without insulation measures being installed first, residents would see an increase in their bills.

In response to a member question the Chief Executive Officer confirmed that there was funding agreed in the recent budget to support some capacity within the housing team to undertake grant funded work.

RESOLVED to note the report Funding Approval for Three Carbon Reduction Projects.

(Councillor Prinsley left the meeting at this point.)

4) Assets (Non-Housing) 5 Year Plan

Councillor Kendrick, the cabinet member for resources introduced the report, he supported the philosophy behind the plan and noted that the successful management of assets was fundamental to the financial security of the council.

The Head of Property and Economic Development referred to the Strategic Asset Management Framework which had been agreed by the council in 2022. Good progress had been made against the framework and it was considered to be a good time to revisit and update the action plan. It was determined that greater data on the asset portfolio was needed in particular in relation to the income earning portfolio and the revised plan would link the income earning assets to the Medium Term Financial Plan.

A surveying firm had been appointed and conducted a review of the portfolio of assets, to determine if the council were investing appropriately and had a clear plan in place in terms of the investment required for the assets it proposed to retain. The surveyor's findings were contained in the report and the Head of Property and Economic Development highlighted the finding that the council gained 80% of its income from

23% of its assets. One of the proposals was to reduce the number of assets retained to a smaller more manageable number and a small number of assets were being recommended for disposal.

The revised plan would ensure a sustainable future revenue stream, delivery would be monitored by the Asset and Development Board and six monthly updates would be provided to members. In terms of financial implications, the disposal of assets would bring in capital receipts and would reduce the council's capital liability but would reduce its income base, this could be offset by Treasury Management activity.

A member asked a question in relation to ongoing consultancy costs and the Head of Property and Economic Development advised that consultant support would be needed to provide data on some assets for example to provide local knowledge for rent reviews if they were out of area.

In response to a member question the Head of Property and Economic Development advised that the aim of the business case referred to in the report was to get to the stage of bringing a report to members for consideration.

RESOLVED to ask cabinet to provide the minutes of the Future Shape Norwich Board meeting which approved the business case for the Assets Five Year Plan.

5) Development Site Pipeline

The Development Strategy Manager presented the report. He referred to the cabinet report on the Development Site Pipeline from December 2002 which had endorsed further feasibility works on sites which had now been conducted. Of the original 15 sites, six had been identified as priorities, three for disposal, one for land assembly before consideration for disposal and two sites for further feasibility for the council to commercially develop. An additional site not part of the 15 was also identified for disposal. Of the remaining nine sites, funding for further feasibility work was being sought and the sites would return to cabinet for consideration after this.

Delegated authority was sought to move forward over the next three months especially in relation to the recommended disposals.

RESOLVED to note the report Development Site Pipeline.

6) Items for the meeting on 21 March 2024

The committee officer advised that officers scheduled to bring forward the Biodiversity Strategy item on the work programme for 21 March had requested that the item be deferred to the new civic year. If members agreed the proposed deferral there would be space at the meeting to bring forward the outstanding item on the LOVE Norwich Review.

RESOLVED to:

- 1) agree to defer consideration of the item on the Biodiversity Strategy to the next civic year; and
- 2) schedule the LOVE Norwich Review for the meeting on 21 March 2024.

7) Exclusion of the public

RESOLVED to exclude the public from the meeting during consideration of items *8 and *9 (below) on the grounds contained in the relevant paragraphs of Schedule 12A of the Local Government Act 1972 (as amended).

***8) Assets (Non-Housing) 5 Year Plan – Exempt appendix (Para 3)**

This item was noted under item 4 above.

***9) Development Site Pipeline – Exempt appendix (Para 3)**

The Development Strategy Manager advised members that if a discontinuation of existing stock was considered then residents and councillors would be consulted. In terms of how councillors could propose sites their input was welcomed.

RESOLVED to note the exempt appendix.

CHAIR



Committee name: Scrutiny

Committee date: 21/03/2024

Report title: A Parks and Green Spaces Strategy for Norwich – An Update

Portfolio: Councillor Giles, Cabinet member for communities and social inclusion

Report from: Head of environment services

Wards: All wards

OPEN PUBLIC ITEM

Purpose

To provide an update to Scrutiny on the progress of developing a new Parks and Green Spaces Strategy prior to it going to Cabinet and wider public consultation.

Recommendation:

It is recommended that Scrutiny note the contents of the report and provide feedback on progress prior to the strategy going to Cabinet and for wider public consultation.

Policy framework

The council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the “*Norwich is a sustainable and healthy city*” corporate priority.

This report addresses to “*Publish, adopt and implement a new Parks and Open Spaces Strategy*” priority or action in the Corporate Plan.

Introduction and why we are doing this.

1. The Council's previous Corporate Plan 2022-2026 stated that Norwich should be a 'Liveable City' that 'takes pride in being a place with a great local environment that people value' as well as a 'healthy and sustainable city'. At the heart of that vision, lay one of its greatest assets – its parks and green spaces. The Corporate Plan stated that it would 'Protect and invest in our parks, green spaces and biodiversity'.

Throughout the lifespan of the previous Corporate Plan, there were many successes and challenges faced in achieving this. The Council has a significant green estate including many historic parks and gardens (including Eaton Park, Waterloo Park, Wensum Park, Earlham Park, Mile Cross Gardens, Heigham Park, Ketts Heights, Chapelfield Gardens, Rosary Cemetery, Earlham Cemetery); areas of significant natural green space (including Mousehold Heath, the river corridors and areas managed by the Norwich Fringe Project and Norfolk Wildlife Trust), playing fields (including Sloughbottom Park and Eaton Park), children's play areas, allotments and community gardens, woodlands and cemeteries.

With pressures on budgets, increased usage of our parks and open spaces, particularly during and post the Covid-19 pandemic and the considerable concerns with pressures on biodiversity and climate change, it is timely to review our short, medium and longer-term strategic priorities for our parks and green spaces. This is fully reflected in the consultation for the new Corporate Plan 2024-2029 which highlighted that parks and green spaces are the service that residents most value. The Corporate Plan therefore has stated that the council will have '*Vibrant parks and open spaces for all*' with success as '*Our parks and green spaces have increased usage across all communities, with improved recreation, sport and leisure opportunities, evidenced by a higher take up in sport and physical activity, contributing to better mental and physical wellbeing. The biodiversity value of our open spaces is increased and supports thriving wildlife*'.

2. A Parks and Green Spaces Strategy offers a major opportunity to improve the quality and value of our parks and green spaces. Government guidance as well as best practice continues to emphasise the need for a more strategic approach to green space management. What a strategy will achieve is: -
 - To generate political and inter-departmental support for parks and green spaces in Norwich and establish clear lines of responsibility.
 - To develop a vision shared by all politicians, officers, key partners, stakeholders, and communities.
 - To define the value and role of parks and green spaces in meeting corporate and community aims.
 - To create a comprehensive policy framework for the protection, enhancement, accessibility and use of parks and green spaces.
 - To make sure that our parks and green spaces enhance the quality and diversity of the city's environment, the life of our local communities and promote civic pride and social inclusion.
 - To ensure that the parks and green spaces strategic network meets the needs of local people and our visitors, now and in the future.
 - To provide a framework for resource allocation that maximises funding to

- support regeneration initiatives from internal revenue budgets and external funding; and
- To create a framework for voluntary and community groups to participate in parks and green space provision and management.

How we are going about developing a new strategy and developing a new vision for our Parks and Green Spaces

3. A vision is proposed as follows:-

A Parks and Green Spaces Vision for the City of Norwich

Norwich will have a network of accessible, high quality and highly valued parks and green spaces to be proud of, promoting sustainability, enhancing health and wellbeing, supporting biodiversity, protecting their heritage, and extensively contributing to the economic, social and environmental aspirations of the city.

4. As part of this strategy development, we have assessed the quality and value of all our parks and green spaces using a comprehensive on-site audit and analysis which is currently being mapped onto a Geographical Information System (GIS). These audits covered many issues such as maintenance, cleanliness, biodiversity, usage, recreational value, facilities available and management regimes. A tried and tested methodology over many years, this has given us the evidence we needed to build up a picture, identifying what we have and allowing us to prioritise what investment or management changes are required. It is also important to define what quality and value mean as part of any on site audit.
5. **Quality** relates to the range of facilities or features on a site. The quality audit covers factors such as site accessibility, safety and security, management and maintenance and the presence of planting, trees, seats, and other facilities.
6. **Value** relates to the contribution the site makes to local amenity, recreation, health, and well-being, biodiversity, cultural heritage, community, or other strategic objectives.
7. These audits have included parks, gardens and recreation grounds, allotments, play areas, council managed cemeteries, and sports facilities. The quality of natural green spaces has been captured through the Biodiversity Baseline Study carried out by Norfolk County Council (and will form part of the strategy). We categorised each space as to whether it was high or low quality or high or low value. The results will be summarised within the strategy but the overall results indicate that the quality and value of parks and green spaces across Norwich is generally mixed, with some excellent examples such as the 3 Green Flag parks.
8. There are, however, issues and emerging concerns with the declining infrastructure of several of our parks and green spaces, especially in some of the

heritage parks that Norwich is so well-known for. This includes sites such as Mile Cross Gardens, Riverside Walk and Wensum Park. Many community parks are also of lower quality and include sites such as Sewell Park, Gildencroft and Lakenham Recreation Ground. Sites have also been identified that could be delivering greater value through enhanced biodiversity, such as Anderson's Meadow, Heartsease Park, Pilling Park and Sloughbottom Park, along with many others. The results of the audit will of course stimulate wider debate but do give a 'snapshot' in time of their current condition and contribution to local communities.

9. There will always also be a view from some residents that "there is never enough green space". However, there are very few green space deficiencies in the city. The 2007 Open Space Needs Assessment, although produced many years ago indicated good provision of parks and gardens across the city as well as excellent access to natural and semi-natural green spaces. Distribution of play areas was also cited as acceptable. However, it also stated that: 'The variety in urban form across the city is reflected in the contrasting size, characteristics, and quality of open space provision in different areas. The city has a heritage of high-quality parks, but in some areas open space is noticeable only by its absence. Other areas seem to be awash with space, although sometimes it is bland and in need of more imaginative treatment and use.'
10. Whilst it is often difficult to create new spaces to meet deficiencies where they exist, it becomes more important to ensure that those spaces that are present within these areas, are high quality and meet the needs of the surrounding community i.e. of high value.
11. We are therefore proposing to focus and concentrate on those sites that are most important to us and our communities, which need to be protected at all costs as well as enhanced and managed to an acceptable standard. This allows the council and its partners to deliver change through improving the quality, value, and accessibility of our parks and green spaces network, making Norwich a better place to work, live and visit. A strategic network of parks and green spaces is proposed and will consist of CITY, COMMUNITY and LOCAL parks, along with strategic sports hubs and green links and a greater emphasis on green infrastructure. There will be more prominence on enhancement, accessibility, protection and increasing community and stakeholder involvement in these sites and we will build on the work of the existing Outdoor Projects Network.
12. But what about those sites which do not perform well and are deemed low quality and/or low value? Several sites fall into this category. There is a clear policy defined in this strategy on how we treat these sites. We will look at enhancing the quality of many of these green spaces if it is possible to improve and enhance the value of them.
13. As part of this strategy, we are also proposing a challenging vision based on the principles of *stewardship* (how we will manage our parks and green spaces in the interests of the whole community), *management* (acknowledging they are community assets and require continued investment), *use* (Ensuring they are available for use by all sections of the local community) and *environmental protection* (how we develop green spaces to ensure that they remain "living spaces"). These will underpin this strategy.

14. As the elected representatives of the city, we will manage our parks and open spaces in the interests of the whole community. As steward, we own them in trust, now and for future generations. We will seek to protect and preserve the historic, architectural and landscape heritage.
15. We have identified that because we cannot do everything, we need to work in partnership with local stakeholders and other organisations. We currently do this in many of our parks and green spaces and communities through the Outdoor Projects Network and Norwich Fringe Project, but there are significant opportunities to develop these further and build new partnerships across Norwich, increasing the opportunities for volunteers to get involved. This will of course require further investment. This may range from community tidy ups in green spaces with a Friends group or collaborations with major organisations such as Norfolk Wildlife Trust, Norfolk County Gardens Trust, and Norfolk County Council. We also need to develop stronger relationships with funding bodies such as the Greater Norwich Growth Board, the National Lottery Heritage Fund, Sport England, the Arts Council and Historic England.
16. Funding is a significant issue, and we need to identify new ways we can make changes, particularly through: income generation; sensitive commercialisation; and where appropriate, taking into account localised consultation and engagement, partnering with others (eg The Wildlife Trust), and developing self-management option. We will explore, again after localised consultation and engagement, and respecting amenity uses and landscape heritage, making sensitive changes to management and maintenance regimes to enhance biodiversity. An 'Investment Plan' forms part of the Action Plan of this strategy with identified costs required over the 10-year period and highlights potential funding sources such as the National Lottery Heritage Fund, GNGB, and Neighbourhood CIL.
17. We will continue to ensure universal access to our parks and open spaces, seeking to maximise inclusivity. We will work in partnership to design out crime and anti-social behaviour within our parks, recognising that increased legitimate usage and community involvement often crowds out illegitimate uses. We will seek to support our green spaces being important centres of civic and environmental education, and community assets to celebrate our rich cultural diversity. We will continue to invest in accessible and affordable play, sport, and recreation, recognising the vital role our parks play in combating inequalities in health and wellbeing.
18. We will work in partnership with Friends groups and local communities to enhance biodiversity, seeking opportunities to implement recommendations from the Biodiversity Baseline Study. Our river valleys, heathland, and ancient woodland play particularly critical roles as Biodiversity Character Areas. However the creation and management of wildlife ponds, Miyawaki forests, wildflower meadows, and orchards all have a critical role to play in nature recovery.
19. How will we know if we are continuing to make a difference? We continue to see the Green Flag Award as the key performance indicator, and we are very proud of our current awards. However, we know there is potential for many more in the city, highlighting quality parks and green spaces as well as continued and sustained improvement. We are already working on this with

applications submitted in 2024 for Ketts Heights, Heigham Park, Wensum Park and Jenny Lind Park and further applications planned in 2025 and beyond.

20. We acknowledge that the point of any strategy is to get things done and the most important aspect of ours is the 'Action Plan' and we have developed a comprehensive, challenging, yet stretched series of actions to ensure this strategy actually "makes a difference".

So where have we got to?

21. Progress has been considerable and includes the following: -

- a. A review of all national, regional, and local policies including:
 - i. The Environment Act 2021.
 - ii. Local Nature Recovery Strategies.
 - iii. Climate Change Act 2008.
 - iv. The National Planning Policy Framework.
 - v. Biodiversity 2020: A Strategy for England's Wildlife and Ecosystem Services.
 - vi. Natural England's Green Infrastructure Guidance.
 - vii. DEFRA's Green Infrastructure Partnership; and
 - viii. DEFRA's Environment Plan: A Green Future: Our 25 Year Plan to Improve the Environment 2018.
 - ix. Norwich City Council Corporate Plan 2022-2026
 - x. Norwich Environmental Strategy 2020-2025
 - xi. Strategic Asset Management Framework 2022
 - xii. Biodiversity Strategy – Creating a city for nature 2022-2032
 - xiii. Emerging Greater Norwich Green Infrastructure Strategy
 - xiv. Draft Norwich Trees Strategy
 - xv. Norwich Heritage Investment Strategy 2014 and Norwich's Historic Parks
 - xvi. Norwich Local Plan Development management policies plan 2014
 - xvii. Norwich Health and Well-Being Strategic Plan 2023-25
 - xviii. The Greater Norwich Physical Activity and Sports Strategy (PASS)
 - xix. Greater Norwich - Playing Pitch Strategy 2022
 - xx. The Biodiversity Baseline Study 2024 carried out by Norfolk County Council of sites in Norwich and potential for Biodiversity Net Gain.
- b. A review of all consultation carried out on parks and green spaces including that carried out as part of the emerging Green Infrastructure Strategy in 2023. This is summarised in the new strategy and has been invaluable.
- c. An away day held at Norwich City Football Club with over 120 delegates representing 60 public organisations including the Norfolk Wildlife Trust, Norfolk County Gardens Trust, Norwich BID, Friends Groups and Residents Associations, Norfolk County Council, and many other environmental organisations.

- d. An all-day site visit with officers from Historic England (HE) to view our historic parks and to discuss our long-term ambitions. HE was praiseworthy of current locations such as Waterloo and Eaton Parks but had concerns with regards to Mile Cross Gardens, Chapelfield Gardens and Wensum Park.
- e. A review of several national policies on parks and green spaces affecting groups such as women and girls, children and young people, and ethnic minority groups. Eg [About Us \(makespaceforgirls.co.uk\)](https://makespaceforgirls.co.uk)
- f. Quality and value audits completed on over 100 sites across the city including all parks and 50% of all play areas. [Note all audit work will be completed by the end of March 2024].
- g. An accessibility study of all 81 play areas completed.
- h. Discussions with funding organisations such as the National Lottery Heritage Fund, and GNGB.
- i. Presentation to the Norfolk Green Care Network.

So, what's next?

- 22. The strategy is evolving into a first iteration which will be completed once all audits have been accomplished at the end of March 2024. This first draft is expected to be drafted by mid-April for internal consultation with departments and service areas, and in particular planning, property, leisure, and communities and NCSL. Feedback will be considered for the first presentation of the strategy to Cabinet in June 2024 with a recommendation to then engage and consult with the wider community.
- 23. Continue discussions with the National Lottery Heritage Fund, UEA, Norfolk County Gardens Trust, Historic England around conservation and enhancement of our historic parks and green spaces.
- 24. Identify funding opportunities and develop projects based on the proposed Strategic Green Space Network, and with the GNGB.
- 25. Develop a consultation programme on the strategy utilising Get Talking Norwich. See below for further details.

Consultation

- 26. Members, officers, stakeholders, and residents should have an opportunity to shape the final strategy. The away day at Norwich City FC was invaluable in gauging the views of the many organisations involved in volunteering, the management, protection, use and enhancement of our parks and green spaces. The review of the wider city-wide consultation for the emerging Greater Norwich Green Infrastructure Strategy was also very useful giving details of usage of many of our green spaces – most popular sites, length of stays, activities etc. However, the strategy findings and proposed 'direction of travel' requires considerable consultation and from June 2024, we will consult widely within communities with a series of roadshows across the city. This will include libraries, community centres, friends' groups where will present our findings in

a usable format and ask for feedback. This will be used to update the strategy for final presentation to Cabinet.

27. We will also identify those 'hard to reach' groups and engage with them as to what matters to them when using our parks and green spaces. This will include children and young people.

Implications

Financial and resources

28. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan 2022-26 and budget.
29. The impact on resources in delivering this strategy is significant and the strategy sets out as an appendix an investment plan, stating sites and locations requiring investment, indicating potential costs and sources. Delivery will be through several means and will include: -
- a. National Lottery Heritage Fund which currently funds the restoration of historic parks and landscapes. Their Heritage 2033 strategy is centred around a simplified framework of four investment principles: saving heritage; protecting the environment; inclusion, access, and participation; and organisational sustainability. All four principles must be considered in any application. The council is keen to progress a significant lottery funded project that will embrace opportunities for its network of historic parks and natural green spaces.
 - b. The Greater Norwich Growth Board which allocates funding from the Infrastructure Investment Fund.
 - c. Biodiversity Net Gain - BNG is an approach to development. It makes sure that habitats for wildlife are left in a measurably better state than they were before the development. In England, BNG is mandatory under Schedule 7A of the Town and Country Planning Act 1990 (as inserted by Schedule 14 of the Environment Act 2021), as detailed in subsequent statutory instruments. The Norwich BNG Guidance Note sets out further detail. Developers must deliver a BNG of 10%. This means a development will result in more or better-quality natural habitat than there was before development.
 - d. Public Health funding where appropriate, expanding on the health and wellbeing agenda with significant evidence indicating that parks and green spaces are beneficial to our physical and mental health.
 - e. Capital allocations from the council's capital programme, funded by capital receipts, S106, or neighbourhood CIL.
 - f. Increasing revenue opportunities whether through fees and charges, other commercial opportunities, and neighbourhood CIL.
 - g. Increasing the opportunities for volunteers to become involved in their local green spaces.

Legal

30. There are no legal implications associated with this report.

Statutory considerations

Consideration	Details of any implications and proposed measures to address:
Equality and diversity	An Equality Impact Assessment will be required for the final strategy.
Health, social and economic impact	The benefits of high quality and high value parks and green spaces is highlighted within the report and forms a major part of the strategy.
Crime and disorder	It is highlighted in the strategy that one of the wider benefits of good quality parks and green spaces is a reduction in crime and disorder within parks and green spaces.
Children and adults safeguarding	This is relevant when promoting opportunities for volunteering which is highlighted in the strategy and what the benefits are.
Environmental impact	The strategy highlights throughout the positive environmental impact of having high quality and high value parks and green spaces.

Risk management

Risk	Consequence	Controls required
Not applicable at this stage		

Other options considered.

31. Not applicable

Reasons for the recommendation

The recommendation is to note the contents of the report and provide feedback on progress prior to the strategy going to Cabinet and for wider public consultation. Scrutiny have identified that the provision and management of parks and open spaces is not a statutory service and thus the medium-term financial pressures on the General Fund could threaten its vitality. What pots of developer/grant funding do become available are unpredictable in nature, and often require short lead-in times for officers to put schemes together to secure funding. A strong amount of public responses would be anticipated from consultation on the Parks and Open Spaces Strategy, and this will require officer resource to read, reflect and respond to consultation responses.

Background papers: [List those papers referred to in compiling the report and provide links where possible (only those that do not contain exempt information).]

Appendices:

Appendix ONE – Quality and Value assessments for parks and recreation grounds

Contact officer: Parks and Open Spaces Manager

Name: Paul Rabbitts

Telephone number:

Email address: paulrabbitts@norwich.gov.uk



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.

Appendix ONE - Quality and Value assessments for parks and recreation grounds

NAME	SIZE (Ha)	QUALITY	VALUE	CATEGORY	STATUS
Parks, Gardens, Recs Grounds (PGRG)		65%	65%	HQHV	
Alderman Walker Park	0.93	56	50	LQLV	
Bowthorpe Park	9.08	54	45	LQLV	
Britannia Barracks Park	2.21	49	70	LQHV	Heritage
Castle Gardens	1.06	51	46	LQLV	Heritage
Castle Green	1.54				Heritage
Chapelfield Gardens	3.17	69	67	HQHV	Heritage
Earlham Park	26.4	91	68	HQHV	Heritage
Eaton Park	32.1	88	97	HQHV	Heritage
Harford Park	4.1	66	69	HQHV	
Heartsease Towers Park	5.02	72	72	HQHV	
Heigham Park	2.4	77	78	HQHV	Heritage
James Stuart Gardens	0.21	64	56	LQLV	Heritage
Jenny Lind Park	1.72	77	73	HQHV	
Jubilee Park	1.78	71	55	HQLV	
Lakenham Recreation Ground	0.72	54	44	LQLV	
Lea Bridges Park	4.11	60	70	LQHV	
Mile Cross Gardens	0.78	55	61	LQLV	Heritage
Sewell Park	1.35	62	56	LQLV	Heritage
Sloughbottom Park	12.4	71	72	HQHV	Heritage
St Clements Park	2.3	76	78	HQHV	
Waterloo Park	7.41	89	84	HQHV	Heritage
Wensum Park	3.08	67	69	HQHV	Heritage
Woodrow Pilling Park	4.81	73	72	HQHV	



Committee name: Scrutiny

Committee date: 21/03/2024

Report title: LOVE Norwich Review

Portfolio: Councillor Giles, Cabinet member for communities and social inclusion

Councillor Hampton, Cabinet Member for Climate Change

Report from: Executive director of development and city services

Wards: All Wards

OPEN PUBLIC ITEM

Purpose

To review the work of Love Norwich, in particular what is working well, allocation of funding, and results delivered.

Recommendation:

It is recommended that the Scrutiny Committee review the report and identify areas where it wishes to seek further development.

Policy framework

The council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the Norwich is a sustainable and healthy city corporate priority.

This report addresses **Make it easier for residents and businesses to reduce, reuse and recycle more and dispose of their waste efficiently; and keep the city's streets clean** priority or action in the Corporate Plan.

Report details

1. At its meeting of 14 July 2022, the Scrutiny Committee considered a report from its Fly Tipping Task and Finish Group. The work of the Task and Finish Group was extensive and made extensive use of the data available with regards to fly tipping and other types of environmental anti-social behaviour such as dog fouling, littering, graffiti and fly posting.
2. Data analysis identified that:
 - i) Approximately 5000 incidents of fly-tipping were reported to the Council every year (based on data from September 2019)
 - ii) The vast majority of these (92%) are on Council land, primarily in our Housing Estates
 - iii) The vast majority (again, 92%) of the material fly-tipped is household waste.
 - iv) The direct cost of clearing fly-tipping to the City Council was approximately £180,000.
 - v) The tonnage of fly-tipped material collected in 2020/21 was 1263 tonnes
 - vi) Only approximately 14.2% of this waste was recycled.
 - vii) There was no obvious link between the various lockdowns between March 2020 and July 2021, and the amount of fly-tipping in the city.
3. Data also identified that 10 locations in the city were responsible for 20% of all incidents of fly tipping.
4. The Scrutiny Committee made a number of recommendations, and it was agreed that these would be considered at a future meeting of the council's cabinet. The recommendations were as follows:
 - a) That the council decision in February 2007 to discontinue Waste Amnesty collections in areas of highest fly-tipping incidence is reviewed.
 - b) The number, locations, and types of bins in communal areas are reviewed in the fly-tipping hotspots identified, as well as developing designs for storage areas that prevent and deter fly-tipping.
 - c) Pre Covid enforcement arrangements for fly-tipping are re-established and expanded to include the use of CCTV.
 - d) Arrangements for engaging with residents with regards to fly-tipping are reviewed and improved, including consultation on proposed actions arising from this report. This should include improved partnership working between Citywide Services and Housing Estate Management in the design of services and facilities to reduce fly-tipping in our Housing Estates.
 - e) Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority.
 - f) The workflow and processes for managing fly-tipping between Norwich City Services Ltd (NCSL), Biffa and the council are reviewed and streamlined to improve efficiency and effectiveness.
 - g) The charging structure for the Bulky Uplift service is reviewed to make

accessing the service easier for residents on low incomes and Universal Credit.

- h) The service considers the use of an app for reporting fly-tipping.
- i) The manner in which the council records and analyses Environmental Anti-Social Behaviour is reviewed.
- j) The service continues to review best practice elsewhere.
- k) That the Council reviews current enforcement arrangements to ensure that the full range of sanctions available to the council are used more effectively.

5. In response to this work, on 16 November 2022, cabinet agreed the following:

- i) Note the proposals arising from the report to the Scrutiny Committee on the 14 July 2022 as outlined in the report.
- ii) Agree that Environment Services will continue to develop its operational response to the suggestions listed in paragraph 3 a. – k. within the report.
- iii) Agree that officers work with partners and local businesses on dealing with waste that arises from their products or services being used and promoting any existing services; and
- iv) Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan.

Response to recommendations from the scrutiny committee and cabinet decision

6. To provide a joined-up approach to dealing with environmental anti-social behaviour, a new campaign “Love Norwich” was launched in November 2022. The aim of the campaign was to improve civic pride across the city by increasing community ownership of local environments and improving perceptions of safety in our neighbourhoods. This would be achieved by engaging with communities to allow them to support the council in delivering clean, attractive and safe places to live in, work and visit. Specific behaviours that would be tackled included fly-tipping, littering, dog fouling, and graffiti.

7. Improved coordination and focus would be delivered through improved partnership working. One of the key aims was to influence and change behaviour through a variety of new approaches.

8. Love Norwich was intended to combine an effective slogan and branding with operational improvements and increased community engagement.

9. The outcomes Love Norwich is looking to achieve are as follows:

- Environmental Anti-social behaviour (ASB) is reduced.
- Improved facilities are delivered (e.g. community garden, upcycling garages, upgraded bin stores)
- Our Key Performance Indicators (LAMS etc) improve.

- Enforcement activity is significantly increased (including Investigations / Fixed Penalty Notices / Warnings / Prosecutions, CCTV cameras deployed).
- We have engaged effectively with our communities (social media clicks, use of Get Talking Norwich, community events, regular content).

10. Since the launch of the Love Norwich campaign the Council, working with its partners, have made considerable efforts to minimise the level of environmental ASB across the city and manage it more effectively where it does take place. Many of the previous recommendations of the Scrutiny committee have been addressed as part of this work. Work in relation to Scrutiny recommendations a-k) is summarised below:

a. Waste Amnesty review

Waste amnesties (alternatively called free skip days) are suggested by some as one solution to collect items that people want to dispose of but who cannot afford for a bulky waste collection. The Council actively supported a recent waste amnesty in North Earlham organised by Business in the Community; however, it is not considered that waste amnesties are a long term economically or behaviourally sustainable solution to this issue for a dependency to be created on the Council. On that point, it is noteworthy that no other local authority is providing free waste amnesties.

We trialled in two areas, Suffolk Square and Heathgate, providing a free bulky waste collection for residents in those areas to book on a specific day, however uptake of this was very low and we have discontinued this. In part, uptake was low likely due to it being dependent on those residents having something they need to dispose of at that time that the free collection day was set for them. Resources have not allowed for a comprehensive waste amnesty or a free bulky waste uplift service to be provided further than the trial, but the Council applied to the Rural Payments Agency in December 2023 for a grant of up to £0.050m to allow us to review the charging structure for our Bulky Uplift Service. One of the reasons that fly tipping occurs is because residents may not have the means to pay for bulky waste collections and / or do not have access to a vehicle to enable them to take their waste to the recycling centres to dispose of correctly. We have acknowledged the concerns that the current pricing structure for the Council's bulky waste may be unaffordable for most of those people that require it. The application to the Rural Payments Agency proposed that we introduce a set price for up to 6 items, to make this an affordable option for residents and prevent them from fly tipping instead. The Agency's decision was received on 8 March 2024 and unfortunately was unsuccessful. The Council will now reassess this proposal and explore alternative ways to achieve a reduced cost bulky waste collection service.

b. Review of bins in communal areas are reviewed in the fly-tipping hotspots.

We have reviewed the bin storage arrangements at some of our fly tipping hotspots to ensure that waste is deposited responsibly by residents and opportunities for fly tipping

are minimised. This has resulted in the installation of

- i. Tamper proof reverse communal bin lids at several locations that have been successful in reducing the significant levels of contamination of recycling bins that were being experienced in these areas. For more information on these lids please see linked video <https://youtu.be/Oh6PcCcH6Fw>.

Location (communal bin areas)	Number of lids	Installed
Heathgate, Cannell Green, Pockthorpe Gate, Mousehold Street and St James Close	64	Yes
Suffolk Square and Somerleyton Gardens	28	Yes
Vale Green	20	Pending
Lefroy Road/Bowers Avenue	22	Pending
Rouen Road/Paradise Place	13	Pending
Springbank	10	Pending
Northfields	14	Pending

To date, that's 92 installed, and 79 awaiting install, which totals 172 once complete. This should bring about positive changes to recycling rates.

- ii. Trialling the use of secure bin enclosures at 2 fly tipping hotspots (Douro Place and Knowland Grove), which were installed in February and March 2024. These have been proven to reduce fly tipping and contamination in other local authorities (case study available [here](#)). The enclosure accommodates 4- wheeled bin containers from 660L to 1280L capacity for controlled front loading through a waste stream specific aperture. The enclosed design enables bin container lids to be left in the open position without risk of wind blow litter. The enclosures themselves are locked meaning only our refuse contractor Biffa, bin cleaning contractor NCSL and Council staff can access the bins inside the enclosures.
- iii. Fly tipping signage has been reviewed and a programme to install new signs- see appendix 2- at all communal bin areas is in progress.

c. Fly-tipping enforcement arrangements are reviewed and expanded to include the use of CCTV.

Over the past year there has been increased activity in relation to fly-tipping enforcement. 70 separate investigations into fly tipping incidents have been carried out. The options available to investigating officers are wide ranging, from advice and informal warnings, to issuing Fixed Penalty Notices and prosecution. Criteria used by

officers in making these decisions include.

- nature and seriousness of the offence(s)
- degree to which the duty holder has broken the law.
- actual harm (or risk of harm) caused by the offence.
- whether the officer has confidence in the duty holder becoming and remaining legally compliant (having regard to the history of compliance, the attitude of the duty holder and the presence or otherwise of any external compliance audit or earned recognition scheme)
- whether previous advice has been ignored

Over the last year 10 Fixed Penalty Notices relating to fly tipping have been issued to perpetrators to date, and we anticipate that this will increase following the installation of the CCTV cameras at hotspot locations. The nature of these FPN offences vary from commercial business waste to individual items (mattresses, home furniture) and some involve partnership working with other authorities such as South Norfolk to track and locate perpetrators that offend across borders.

Regarding the use of CCTV, at a budget meeting in February 2023, £0.1million of capital funding was allocated to tackle environmental crime, including fly tipping, and the majority was to be spent on the installation of CCTV at fly tipping hotspots during this financial year 23/24. Experience from other councils has identified that a high proportion of fly tipping incidents involve the use of vehicles, and the council have procured cameras with Automatic Number Plate Recognition (ANPR) capability. These are being deployed in 6 of our fly tipping hotspots, and installation will take place during quarter 4 of 23/24. The locations are Normandie Tower (Rouen Road), Douro Place, Springbank, Heathgate, Bowers Avenue, and Marl Pit Lane. These locations have been chosen as they are frequently recorded as having the highest incidences of fly tipping reported. A CCTV camera was deployed on a trial basis at Knowland Grove, one of our fly tipping hotspots. Installation of this camera in August 2023 resulted in zero fly tipping incidents being recorded in the location since installation. Data has evidenced an overall reduction in fly tipping in the surrounding area too, which supports the efficacy of this intervention as displacement had not been caused.

We have also trialled the innovative use of a trail/wildlife surveillance camera in a rural location of Norwich, Saxoncote Avenue in Bowthorpe, which had been receiving an increase in incidences of commercial fly tipping waste. These cameras are deployable, battery operated, and use an encrypted SD card for storage of the footage, and therefore contents of the cameras cannot be viewed live from a secondary device, such as a laptop. The cameras do not require a license or permit to use or view. Appropriate signage is put up though to ensure they are overt. These will only be used where a more immediate intervention is required, as they are not as practicable as the ANPR cameras to use from a staff resource perspective to review footage if needed I.E you need to physically go to the camera to review footage or collect the SD card to review, and to recharge the batteries. It is very early, but so far there have not been any further reported incidences occur at the location since it's installation.

d. Review of arrangements around fly-tipping and improved working between Citywide Services and Housing Estate Management teams

In addition to increased enforcement in relation to fly-tipping, over the summer of 2023,

a new multi-disciplinary team was established with the Council to better co-ordinate action between Citywide Services, Housing Estate Management and Community Engagement colleagues. This was supported by resources from data and communication teams. This is a new approach to solving a long-standing problem across the city, and is a trial designed to assess the benefits of taking a more proactive approach to areas with relatively high levels of environmental anti-social behaviour (ASB). This involves targeting specific areas in the city through organised walkabouts to assess and identify required actions to improve the area regarding environmental crime, estate cleanliness, grounds maintenance, and aesthetic improvements. Community engagement opportunities are explored in these areas, and data is monitored to track efficacy of the actions completed and to see if long term behaviour change has occurred for sustainable improvement. A key aim of this work is to evaluate whether a more proactive approach to tackling environmental ASB will allow us to realise efficiencies and savings in the future through reduced reactive work.

e. Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority.

There is a dedicated page for reuse on the Council's website [Reuse | Reduce, reuse and recycle | Norwich City Council](#). A link to this is also included in the Love Norwich Hub site- [Love Norwich | Get Talking Norwich](#).

f. The workflow and processes for managing fly-tipping between Norwich City Services Ltd (NCSL), Biffa and the council are reviewed and streamlined to improve efficiency and effectiveness.

We have commenced the review of workflows and processes involved in reporting and managing fly tipping incidents between the council, Biffa and NCSL. Historically, Biffa have had the ability to report fly tipping to the council by means of email and telephone. These reports would then be passed to NCSL via email, text and phone call by council staff. This process was time consuming and inherently inefficient, as well as providing the possibility that information could be lost. These manual interventions have been removed by allowing direct communication between Biffa and NCSL using Biffa's route optimisation software so that incidents can be recorded in real time. This means that almost 95% of incidents are cleared within 24 hours. In addition, it has reduced carbon emissions and costs by ensuring that revisits are significantly reduced. Finally, the introduction of a new route by Biffa to means that they can respond to NCSL's fly tipping clearance work at communal bin areas more quickly and significantly reduce the number of missed bins at these locations.

We are now working with Biffa to introduce a new integrated system for managing these workflows, Whitespace, which will further automate these processes and improve collaboration between the council, Biffa and NCSL

g. The charging structure for the Bulky Uplift service is reviewed to make accessing the service easier for residents on low incomes and Universal Credit.

Please see point a.

h. The service considers the use of an app for reporting fly-tipping.

Since the scrutiny committee in July 2022, we have explored options into the use of an app to report incidents on environmental ASB. 2 suppliers have been identified, Whitespace and Love Clean Streets, and we've had demonstrations of both, as well as visiting Great Yarmouth Borough Council to see Love Clean Streets in use by them. Our IT application team are currently prioritising their resource on the Council's Website Refresh project which includes moving online forms such as fly tipping on to a new platform. As a result, we have paused progression of further exploration work for an outsourced app, pending completion of our IT's Website Refresh as this will deliver improvements for our residents' ability to report environmental issues whilst improving our responsiveness to their concerns.

i. The manner in which the council records and analyses Environmental Anti-Social Behaviour is reviewed.

Through the data capture and monitoring work there is now a comprehensive way for us to review environmental crime across the city. This is allowing the Council to see hotspots, trends and evaluate the effectiveness of interventions to tackle the issue. Please see the Performance section below from points 12 to 18 for examples of how this has developed.

j. The service continues to review best practice elsewhere.

With regards to reviewing best practice elsewhere, several of the initiatives mentioned above have resulted from engaging with the waste industry or colleagues in other councils. In addition, we have liaised with the London Borough of Newham (previous winners of Keep Britain Tidy Better Streets award), and visited Great Yarmouth Borough Council and Breckland Council to gather information on how to improve our enforcement and community engagement activities. We also have an active membership with Keep Britain Tidy, providing our staff access to a wealth of resources and a best practice network. At a county level, Norwich are active in the Norfolk Waste Partnership which brings together all authorities in Norfolk to collaborate, share and learn.

k. That the Council reviews current enforcement arrangements to ensure that the full range of sanctions available to the council are used more effectively.

The council has been able to implement several responses to the challenges presented by fly tipping. Examples of these include deployment of CCTV cameras to detect and deter fly tipping.

See point c.

A review is now underway to assess the amount charged by the Council for a fixed penalty notice, where there is sufficient evidence to issue them. This is in line with the government last year releasing new increased maximum penalty values for primary waste offences, including fly tipping.

11. Love Norwich held two community events, at Suffolk Square (November 2022) and Heathgate (February 2023). The aims of these were to have residents join Council staff to discuss environmental issues such as fly-tipping and graffiti, take part in some litter picking, sign up for the free bulky waste collection being trialled- as mentioned in point a. Unfortunately, turnout from residents was low. It is thought that time of year and weather impacted this and hosting an event in isolation specifically on topics such as environmental crime, waste and recycling is not appealing enough on its own. Since then, we have redesigned our approach including how we can maximise our engagement with communities and learned that it would be more effective working with multiple partners to be involved as part of larger events covering a vast array of topics rather than trying to host by ourselves. Love Norwich has developed into a campaign as a call-to-action encouraging residents to take pride in where they live. Encouraging both behaviour change and community led improvement projects along with education and information.

Working in partnership with external organisations, we have been addressing some of the fly tipping challenges. From supporting Business in the Community with a free community skip event in Motum Road in January, to working with the Norfolk Waste Partnership to host a Love Norwich recycling and fly tipping educational stall at an Easter community fun day organised by Social Services, and involving stalls hosted by many other partner organisations.

In February our Love Norwich Hub was launched on the Council's engagement platform Get Talking Norwich- [Love Norwich | Get Talking Norwich](#). This provides residents an opportunity to engage with the Council with two-way feedback and opportunities to shape our delivery.

Text message surveys and surveys via the Hub have been used to capture how residents feel about their estates. With face-to-face discussions with residents also held in Suffolk Square. It is still early days with gathering this data, however 35% of Heathgate residents felt their area had improved following our December 23 interventions.

Our Love Norwich Grants scheme uses UKSPF funding and went live in December 23 supporting residents and community groups, looking to make improvements to public spaces in their local areas, with grants are available up to £1200- [Love Norwich Grants | Get Talking Norwich](#). To date we have awarded 5 grants, for projects such: new raised beds for the civic gardens in Mile Cross, enhancements to the community garden in West Pottergate, a mural in the Suffolk Square area, and resurfacing of the cycle speedway in Harford Park. Another 6 bids are being processed and a further 10 are at enquiry stage and receiving support from the community enabling team to explore and develop the ideas further.

Regular communications have been published as press releases and social media posts to maintain the ethos of Love Norwich with residents.

Performance

Fly tipping

12. Building on the work done to support the previous task and finish group council officers have continued to improve data capture, presentation and insight.
13. What this has demonstrated is that there has been a 14% reduction in fly tipping between 2022 (6935 incidents) and 2023 (5963 incidents). Furthermore, fly tipping reduced by 30% for the period June-November in 2023 when compared to 2022. However, both figures appear to be skewed by a particularly high incidence of fly tipping that was reported in the months of July, Aug and Sept during 2022. The reasons for this spike are unknown and are currently being investigated. This supports the proactive work being carried out, and further data monitoring over a longer period will provide insight in to whether specific interventions work as intended and whether areas can maintain a reduction in fly tipping after the targeted work is completed.
14. We're developing a regular data monitoring report to make available for members through E-Cllr and hope to launch this in 2024/25. Below is a worked example of what this may look like.

Clean streets monitoring report (draft)



Between 2022 and 2023, we saw a 14% reduction in overall fly tipping across the city.

City Wide Fly tipping - January 2022 to December 2023

Clean streets monitoring report (draft)

Ward	Period April 2023 to January 2024												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total	%
Bowthorpe	22	28	19	22	33	21	17	23	15	23	30	253	5%
Catton Grove	18	32	26	43	50	29	29	25	25	46	30	353	7%
Crome	54	49	46	56	50	65	47	35	51	63	55	571	11%
Eaton	4	3	2	10	5	6	4	3	1	1	7	46	1%
Lakenham	41	42	28	31	30	31	21	32	19	35	33	343	7%
Mancroft	64	85	80	83	78	74	80	55	43	96	83	821	16%
Mile Cross	59	81	60	81	97	68	49	63	40	86	79	763	15%
Nelson	18	6	17	20	14	12	11	11	6	20	13	148	3%
Sewell	51	40	49	38	38	29	32	26	29	40	24	396	8%
Thorpe Hamlet	16	29	23	20	37	30	21	10	13	23	25	247	5%
Town Close	49	45	42	45	57	49	38	43	29	57	49	503	10%
University	22	22	13	21	18	29	18	17	16	27	20	223	4%
Wensum	29	46	29	44	41	52	42	32	32	39	49	435	9%

Fly tipping by ward - April 2023 to February 24

Clean streets monitoring report (draft)

Top 10 locations for fly -tipping from September 2019 – August 2021				September 2021 – August 2022			September 2022 – August 2023			September 2023 – January 2024		
Location	Ward	Number of Incidents	Rank	Number of Incidents	Rank		Number of Incidents	Rank		Number of Incidents	Rank	
SUFFOLK SQUARE, NORWICH	Town Close	419	1	264	1	↔	175	2	↓	59	2	↔
LEFROY ROAD, NORWICH	Mile Cross	267	2	186	2	↔	206	1	↑	68	1	↔
BOWERS AVENUE, NORWICH	Mile Cross	264	3	106	3	↔	139	3	↔	42	4	↓
HEATHGATE, NORWICH	Crome	230	4	70	7	↓	89	4	↑	50	3	↑
ROUEN ROAD, NORWICH	Mancroft	151	5	96	4	↑	75	6	↓	33	5	↑
SPRINGBANK, NORWICH	Lakenham	127	6	38	16	↓	80	5	↑	26	9	↓
VALE GREEN, NORWICH	Mile Cross	115	7	36	19	↓	64	8	↑	27	7	↑
KNOWLAND GROVE, NORWICH	Wensum	102	8	72	5	↑	61	9	↓	1	32	↓
NORTHFIELDS, NORWICH	University	101	9	41	14	↓	43	19	↓	18	15	↑
JOHNSON PLACE, NORWICH	Town Close	96	10	63	8	↑	58	10	↓	19	14	↓
Total:		1872		972			990			343		
Top 10 locations account for 18.5% of all fly-tipping incidents				16.2% ↓			16.2% ↔			13.4% ↓		

Scrutiny Task and Finish Group – Fly tipping top ten locations tracking

Clean streets monitoring report (draft)

September 2021 – August 2022			
Location	Ward	Number of Incidents	% of total incidents
SUFFOLK SQUARE, NORWICH	Town Close	264	4.41
LEFROY ROAD, NORWICH	Mile Cross	186	3.10
BOWERS AVENUE, NORWICH	Mile Cross	106	1.77
ROUEN ROAD, NORWICH	Mancroft	96	1.60
KNOWLAND GROVE, NORWICH	Wensum	72	1.20
DOLPHIN GROVE, NORWICH	Wensum	71	1.18
HEATHGATE, NORWICH	Crome	70	1.17
JOHNSON PLACE, NORWICH	Town close	63	1.05
WATSON GROVE, NORWICH	Wensum	62	1.03
ST LEONARDS ROAD, NORWICH	Thorpe Hamlet	49	0.82

September 2022 – August 2023			
Location	Ward	Number of Incidents	% of total incidents
LEFROY ROAD, NORWICH	Mile Cross	206	3.37
SUFFOLK SQUARE, NORWICH	Town Close	175	2.86
BOWERS AVENUE, NORWICH	Mile Cross	139	2.28
HEATHGATE, NORWICH	Crome	89	1.46
SPRINGBANK, NORWICH	Lakenham	80	1.31
ROUEN ROAD, NORWICH	Mancroft	75	1.23
DOURO PLACE, NORWICH	Nelson	68	1.11
VALE GREEN, NORWICH	Mile Cross	64	1.05
KNOWLAND GROVE, NORWICH	Wensum	61	1.00
JOHNSON PLACE, NORWICH	Town close	58	0.95

September 2023 – January 2024			
Location	Ward	Number of Incidents	% of total incidents
LEFROY ROAD, NORWICH	Mile Cross	68	2.75
SUFFOLK SQUARE, NORWICH	Town Close	59	2.38
HEATHGATE, NORWICH	Crome	50	2.02
BOWERS AVENUE, NORWICH	Mile Cross	42	1.70
ROUEN ROAD, NORWICH	Mancroft	33	1.33
SLEAFORD GREEN, NORWICH	Mile Cross	29	1.17
VALE GREEN, NORWICH	Mile Cross	27	1.09
MUNNINGS ROAD	Crome	26	1.05
SPRINGBANK, NORWICH	Lakenham	26	1.05
WATSON GROVE, NORWICH	Wensum	22	0.89

Top Fly tipping locations

Targeted areas estate audit score

15. Using the proactive approach and multi-disciplinary team as referenced earlier in point d, 7 initial target areas have been worked in so far, with 145 actions recorded from these, and 56% of them complete. These actions relate to grounds maintenance, estate aesthetics, repairs, community engagement opportunities, parks and open spaces, highways (County), environmental crime, community safety and arboriculture. Outstanding actions relate to estate aesthetics projects and repairs predominantly, which are already factored as long-term actions due to their nature, as well as some actions have only arisen at recent walkabouts (last two months) therefore more time is required.
16. We have seen on average a 12% improvement in the audit score for those areas, using an approved industry standard grading system by Housemark for estate audits. This is helping to show the multi-disciplinary team taking a proactive approach is having a positive impact.

Target area	Housemark estate audit score %		% difference	Actions complete %
	Initial visit	Revisit		
Sale Road	66%	80%	14.00%	74%
Motum Road	75%	84%	9.00%	60%
Springbank	70%	79%	9.00%	60%
Heathgate	57%	73%	16.00%	62%
George Pope Road	63%	75%	12.00%	65%
Vale Green	67%		-67.00%	50%
Suffolk Square	62%		-62.00%	15%
Northfields			0.00%	
			Average difference	
			12.00%	

LAMS (Land Audit Management System)

17. The council uses the LAMS System to measure the performance of NCSL in delivering environmental services throughout the city. This system has been developed by APSE (Association of Public Service Excellence) is a nationally recognised system that assesses services from the customers' perspective. It allows us to both measure improvements in NCSL's performance and benchmark against other, similar, local authorities.
18. NCSL's street cleaning service throughout the city is performing to an acceptable standard, particularly with regards to litter collection.
19. In the city centre, their performance is higher, which reflects the importance previously placed on this part of the city.
20. Street cleaning performance is broadly acceptable, grass cutting is delivered to a high standard, and lower LAMS scores are mainly due to the failure to complete the shrub bed maintenance programme last winter (2022/23). This is being addressed by NCSL through several measures, including a review of productivity, and operational managers being held accountable for their teams' performance. The hedge cutting programme started on schedule at the beginning of November 2023, and will be completed by the end of March 2024. The winter shrub bed maintenance programme also started at the beginning of November 2023, and had been prioritised within the company. The target for completion for this year is 100%, vs the 73% achieved last winter.
21. The December 2023/January 2024 APSE LAMS grounds maintenance report shows an 11.02% improvement in sites audited in an acceptable condition than October/November 2023 and a 15.36% improvement in August/September 2023. This illustrates a very positive direction of travel in grounds maintenance performance. 100% of sites were in an acceptable condition for grass cutting. The

reporting period showed a 13.64% improvement in hedge/shrub bed maintenance on the previous period, and a 16.23% improvement in hard surface weed management.

Consultation

22. Residents were previously consulted on the recommendations made by the scrutiny committee's fly tipping task and finish group. The results of this can be found [here](#)
23. The launch of our Love Norwich Hub provides a direct two-way feedback and listening channel for residents and the Council- [Love Norwich | Get Talking Norwich](#).

Implications

Financial and resources

24. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan 2022-26 and budget.
25. CCTV procurement and installation of 6* cameras is costing £61,503.20 from the £0.050m general fund and £0.050m HRA Neighbourhood Priorities Fund capital budgets within the respective 2023/24 capital programmes.
26. The final cost of procuring and installing these cameras was not known until they were installed and set up, so a decision couldn't be made to procure 10 cameras without knowing it was affordable to do so. It is also prudent to assess the efficacy of the cameras before procuring any more, and the trial at Knowland Grove has provided this assurance of a worthwhile investment.
27. Any unspent Neighbourhood Priorities Fund capital budgets at the end of the 2023/24 financial year, may be requested to be carried forward to be utilised in the most effective way in 2024/25.
28. All other work undertaken has been met by using existing resource.

Legal

29. With regards to fly-tipping, under Sections 33, 34 and 59 of the Environmental Protection Act 1990, the Council is responsible for investigating, clearing and taking appropriate enforcement action in relation to small scale fly-tipping on public land. The Environment Agency is responsible for dealing with larger-scale fly-tipping (more than a lorry load), hazardous waste and fly-tipping by organised gangs.
30. The use of CCTV for the purpose of capturing environmental crime, a privacy notice and code of practice is necessary, and signage will be placed at the CCTV location informing the public of the CCTV.
31. Any enforcement action relating to environmental crime that requires prosecution would be carried out in collaboration with Nplaw as the Council's legal service.

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and diversity	None
Health, social and economic impact	Improved public wellbeing and feelings of safety and pride in the city and their homes.
Crime and disorder	Environmental crime reduction through interventions such as CCTV, as well as education and awareness engagement work.
Children and adults safeguarding	None
Environmental impact	<p>The proposed review of policy, procedures and operations could result in the following environmental benefits to the council.</p> <ul style="list-style-type: none"> • The increase of re-use or recycling of materials • The reduction in material sent to landfill • Reduced fuel

Risk management

Risk	Consequence	Controls required
Reputational risk through poor perceptions of waste management arrangements	<p>Reduced customer satisfaction</p> <p>Adverse media coverage</p> <p>Increased representations to elected Members</p>	This risk can be managed through the review of existing arrangements and effective engagement with stakeholders.
Financial	<p>Current arrangements may not be the most efficient or effective in dealing with fly tipping. There may be insufficient emphasis on prevention, which may result in increased clean up and removal costs</p>	Detailed review and understanding of all costs, and how these can be reduced through improved business processes, improved prevention through engagement, enforcement and design of facilities and services

Other options considered.

32. The proposed reviews will allow the council to identify the most appropriate environmental and financial options.

33. The option of doing nothing was considered. However, the extent of the challenge, the reputational and financial risk to the Council, and the corporate priorities associated with improving recycling and the natural and built environment meant that this was not a viable option.

Reasons for the decision/recommendation

34. The recommendations have been made to allow for improvements to existing arrangements for waste collection and removal of fly-tipping.

Background papers:

Report to Scrutiny Committee 24 June 2021

[Agenda Item No \(norwich.gov.uk\)](#)

Report to Scrutiny Committee 14 July 2022

[Agenda Item No \(norwich.gov.uk\)](#)

Report to cabinet 16 November 2022

[Norwich City Council - committee report](#)

Appendices:

1- Response to questions posed by members to officers at scrutiny meeting 25.01.2024

2- Examples of environmental improvements carried out in target areas

3- New fly tipping communal bin area signage

Contact officer: Head of Environment Services

Name: Andy Summers

Telephone number: 01603 987841

Email address: andrewsummers@norwich.gov.uk



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Appendix 1- Response to questions posed by members to officers at scrutiny meeting 25.01.2024

- a) Benchmarking; where would we expect the figures to be at benchmarked against other similar local authorities, how do the city council's processes compare to that of other local authorities.**

Land Audit Management System (LAMS) is a quality inspection system to monitor grounds maintenance and street cleaning and is provided by the Association for Public Service Excellence (APSE). Environment services use this tool, and it allows benchmarking against other authorities.

Waste Data Flow (WDF) is the web-based system for municipal waste data reporting by UK local authorities to government- namely the Department of Environment, Food and Rural Affairs (DEFRA). DEFRA publish their data annually, which allows benchmarking against other authorities.

[Fly-tipping statistics for England, 2022 to 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/fly-tipping-statistics-for-england-2022-to-2023)

We have met with Breckland Council and learned their approach to tackle fly tipping is through education, awareness, with enforcement activity performed in a similar way to Norwich with the use of fixed penalty notices issued where there is sufficient evidence to identify the perpetrator.

Great Yarmouth Borough Council work with a slightly different model whereby environmental rangers are responsible for enforcement activity such as issuing community protection notices, fixed penalty notices and prosecutions where applicable.

- b) What is the data in relation to trends/ hotspots for flytipping.**

Covered by the report- see Performance section.

- c) How were the figures in relation to 2023 flytipping arrived at as they differ from the DEFRA figures for the same period.**

On 17 January 2024, DEFRA released fly tipping statistics for the country comparing financial years 2021/2022 with 2022/2023, which did show an increase in fly-tipping. Local authorities, including Norwich City Council, provide this data to DEFRA annually.

The report for scrutiny has compared fly tipping data for calendar years 2022 and 2023, showing a 14% reduction in fly tipping year on year.

- d) Where are the cameras referred to going to be located. Six cameras are referred to but there are ten hotspots, what accounts for this anomaly.**

The camera locations are included within this report. The ten hotspots referred to are from the previous scrutiny task and finish group report dated 14 July 2022, and these show the top ten locations for highest fly tipping incidences reported at that time. From the developed monitoring report that is within this report under the Performance section, you can see how we've tracked the hotspots over time, and camera locations have been selected using this data and officer insight for the specific bin areas within these hotspots. 6 cameras have been procured to tackle environmental crime, specifically fly tipping. These are deployable

cameras, able to be moved as required should data evidence a requirement to do so. The final cost of procuring and installing these cameras was not known initially until they were installed and set up, so a decision couldn't be made to procure 10 without knowing it was affordable to do so. It is also prudent to assess the efficacy of the cameras before procuring any more, and the trial at Knowland Grove has provided this assurance of a worthwhile investment.

- e) A breakdown of the £100,000 project costs, the report notes £60,000 would be spent on cameras what is the remainder allocated for.**

As referenced above in the Finance section of the report. Any remaining resource will be carried over to the next financial year, where a decision will be made on assessed options for the most effective way to spend it.

- f) The report to be clear on what action has been taken in relation to the recommendations from the task and finish group.**

Covered by the report.

- g) A review with Biffa is referenced but there is no indication of what outcomes this seeks to achieve.**

We met with Biffa shortly after the cabinet meeting in November 2022 to discuss lessons learned on other contracts. The process did not identify any specific measures that we could take that have been successfully adopted elsewhere, although we have introduced additional collections at weekends to clear backlogs caused by fly tipping at communal bin store.

- h) Waste Amnesty review, waste amnesty is not referenced but bulky collection, could an explanation of how the two are linked be provided.**

Waste amnesties are suggested by some as one solution to collect items that people want to dispose of but who cannot afford for a bulky waste collection. The trial in early 2023 to offer free bulky waste collection days to residents in targeted areas was not effective. We submitted a Rural Payments Agency grant application in December 2023 to help fund a pilot of reduced cost bulky waste collections, however we found out in March 2024 that the bid has been unsuccessful, the Council will now reassess this proposal and explore alternative ways to achieve a reduced cost bulky waste collection service. The Council actively supported a recent waste amnesty in North Earlham organised by Business in the Community; however, it is not considered that waste amnesties are a long term economically or behaviourally sustainable solution to this issue for a dependency to be created on the Council. On that point, it is noteworthy that no other local authority is providing free waste amnesties.

- i) Provide the communication used to publicise waste amnesty/ bulky waste events in order that committee can consider why there was limited take up of the offer. Was digital exclusion considered as a factor and how was this mitigated for.**

Please see attached leaflet below.



COM13012 Bulky
waste collection leaflet

This leaflet for the free bulky waste collection trial undertaken in early 2023 asks residents to make their booking online. However, at the trialled community event days at Suffolk Square and Heathgate there was the option for residents to book it in person using paper forms with staff. The absence of a phone number on the leaflet to ring to book the collection is noted, however it falls in line with the Council's digital by default approach and so would need to be considered accordingly in future communications too.

j) Why was the event at Mile Cross cancelled.

Two fly tipping educational community events were trialled in Suffolk Square and Heathgate in early 2023. The turnout for these were poor and so it was decided they were not a good use of resource. We are now instead linking with partner organisations who are hosting community events themselves, to join them as a pop-up stall. This should provide a better engagement opportunity with bigger turnouts at events involving multiple organisations.

k) In relation to communal bins can you advise how this has reduced fly tipping (with reference to point b in report).

It is too early to assess the efficacy through data. However, new signage is being rolled out to deter and raise awareness of fly tipping as an environmental crime to all communal bin locations. 92 tamper proof reverse lock bin lids have been installed and these prevent waste contamination to increase recycling rates predominantly. Secure bin enclosures for communal bins are being trialled at 4 locations, and installation completed in February and March 2024, we will be monitoring their efficacy to improve recycling rates, reduce contamination and if they help to reduce fly tipping.

Further explanation on the tamper proof reverse lock bin lids can be found [here](#)

l) Provide the outcome measures for LOVE Norwich and information on how the project is performing against these measures.

- Environmental ASB is reduced.
- Improved facilities are delivered (e.g. community garden, upcycling garages, upgraded bin stores)
- Our KPIs (LAMS etc) improve.
- Enforcement activity is significantly increased (Investigations / Fixed Penalty Notices / Warnings / Prosecutions, CCTV cameras deployed).
- We have engaged effectively with our communities (social media clicks, use of Get Talking Norwich, community events, regular content).

These are included within the report, along with information demonstrating activity and performance against them.

m) Upcycling/ reuse what has been done up to this point.

There is a dedicated page for reuse on the Council's website [Reuse | Reduce, reuse and recycle | Norwich City Council](#). This is also included on the Love Norwich Hub- [Love Norwich | Get Talking Norwich](#).

n) Information on the reuse centre at the Benjamin Foundation and its impact on recycling rates.

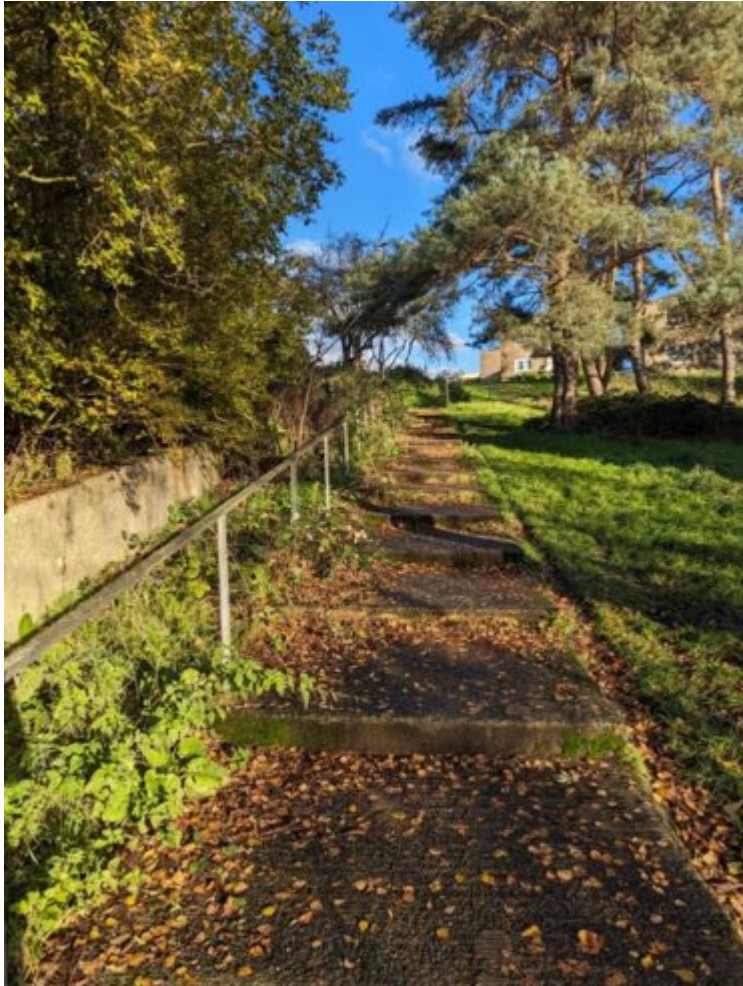
The council signposts citizens visiting our website to the Benjamin Foundation where they are looking for reuse organisations. Further opportunities for reducing and reusing household goods will be outlined in a future waste strategy for the council.

Appendix 2- Examples of environmental improvements carried out in target areas

Motum Road area



Heathgate area



Appendix 3- New fly tipping communal bin area signage



FED UP OF FLY-TIPPING?

Report it at
www.norwich.gov.uk/fly-tipping

Do not leave any rubbish or bulky items in the bin store area – this is fly-tipping and you could face an unlimited fine or a prison sentence.

Bagged waste or loose recycling inside the bins only.

These bins are for residents only – they are not public bins.

 **NORWICH**
City Council

 **LOVE
NORWICH**
PLAY YOUR PART



Committee Name: Scrutiny

Committee Date: 21/03/2024

Report Title: Scrutiny Committee Work Programme 2023-24

Portfolio: Councillor Kendrick, cabinet member for resources

Report from: Head of legal and procurement

Wards: All Wards

OPEN PUBLIC ITEM

Purpose

This is the last work programme report of the civic year 2023-24 and provides an opportunity for members to review the scrutiny recommendations tracker.

Recommendation:

That members review the scrutiny recommendations tracker.

Policy Framework

The Council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the Norwich City Council is in good shape to serve the city corporate priority.

Report Details

Developing a work programme for the scrutiny committee

1. The work programme for the year has ended. However, two items have been proposed for consideration in the new civic year, a review of the biodiversity strategy and a review of council consultations and communications. The review of the biodiversity strategy was scheduled for consideration in March but officers requested this be deferred to the new civic year. The review of consultations and communications was proposed by members of cabinet.
2. Members will be aware that the decision of what to place on the work programme is for the members of the scrutiny committee to make and members this year cannot place items on the work programme for next year and neither can cabinet.
3. To take the matter forward it is proposed to circulate these ideas for topics at the informal work programme setting meeting for the new scrutiny committee next year who will then decide if to select the topics for the work programme or not.
4. A further topic form has been proposed for consideration from a member, attached as appendix A, the member is aware that it is unable to be selected for consideration this year and it is suggested to take the same approach as above with this topic form.

Scrutiny Tracker

5. Members requested a Scrutiny Tracker to track the progress of recommendations made to cabinet by the committee, this is attached as Appendix B.

Implications

Financial and Resources

6. Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan and Budget.
7. Any impact on resources resulting from this report will be accommodated within existing budgets or the relevant approvals will be sought if additional budget is required.

Legal

8. No specific legal implications of this report.

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	None

Consideration	Details of any implications and proposed measures to address:
Health, Social and Economic Impact	None
Crime and Disorder	None
Children and Adults Safeguarding	None
Environmental Impact	None

Risk Management

Risk	Consequence	Controls Required
None		

Other Options Considered

9. There have been no other options considered for this report.

Reasons for the decision/recommendation

10. This is a standing item on the scrutiny committee agenda to allow members to review the scrutiny committee work programme.

Background papers: None

Appendices:

Appendix A – Topic form on statutory repair and maintenance liabilities
Appendix B - Scrutiny recommendations tracker

Contact Officer:

Name: Alex Hand

Telephone number: 01603 989398

Email address: alexhand@norwich.gov.uk

Scrutiny TOPIC form



Good governance and scrutiny helps reduce risk, increases resilience, improves decision making and delivers value for money. The information you give on this form will help shape the scrutiny work programme for the civic year 2023-24.

Please tell us what item you would like considered on the work programme and a brief scope.

YOUR ITEM: Statutory repair and maintenance liabilities are being met at all times. (Housing premises)

BRIEF SCOPE: To ensure the proposed internal housing Property Services structure and the NCSL resource meets the landlords repair and maintenance liability

Your item will be considered for inclusion on the work programme on the following criteria and reviewed by senior officers for the availability of officer and financial resources. Please give as much information as possible for each criteria below:

TOPIC	Rationale	Implications/resource requirements to Norwich City Council
TIME Is this the right time to review the issue?	<p>Robust procedures are required to be in place at ALL TIMES to manage developing health and safety risk in NCC managed housing properties. Refer to Building Safety Act 2022 <i>for fire & structure</i> and the Social Housing (Regulation) Act 2023 <i>for damp & mould</i>.</p> <p>The service to end users has demonstrably worsened during the reorganisation to 'improve' the service.</p>	<p>Plan, Do, Check, Act</p> <p>Adequate procurement of suitable & sufficiently competent* contractors / operatives need to be procured by competent people.</p> <p>QI / Clerk of Works inspections need to be carried out by competent employees.</p> <p>Reports issued requiring deficiencies are corrected before monies are released.</p> <p>(* organisational, management and individual competence in terms of Skills, Knowledge, Experience & Behaviour)</p>

OBJECTIVE What would be the objective of scrutiny? How do you feel scrutiny could make a difference?	To ensure the housing repairs and maintenance service is fit for purpose, meets the customers expectations and demonstrates value for money. Ensure procedures are robust enough so as not to expose any resident of council dwellings at any avoidable risk of harm or ill health as a result of poor performance with the councils repair and maintenance liabilities	Additional KPI's introduced which must be met prior to payment of invoices for works.
PERFORMANCE Can performance in this area be improved by scrutiny input?	The options are to scrutinise internally to identify the reported weakness in the service provision, and take appropriate action from reported findings, or risk intervention by an enforcing authority when weaknesses are identified by others.	Risk to reputation of NCC if housing repairs service is deficient to such an extent that occupants health / safety is unnecessarily put at risk.
PUBLIC INTEREST what would be the public interest in placing this topic onto the work programme?	Residents of the social housing stock are provided with a home that meets the existing and new statutory legislative requirements. The health, safety & welfare of residents is the primary priority of the council.	
CONTRIBUTION How would a scrutiny review contribute to achieving our corporate aims?	Protects the council from reputational damage and scrutiny from external organisations should issues materialise as a result of poor / inadequate performance	

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Practical Considerations:

Undertaking the review Have you got any thoughts about how the scrutiny committee could undertake their review?	Undertake a Cost v Benefit review from April 2022, or when the 'Repairs Improvement Consultants' were appointed at NCSL. Review KPI data and any other information presented by officers in terms of the performance of the repairs service.
Would there be specific individuals, such as outside organisations, who could provide evidence or would need to be engaged in the review?	Professionally competent persons from the East of England Local Government Marketplace to carry out an external review.
Do you believe consultation with particular groups would be helpful to support the review?	Tenants (KPI's), existing operatives, NCC staff
If the scope of your review is potentially quite broad, do you believe there are ways to narrow it down or areas that you would like particular focus on?	Page 97, Para.18 of the Agenda document pack for the Cabinet Meeting of the 7 th February 2024 states that 'outstanding backlog repairs were successfully completed by 3 rd party contractors'. If this is the case then why is NCC in dispute with this 3 rd party contractor? Focus on what has gone wrong here.
Have you discussed the potential scope of this review with lead officers or the portfolio holder? Did they have any thoughts on the review, its scope, timing etc?	Some initial conversations have been had regarding this issue and many questions around the same area have been asked in council meetings, but answers have not been particularly helpful, prompting this topic form.

Please return your form to Alex Hand. alexhand@norwich.gov.uk

Thank you.

Scrutiny committee recommendation tracker 2023-24



Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	That the council decision in February 2007 to discontinue Waste Amnesty collections in areas of highest fly-tipping incidence is reviewed	In progress	<p>Details contained within cabinet report: "9. These implications can be mitigated in a number of ways, primarily as follows</p> <p>a. In March of this year, the Council submitted a bid to the UK Shared Prosperity Fund for a programme of neighbourhood improvements. £0.341m in capital and revenue funding has been requested to provide a programme of Neighbourhood Clean-Ups in areas identified by data. Activities will include removal of fly tipping, and an amnesty on waste which will be monitored so that anything usable can be donated or upcycled for further use. It is also proposed that relevant staff will be on hand to speak with residents about wider priorities for their local area to maximize engagement with the council and promote the formation of local community groups. This should address the recommendation in paragraph 3 a and mean that the re introduction of the waste amnesty and the review of the charging structure for bulky waste collections are no longer necessary"</p> <p>This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in March 2024</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	The number, locations, and types of bins in communal areas are reviewed in the fly-tipping hotspots identified, as well as developing designs for storage areas that prevent and deter fly-tipping.	In progress	Details from cabinet report: "This recommendation would be considered best practice" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Pre Covid enforcement arrangements for fly-tipping are re-established, and expanded to include the use of CCTV	In progress	Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate, improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy" Received 100k funding for increased CCTV, pre-covid enforcement arrangements will be part of environmental services service restore due to be completed Autumn 2023. This will be addressed in the report to scrutiny committee in March 2024
14/07/2022	Report from the Communal bins and fly-	Arrangements for engaging with residents with regards to fly-tipping are reviewed and improved, including	In progress	Details contained within cabinet report: "9c. With regards to fly tipping, proposals include increased investigation of fly tipping incidents in identified hot spots, increased use of CCTV where appropriate,

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	tipping task and finish group	consultation on proposed actions arising from this report. This should include improved partnership working between Citywide Services and Housing Estate Management in the design of services and facilities to reduce fly-tipping in our Housing Estates.		improved engagement with residents and communities through the Neighbourhood and Community Enablement team. In addition, data relating to environmental anti social behaviour is now regularly reviewed by officers and used to develop interventions in known hot spots. This will allow Environment Services to contribute to actions arising from the new Community Safety Strategy 9e. Environment Services has also started working with Housing Services to identify bin stores requiring upgrade. Housing Services have committed to funding these upgrades through its Estate Improvement programme. Timescales for carrying out the work have yet to be confirmed, but will take place as soon as possible once locations have been confirmed" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Local facilities for upcycling and reuse of unwanted items are considered in partnership with the County Council as Waste Disposal Authority	In progress	Details from cabinet report: "This recommendation would be considered best practice" This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in March 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	The service considers the use of an app for reporting fly-tipping	In progress	Details from cabinet report: "This recommendation would be considered best practice" Review of customer contact for all environmental services to start by late 2023, the use of an app to report fly-tipping will be considered as part of this review. This will be addressed in the report to scrutiny committee in March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan	In progress	This recommendation was amended at cabinet to read "4) Agree a timeline is set to an action plan with Key Performance Indicators being considered at the annual refresh of the corporate plan." This will be included when the corporate plan is reviewed when all these actions should be incorporated as part of the Environmental Services KPIs. Officers have requested that this is brought to the scrutiny committee in March 2024
14/07/2022	Report from the Communal bins and fly-tipping task and finish group	Ask group leaders to write to Government to ask for cuts to local government to be reversed; and	In progress	Letters currently being looked at by group leaders
20/07/2023	Review of the impact of the Elections Act 2022, particularly	1) As part of a future council consultation process, investigate sources of funding to trial and potentially Commission demographically	In progress	No action due to development of the new corporate plan through which we will be working in a more iterative collaborative way with our communities.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	that relating to Voter ID on Norwich City Council Elections in 2023	balanced participatory democracy methods including citizens assemblies based on the model of theories of change to ensure widescale representation is achieved;		
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	4) Promoting the Voter Authority Certificate and Proof of Age passes as an avenue for securing voter ID and engage with local communities to raise awareness;	In progress	Information regarding the Voter Authority Certificate and Proof of Age passes is included on all council promotion regarding future elections and all outgoing communications regarding any aspect of elections or electoral registration. This has included correspondence that was sent out to all households for the annual canvass.
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	5) Promoting that acceptable Voter ID includes expired ID and, where relevant, EU passports and identity cards;	In progress	Information that acceptable ID includes expired ID is included on all council promotions regarding future elections and all outgoing communications regarding any aspect of elections or electoral registration. This has included correspondence that was sent out to all households for the annual canvass. All correspondence includes the full list of eligible identification.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	6) Promoting the concept of Voter ID to younger groups, including those able to vote for the first time, and the different communication methodologies that may be more relevant for younger groups such as alternative social media channels;	In progress	Working with local groups. Communications plan to have full suite of communications methods suitable for all demographics, including all appropriate social medial channels.
20/07/2023	Review of the impact of the Elections Act 2022, particularly that relating to Voter ID on Norwich City Council Elections in 2023	7) Ask the Electoral Registration Officer to re-run the postal vote registration programme as previously undertaken in 2020 to raise awareness amongst non-postal voters, requesting funding if available to do so;	In progress	Communications plan for forthcoming elections being created which will include information on how Norwich City Council is intending to provide information regarding postal voting. All existing electors that are currently set up to vote in polling stations have been written to with full details of what photographic ID is acceptable in polling stations. They have also been given the means to set up a postal vote or alternative ID if required
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to	We will examine the need to update the website in consultation with representative organisations to ensure it is inclusive alongside	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	Norwich and overcoming obstacles to their smooth integration	the production of the EDI Development Plan.		
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To build on our City of Sanctuary status and remain committed in the medium-term to becoming an accredited Council of Sanctuary through cross-team working to ensure our services meet the necessary criteria.	In progress	We have submitted our application to become a non-awarded member the City of Sanctuary local authority network and commit to working towards becoming a council of sanctuary in the medium term. We have established a working group of officers across the organisation to look at what is required for our services to meet the necessary criteria.
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To recognise the critical importance of delivering equality for all our residents through our EDI Strategy and Development Plan, including asylum seekers and refugees.	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To collate information relating to free activities taking part at our community centres for sending to representative organisations. To support community associations to apply for grant funds to support their charitable objectives as and when they become available.	In progress	<p>We are using lumi (www.lumi.org.uk) as a place to collate details of activities, and users can filter by free activities. This site can also be used with Google translate to make it more accessible.</p> <p>We will always support community associations to apply for grant funds if requested. As associations are mostly volunteer-run charities in their own right and with a range of charitable objectives, securing funding for free activities is not always a priority.</p> <p>We undertook a participatory exercise with a number of VCSE organisations working with refugees and asylum seekers to establish the top priorities for supporting these communities. Following this and a grant process we awarded £131k from the asylum dispersal grant to 11 VCSE organisations working in the city. This includes a range of support and integration including some free activities.</p>
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	We will examine the need to update the website in consultation with representative organisations to ensure it is inclusive alongside the production of the EDI Development Plan.	In progress	Ongoing, with the EDI action plan in development

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To ensure communications with residents (benefits letters etc) are as accessible as possible within the constraints of what we are legally obliged to incorporate.	In progress	
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To collate information relating to free activities taking part at our community centres for sending to representative organisations. To support community associations to apply for grant funds to support their charitable objectives as and when they become available.	In progress	<p>We are using lumi (www.lumi.org.uk) as a place to collate details of activities, and users can filter by free activities. This site can also be used with Google translate to make it more accessible.</p> <p>We will always support community associations to apply for grant funds if requested. As associations are mostly volunteer-run charities in their own right and with a range of charitable objectives, securing funding for free activities is not always a priority.</p> <p>We undertook a participatory exercise with a number of VCSE organisations working with refugees and asylum seekers to establish the top priorities for supporting these communities. Following this and a grant process we awarded £131k from the asylum dispersal grant to 11 VCSE organisations working in the city. This includes a range of support and integration including some free activities.</p>

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
25/07/2023	Scrutiny review of welcoming Refugees and Asylum Seekers to Norwich and overcoming obstacles to their smooth integration	To fund a two year specialist housing officer role in Home Options to work with asylum seekers and refugees.	In progress	The post is now in place and is fully engaged with the third sector attending meetings and events.
21/09/2023	Review of how the council addresses anti-social behaviour	1) Consider whether the positive outcomes achieved by the ASB team justifies an increase in resource and funding for the service;	In progress	We have recently recruited to 3 vacant positions and the team is now fully staffed. Once fully trained this will give scope to adjust our approach to provide a more visible presence eg at community events for a proactive approach. We continue to review budgetary requirements, particularly in view of the increased need to take cases via court and the resource required for this.
21/09/2023	Review of how the council addresses anti-social behaviour	4) Expand the resources given to the programme of presentations to other partners;	In progress	We have delivered a session with early help hub partners, and identified other partners that may benefit from delivery of our presentation. Work is ongoing to schedule sessions
21/09/2023	Review of how the council	5) Consider whether the resources for the safer neighbourhood scheme can be	In progress	This is currently being reviewed and report back in due course

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	addresses anti-social behaviour	increased given the successful outcomes achieved from the scheme and consider the outcomes of the scheme;		
21/09/2023	Review of how the council addresses anti-social behaviour	6) Consider lessons learnt from the locational approach trialled for the safer neighbourhood initiative and how this can be expanded for other neighbourhoods;	In progress	Lessons learnt from the recent Town Close approach have indicated the need to have co-ordinated scheduling of enforcement action. However due to Court delays etc this will prove difficult for the foreseeable future. We will continue to balance the need for timely action with the benefits of a co-ordinated approach
21/09/2023	Review of how the council addresses anti-social behaviour	7) Provide a briefing event for all Councillors on the PREVENT scheme; and	In progress	Prevent training is under construction by Norfolk Safeguarding Adults Board. When complete we will adapt this for Councillors
21/09/2023	Review of how the council addresses anti-social behaviour	8) Consider surveying anti-social behaviour in areas where the community enabling team have focused to assess the impact of their work	In progress	On action plan for 24/25
23/11/2023	A review of the effectiveness of Scrutiny Committee	1. There should be quarterly meetings between the Chair of the Scrutiny Committee and group leaders to review the Scrutiny Committee work	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		programme, recommendations and any areas of concern		
23/11/2023	A review of the effectiveness of Scrutiny Committee	2. The Council should develop a scrutiny-executive protocol to outline the relationship and expectations between the Scrutiny Committee and cabinet	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	3. There should be reinforcement of the need to attend training, supported by group leaders.	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	4. Democratic Services should send reports of training attendance to group leaders	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	5. The Scrutiny Committee to have named, standing substitutes who are expected to include meetings in their diaries in the event members of the Committee cannot attend, and should attend committee training	In progress	
23/11/2023	A review of the	6. The Committee should have a mission statement in	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	effectiveness of Scrutiny Committee	the constitution explaining its purpose and role		
23/11/2023	A review of the effectiveness of Scrutiny Committee	7. Each item on the work programme should be supported by a clear intention as to what outcomes are being sought from the review.	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	8. The TOPIC forms used to establish items on the work programme should be focused more on outcomes sought and what evidence, witnesses and data is desired to support a review by Scrutiny	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	9. TOPIC forms should be circulated to members ahead of consideration of each item and members should be expected to feedback on what evidence they would wish to see; key witnesses they expect to be present; what lines of enquiry they may wish to explore, and what areas should be covered in the report	In progress	
23/11/2023	A review of the	10. For the review of the constitution being undertaken	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	effectiveness of Scrutiny Committee	to look at how meetings of the whole council can focus most on matters which the Council has most influence on		
23/11/2023	A review of the effectiveness of Scrutiny Committee	12. When recommendations are made to Cabinet, there should be a report back to the Scrutiny Committee on which recommendations were agreed, and which were disagreed (and why)	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	13. The Chair should attend Cabinet to present the scrutiny recommendations. If the Chair is unable to attend, a volunteer should be sought from the scrutiny committee to attend in their place and present the findings	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	14. If Cabinet members have concerns with the scrutiny recommendations, they should ideally raise these at the meeting at which the recommendation was raised, and if that is not feasible, to raise them with the scrutiny	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		committee as early as possible.		
23/11/2023	A review of the effectiveness of Scrutiny Committee	15. Where the Cabinet significantly disagrees with the Scrutiny Committee, the cabinet member will be asked back to the scrutiny committee to explain why that was the case	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	16. To review ways to promote the outcomes of the scrutiny committee and the benefits of scrutiny work done	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	17. To work with the communications team to look at ways to encourage feedback and input from members of the public ahead of each scrutiny item	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	18. The Chair of the Scrutiny Committee to do a circular to all members following each scrutiny committee summarising what happened and the outcomes, to be shared on e-councillor	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
23/11/2023	A review of the effectiveness of Scrutiny Committee	19. The Council should consider whether there are sufficient resources to justify the appointment of a scrutiny officer to support the work programme development and the consideration of items on the work programme, such as scheduling and briefing witnesses to attend	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	20. Review opportunities of the Scrutiny Committee to get out and about in the community and broaden how it undertakes its work	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	21. Look at changing the approach to the work programme setting, for example a quarterly more formal review	In progress	
23/11/2023	A review of the effectiveness of Scrutiny Committee	22. To undertake a 6 monthly check-in how the recommendations have progressed	In progress	Recommendations agreed at November meeting
23/11/2023	A review of the effectiveness	23. For joint training with cabinet and scrutiny committee to take place.	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	of Scrutiny Committee			
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	a) That scrutiny committee follow up on the recommendations on a regular basis and adapt them as new concepts and technologies are introduced.	In progress	Will follow up on tracker actions but committee will need to consider whether to add this as a future action
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to ensure that training on retrofitting appropriate to staff roles is offered and; To arrange training for councillors on signposting to existing schemes and support.	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a	To ask officers to include a Retrofit Communications Plan and Engagement Strategy to share learning, best practice, and opportunities, and to ensure that local residents are	In progress	These provisions are included in the evolving citywide climate action strategy and plan, which is programmed for full public engagement in Nov 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	plan for Norwich's council homes	well informed and engaged as part of the Citywide Climate Action Strategy.		
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To continue to seek to play a leading role in terms of retrofitting within the council's estate within the context of the resources and funding available.	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to explore implementing an internal carbon value, alongside Net Present Value (NPV) modelling, to assess and capture the carbon benefits and implications of retrofitting the council's housing stock	In progress	
23/11/2023	Retrofitting Task and Finish Group: Warm, low	To explore launching a municipal loan scheme to fund retrofitting measures.	In progress	These provisions are included in the evolving citywide climate action strategy and plan, which is programmed for full public engagement in Nov 2024

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	bills, no carbon: a plan for Norwich's council homes	To explore if extra sources of funding for retrofitting of community spaces can be obtained.		
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To ask officers to continue working with private sector investors to utilise potential external funding opportunities, i.e. in large scale heat networks.	In progress	Investors are currently being actively engaged by a cross directorate team
23/11/2023	Retrofitting Task and Finish Group: Warm, low bills, no carbon: a plan for Norwich's council homes	To continue to work with planning officers to use the National Planning Policy Framework to develop local supplementary planning documents to promote and enable retrofit.	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
07/12/2023	Equality Information 2024	1) That scrutiny committee consider the inclusion of a review of the equality action plan as part of its future work programme.	In progress	For the committee to consider when determining their work programme
07/12/2023	Equality Information 2024	That cabinet: 2) Include information on the performance of the RITAs against outcomes in the next EIR report;	In progress	Noted – will feature in the next EIR due January 2025.
07/12/2023	Equality Information 2024	That cabinet: 3) Explore the potential of reporting the volume of customer contact resolved at the first point of contact; and	In progress	This and other measures will be explored as part the development of the new performance framework.
07/12/2023	Equality Information 2024	That cabinet: 4) Investigate a process for evaluating the equality compliance of parks and outdoor spaces.	In progress	
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	1)in principle to remove the requirement to register to access Get Talking Norwich with the caveat that certain consultations may have to be exempted as anonymised responses could bias the outcome. If required agreed to simplify the process;	In progress	Noted – will be taken account of in the next budget consultation.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
		2) add the demographic profiling into the main consultation questions		
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	agree that consultations should include a clear statement of intent and what the scope of influence is;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	provide feedback on consultations on Get Talking Norwich	In progress	
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	avoid leading questions with the caveat that consultations such as that on the budget require a choice to be made in terms of what the priorities are, in these cases to agree to the use of a scale of agreement where appropriate;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025	agree where resources allow that in person engagement be considered as a form of	In progress	Noted – will be taken account of in the next budget consultation.

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
	budget and medium term financial strategy	mitigation against digital exclusion and literacy rates;		
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	ask officers to consider the feasibility of using a more deliberative process to increase participation in the decision making process and to investigate if other methods achieve the same aim;	In progress	Noted – will be taken account of in the next budget consultation.
01/02/2024	The council's provisional 2024 -2025 budget and medium term financial strategy	ask officers to arrange a member briefing on the Future Shape Norwich project	In progress	
29/02/2024	Corporate Plan 2024-2025	1) involve scrutiny committee in the development of the business planning process for the Corporate Plan and the associated corporate performance framework;	In progress	
29/02/2024	Corporate Plan 2024-2025	2) explore ways to involve more young people in the Corporate Plan consultation;	In progress	

Scrutiny committee recommendation tracker 2023-24

Date	Item	Agreed Cabinet Recommendation	Status	Updates
29/02/2024	Corporate Plan 2024-2025	3) ensure that the Corporate Plan commits to continue to provide provision of access to services for those individuals who do not have digital knowledge or access;	In progress	
29/02/2024	Corporate Plan 2024-2025	4) consider exploring ways to better capture demographic data where appropriate without deterring people from responding; and	In progress	
29/02/2024	Corporate Plan 2024-2025	5) add a section to the Corporate Plan that the council will continue to provide face to face contact to those that most need it.	In progress	

