Scrutiny Committee

Wednesday 18 November 2015

9.30 am, Colman & Cavell Rooms
South Norfolk House, Long Stratton, Norfolk, NR15 2XE

If you have any special requirements in order to attend this meeting, please let us know in advance
Large print version can be made available

Contact: Sue Elliott on 01508 533943 or democracy@s-norfolk.gov.uk
Members of the Scrutiny Committee:

Cllr L Neal (Chairman)
Cllr T Lewis (Vice-Chairman)
Cllr B Bernard
Cllr B Duffin
Cllr D Fulcher
Cllr C Gould
Cllr K Kiddie
Cllr G Minshull
Cllr J Wilby

This meeting may be filmed, recorded or photographed by the public; however anyone who wishes to do so must inform the chairman and ensure it is done in a non-disruptive and public manner. Please review the Council's guidance on filming and recording meetings available in the meeting room.
Agenda

1. To report apologies for absence and identify substitute voting members (if any);

2. To deal with any items of business the Chairman decides should be considered as matters of urgency pursuant to Section 100B (4) (b) of the Local Government Act, 1972. Urgent business may only be taken if, "by reason of special circumstances" (which will be recorded in the minutes), the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency;

3. To receive Declarations of Interest from Members; (Please see guidance attached page 6)

4. To confirm the minutes of the Scrutiny Committee meeting held on 30 September 2015; (copy attached – page 7)


6. Corporate Plan 2016-2020 (report to follow)


8. Scrutiny Work Programme, Tracker and Cabinet Core Agenda; (attached – page 33)
Working style of the Scrutiny Committee and a protocol for those attending

**Independence**
Members of the Scrutiny Committee will not be subject to whipping arrangements by party groups.

**Member leadership**
Members of the Committee will take the lead in selecting topics for and in questioning witnesses. The Committee will expect members of Cabinet, rather than officers, to take the main responsibility for answering the Committee’s questions about topics, which relate mainly to the Council’s activities.

**A constructive atmosphere**
Meetings of the Committee will be constructive, and not judgmental, accepting that effective overview and scrutiny is best achieved through challenging and constructive enquiry. People giving evidence at the Committee should not feel under attack.

**Respect and trust**
Meetings will be conducted in a spirit of mutual respect and trust.

**Openness and transparency**
The Committee’s business will be open and transparent, except where there are sound reasons for protecting confidentiality. In particular, the minutes of the Committee’s meetings will explain the discussion and debate, so that it could be understood by those who were not present.
Consensus
Members of the Committee will work together and, while recognising political allegiances, will attempt to achieve consensus and agreed recommendations.

Impartial and independent officer advice
Officers who advise and support the Committee will give impartial and independent advice, recognising the importance of the Scrutiny Committee in the Council’s arrangements for governance, as set out in the Constitution.

Regular review
There will be regular reviews of how the overview and scrutiny process is working, and a willingness to change if it is not working well.

Programming and planning
The Scrutiny Committee will have a programme of work. Members will agree the topics to be included in the work programme, the extent of the investigation to be undertaken in relation to resources, and the witnesses to be invited to give evidence.

Managing time
The Committee will attempt to conclude the business of each meeting in reasonable time. The order of business will be arranged as far as possible to minimise the demands on the time of witnesses.
DECLARATIONS OF INTEREST AT MEETINGS

Members are asked to declare any interests they have in the meeting. Members are required to identify the nature of the interest and the agenda item to which it relates.

- In the case of other interests, the member may speak and vote on the matter.
- If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed.
- If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting.
- Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.
- In any case, members have the right to remove themselves from the meeting or the voting if they consider, in the circumstances, it is appropriate to do so.

Should Members have any concerns relating to interests they have, they are encouraged to contact the Monitoring Officer (or Deputy) or another member of the Democratic Services Team in advance of the meeting.
SCRUTINY COMMITTEE

Minutes of a meeting of the Scrutiny Committee of South Norfolk District Council held at South Norfolk House, Long Stratton on 30 September 2015 at 9.30 am.

Committee Members Present: Councillors: L Neal (Chairman), T Lewis, B Duffin, D Fulcher, C Gould, K Kiddie, G Minshull and J Wilby

Apologies: Councillor: B Bernard

Substitutes: Councillor: M Gray (for B Bernard)

Cabinet Members in Attendance: Councillors: K Mason Billig and L Hornby

Other Members In Attendance: Councillor: N Legg

Others in Attendance: Mr P Camamile (Chief Executive of Norfolk Rivers Internal Drainage Board)
Mr G Brown (Flood and Water Manager, Norfolk County Council)
Ms K Lindsay (Environment Agency)

Officers in Attendance: The Director of Community Services (P Boyce), the Head of Environmental Services (B Wade) and the Scrutiny Officer (E Goddard)
1146 DECLARATIONS OF INTEREST

The following members declared “other” interests in the matters listed below.

<table>
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<tr>
<th>Councillor</th>
<th>Minute</th>
<th>Declaration</th>
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| C Gould    | 1148   | SNC representative on the Waveney, Lower Yare & Lothingland IDB
|            |        | Former member of the Norfolk Rivers IDB                                     |
| T Lewis    | 1148   | Former member of the Norfolk Rivers IDB and the Waveney, Lower Yare & Lothingland IDB |
| M Gray     | 1148   | Member of the Broads Authority
|            |        | Member of the Norfolk Water Management Partnership Strategic Forum           |
| L Neal     | 1148   | Member of the Norfolk Water Management Partnership Strategic Forum           |

1147 MINUTES

The minutes of the meeting of the Scrutiny Committee held on 3 July 2015, were confirmed as a correct record and signed by the Chairman.

Arising from Minute 1145, the Scrutiny Officer stated that although there had been a delay in arranging a meeting for Chairmen, Vice Chairmen and lead officers of the policy committees to discuss their work programmes, this would be done shortly, and that all had been advised that policy committees should not be reviewing their own policies as this was the role of the Scrutiny Committee.
REVIEW OF THE WORK OF THE NORFOLK RIVERS INTERNAL DRAINAGE BOARD

Following brief introductions from the Head of Environmental Services and Cllr Mason Billig, Mr P Camamile, Chief Executive of Norfolk Rivers Internal Drainage Board (NRIDB), provided members with a presentation which detailed the history, the ongoing work and the future plans of the Internal Drainage Board.

The Committee was advised of the changes in the management of water and drainage which had gradually taken place over the past 20 years, including the decrease in Government funding, rising public expectation and ageing infrastructure, which had all impacted on the level of spending available to the Environment Agency and diminished their resources to deliver work on anything other than high and medium consequence main river systems. Mr Camamile stressed that legislation was unlikely to be changed in the foreseeable future and, due to the rising need and cost of maintenance and the decreasing level of funding, a proactive approach was needed to ensure that low consequence main river systems could also be maintained and improved. Members were advised that, as the Environment Agency had been forced to withdraw resources from the maintenance of low consequence main rivers, much pressure had been put on them to ‘de-main’ several of these, so maintenance could instead be carried out by water management companies.

Members considered a proposal from the NRIDB which, it was intended, would enable the Council to achieve better value for money. Mr Camamile spoke of the benefits of the IDB extending the area of their hydraulic watershed catchment, without increasing the levy payable by SNC. The Committee was asked to consider a proposed pilot to trial this approach in two river catchment areas which largely fell within South Norfolk. The possible benefits of the proposal were presented to members, including the potential generation of income to pay for improved services including a more integrated local Flood and Coastal Eroding Risk Management (FCERM) service, the possible additional revenue generated from occupiers of agricultural land in the upland areas, and the potential income from additional financial contributions and commuted sums from developers for managing additional run-off (£74k per impermeable hectare) and advising on, adopting and thereafter maintaining Sustainable Drainage Systems (SuDS) in the upland areas.

The Committee also considered the risks of the proposal, which included the possibility that the Special Levy might increase for the Council if existing resources were insufficient to deliver IDB inspirations and new income streams did not materialise. Mr Camamile reassured members that this risk was not highly significant as, should the situation arise, SNC would have the option to decline an increased levy and that work would be delayed until funding became available.

The Committee heard from Mr Brown, the Flood and Water Manager, Norfolk County Council, who advised members that Norfolk was a high flood-risk area. He explained how the County Council worked closely with the IDBs, and how it prioritised its approach and allocated funding to give the greatest benefit and to alleviate risk from existing structures and to ensure that new properties did not bring new risks.
Members discussed the Special Levy paid annually to the NRIDB and were advised that the calculation for this was based on rateable values in 1990 and that these were fixed in the Land Drainage Act. In response to a member’s question regarding the allocation of the special levy paid by South Norfolk Council to the NRIDB, Mr Camamile stated, although he did not have the figures readily available, all details of the Board’s spending could be found on the NRIDB’s website.

Ms Lindsay, Environment Agency (EA), addressed the Committee and spoke of the pressures on the EA to maintain the river systems. She confirmed that, as there was not sufficient funding to maintain lower risk main rivers, it would be preferable to demain a number of them to enable the IDBs to carry out works, as required. She advised that the pilot work would enable all parties to ascertain the advantages and disadvantages of the proposal.

In response to a member’s question regarding the first stages of the pilot, Mr Camamile explained that a working group would be set up and that the Regional Flood and Coastal Committee would be consulted for their opinions and to provide a steer for the project.

The Chairman thanked Mr Camamile, Mr Brown and Ms Lindsay for their input and, after discussion, it was:

RESOLVED

   to note the work of the Norfolk Rivers IDB including its proposals for future working.

1149 SCRUTINY WORK PROGRAMME AND THE CABINET CORE AGENDA

Members noted the Scrutiny Committee Work Programme and the Cabinet Core Agenda.

(The meeting concluded at 11.20am)

Chairman
Market Towns Initiative

Report of the Market Towns Coordinator
Cabinet Member: (Martin Wilby, John Fuller)

CONTACT
David Disney
ddisney@s-norfolk.gov.uk
1. Introduction

1.1. This report reviews the progress of the Council’s Market Towns Initiative (covering Diss, Harleston, Loddon and Wymondham) and references how it is proposed to develop the next phase of the initiative.

1.2. It also serves to give the Scrutiny Committee the opportunity to gauge the views of the Town Teams themselves on the progress of phase 2 of the initiative following the appointment of the Head of Growth and Economic Development and the Market towns Coordinator.

1.3. The report will also detail the liaison between the Council and Barclay’s Bank PLC regarding bank closures and the ability of this Council to mitigate the effects and collaborate in providing alternative arrangements.

1.4. The report seeks to agree the continuation and further development of the initiative.

2. Background

2.1. The Market Towns Initiative (MTI) has had success so far through Phase 1 including

- The establishment of strong Town Teams that have shaped the programme of events and interventions.
- The creation of a strong “brand” for each of the Market Towns based on the unique offer they present.
- A series of town centre events that have drawn in large numbers of visitors.
• The improvement of the street scene, including signage, information maps and increased street cleaning.

• The increase in capacity of high street shops using the Retail Skills Academy

2.2. Phase 2 was introduced following the need to address a number of issues identified.

• The need to deliver growth in our Market Towns in a manner that integrates the new housing areas into the existing town community.
• Need for a greater emphasis on drawing visitors to the towns, and increasing tourism.
• There is a need to widen the scope of the MTI, to include all sectors of economic growth and not solely focus on retail.
• Need for town teams to be sustainable in the long term, with a higher degree of autonomy.
• The need to start “future proofing” our market towns to ensure they evolve to maximise their contribution to economic growth.
• Changes to the Council’s approach to Community Development.
2.3. Revised Objectives of Phase 2 which will run until March 2016

- **To ensure our market towns have economic vibrancy and vitality.** We want to encourage and promote the economic and commercial vitality of the towns, which will not only serve residents but also benefit the rural areas surrounding the towns.

- **To develop projects that can maximise the investment from external funding opportunities.** We want to use our investment of the New Homes Bonus to draw in additional funding into the district and to use growth to support our communities.

- **To protect and improve the high-quality environment of the towns.** We want to facilitate growth in our market towns to meet the needs of current and new residents, in a way that protects and enhances the distinct character of each of the towns.

- **To make our towns attractive and popular destinations for visitors and tourists.** We want to promote the market towns individually and collectively to visitors, increasing the footfall and spending in the town centres.

- **To create a socially inclusive and caring communities in our market towns.** We want to ensure our towns have strong communities, which are self-supporting, embrace existing and new residents and take on the responsibility for developing their well-being.
2.4. SNC Internal Organisation.

The realignment of the Communities Team introduced the post of Head of Growth and Economic Development as the strategic lead for the MTI work and the MTI Coordinator role to lead the initiative on a day to day basis. The Market Towns Co-ordinator would be the lead officer for the Market Towns Initiative, and would serve as the point of contact between the Council and the Town teams. It was proposed that this lead post is supported by the members of the Economic Development Group (which is made up of the Economic Development Officer, the funding Manager, heads of service and other senior officers, chaired by the Director of Growth and Localism).

2.5. New Homes Bonus Investment. (NHB)

It was recommended that the NHB be split in two ways.

- The first is a top slice of the NHB budget to fund South Norfolk Council’s contribution to local Action Plans developed by the Town Teams with help from SNC officers as required. The investment of £20,000 per town was designed to “kick start” the locally identified projects designed to improve footfall and economic growth.

- In addition, SNC would have its own programme of investments across the Market towns in line with its core priorities and would differ from town to town.
2.6. Relevant Action Undertaken

As detailed in the report to this committee on the 8th April 2015 the MTI Coordinator has established an ongoing partnership with the Town Teams in each Market Town. The role has involved attending all of the meetings of the teams where possible involving before, during but mostly after business hours and has enabled an active participation at each helping to formulate, plan and deliver strategies, events and activities across the Market Towns and their hinterlands. The complete immersion into the fabric of the teams has led to a mutual trust and understanding between the Coordinator and the committees and this we believe will be invaluable as we work towards developing the project further.

2.7. A campaign on the high streets in the towns themselves saw the Market Towns Coordinator visit retailers within the towns in an effort to build a relationship of interest and support for their businesses and the town in general.

2.8. A series of workshops to deliver the core messages of the MTI 2 to both retailers and town team representatives saw presentations by a number of officers to 65 attendees outlining the strategy and included the release of the marketing toolkits which enabled retailers to utilise the jointly developed branding.

2.9. Also announced was the Independent Retailer Award programme which would allow customers in each town to vote for their favourite retailer in each of three categories requiring retailers to utilise the skills picked up at the Retail Academy Workshops held during 2014.

2.10. The workshops highlighted the desire to share best practice amongst the teams across the four towns and this gave rise to the Market Towns Initiative Conference and Retailers Awards ceremony in February and provided the opportunity for invited retailers and team members to network with other town teams, to gain the latest intelligence on small business issues such as advertising and marketing, obtaining press coverage, business grants and funding and making the most of social media.
3. Current Position

3.1. The MTI Phase 2 has clearly helped to stabilise the relationship between the Town Teams and the Council and has enabled the teams to grow and develop with a wider skillset and play a part in determining their own strategies for local projects. Again the report from 8th April 2015 lists the individual town team’s current position and development, and whilst very different in their individual make-up and status, the teams all share a common aim - to increase footfall in the Market Towns to encourage economic development, and engage with their local community.

3.2. A full programme of town centre events is now rolling out in each Market Town, increasingly planned, organised and delivered locally by the Town Teams with help from the MTI Coordinator and the support of the 20k top slice funding including:

- Loddon Scarecrow Festival
- Loddon Victorian Christmas
- Easter Bear Trail
- Wymondham’s Got Talent
- Wymondham Carnival
- Light up Wymondham
- Wymondham Traditional Christmas
- Tour of Britain Cycle Race
- Wymondham in Bloom
- Wymondham Flag Force
- Wymondham Medieval Day
- Dig Diss
- Diss Fest
• VE Day celebration
• Bee Inspired
• Diss Carnival
• Midsummer Heritage Fair and Vintage Car Rally
• Merefest
• The Marvellous Imaginary Menagerie
• Waveney Valley Food and Drink Festival
• St. Nicholas Christmas Fair and Lights Switch On
• Diss Cyclathon
• The Great Gourmet Blowouts
• Diss garden Market
• Proms in the Park
• Egg Super Trail
• Over the Rainbow Harleston
• Valentine’s Day Harleston
• Pancake Race Harleston
• Wiz around Oz
• Antiques Fair Harleston
• Midsummer Street Party
• Open Gardens
• Heritage Open Days
• Ghost Walk Harleston
• Harleston Christmas Market
3.3. MTI investment has unlocked substantial external funding. A £400,000 pledge to The Diss Heritage Triangle project has leveraged a £1.65m Heritage Lottery Fund which will see the project completed and operational by the spring of 2017 and has considerable input from this Council.

3.4. Following a winning procurement bid, a similar plan to enhance the shopping area of Wymondham Town Centre will shortly see a Town Centre architect design a series of measures to improve the area which we hope will also unlock potential additional funding streams to support what is anticipated to be a £250,000 plus project.

3.5. In addition to the work completed in the towns by the teams in conjunction with the MTI Coordinator, the Initiative has also enabled the following projects to be delivered.

- 5 Community Action Funds
- 46 Members Wards Funds
- Handy Person Scheme
- Community Coach Bursary Scheme
- Retail Skills Academy Training
- Job Clubs
- Visit Norwich collaboration
- SNoS Roadshows
- Safe and Well Scheme
- WW1 Commemoration Workshops
- South Norfolk Local Flavours
- Community Litter picks
- Graffiti Removal Scheme
- Norfolk and Norwich Festival
• Better Broadband
• Princes Trust
• Family Champions
• AMT Benchmarking Surveys
• Shop South Norfolk project
• East Anglian Film Archive/Chronicle storytelling
• Retailer Awards Programme
• MTI Conference
• Waveney Valley Food Festival

3.6. The MTI Coordinator has presented the message of this Phase to Breakfast Forums, Town Team Meetings, represented the Council on Radio Norfolk, at Town Councils, Trust AGM’s and will also be a speaker at the Public Policy Exchange Conference in London in December to champion the initiative on a National platform.

3.7. The last report outlined the intention to work with the Head of Growth and Economic Development in defining a target list of companies who are deemed as targets for growth. This work has led to the creation of a new post within the team which will target both these companies and oversee the development of the Business Lounge at Rosebery Park in Poringland.

3.8. Collaboration with Visit Norwich has provided local business with the opportunity to benefit from their marketing capability with the offer of a free 6 month trial of the web based service. Their social media and PR capability has had positive results in driving footfall to events such as the Easter Bear Hunt which had over 1100 families take part. An SLA is in place with Visit Norwich and the outcomes are being monitored. The Head of Growth and Economic Development regularly attends the Visit Norfolk board meetings to represent the interests of the Market Towns and South Norfolk generally and this activity will increase further in the future to develop the growing tourism focus for the MTI.
3.9. We also reported on the development of our Digital Platforms which has already begun with the Digital Storytelling Project widely publicised in the press recently. This is a collaborative project with the East Anglian Film Archive and Suffolk based company Chronicle and will consist of a series of workshops involving residents pulling together stories of significant events or memories that have taken place in our Market Towns. This when supported with photographs and film footage will produce a number of short videos which will be hosted on a website and will become the first of a series of platforms designed to create a unique visitor experience and town wide facility for both business and community.

3.10. Following the closure of the Action for Market Towns organisation which provided the benchmarking surveys used for footfall information, it was decided that rather than invest in a new consultant survey which would only provide more new data, we should undertake a study ourselves trying to replicate the methodology we believe used before. We are aware that these show no account of evening and weekend trends, have no capability of recording on-line trade or indeed anything other than a snapshot of daytime footfall during ten minute periods, but we have to provide some sort of comparison.

3.11. We plan to overcome the certain inaccuracy of this year’s count by replicating the exact same methodologies ourselves next year, when we will be able to accurately compare like for like. With the advent of the Wi-Fi digital infrastructure we anticipate moving forward to being able to provide real time accurate counts which will provide us with the proper information we need, reflecting the real time impact of events, the evening footfall and any peaks and troughs we should address.

3.12. Against this background, National Footfall figures even in the face of the recovery have been falling month on month. Some areas of the country are suffering more than others, with shopping malls faring better than high streets. UK Markets Index shows an annual decline of up to 20% overall, excluding malls and supermarkets and when isolating smaller Market Towns the figure is down by 35%. South Norfolk has fared better than average, especially Diss which is bucking the trend by an increase of 11% overall. Loddon has fallen by 27% and Wymondham and Harleston by 34% respectively according to the manual count carried out earlier this year compared to the AMT figure. Certainly the feel good factor that followed the Retailer Awards seems to have boosted morale and we trust the upcoming Christmas campaign will continue the momentum.
3.13. Following the closure of the Barclay’s Bank branch in Long Stratton, local members expressed concern about the impact on the local community, and furthermore what the banks strategy moving forward might be.

3.14. Initial discussions around representatives of the bank attending scrutiny to update members was met with a degree of reticence, and therefore an informal meeting was held between the Branch Manager Team Leader and the Head of Corporate relations from the bank and the Head of Growth and Economic Development and MTI Coordinator from the Council.

3.15. After outlining the concerns regarding the current arrangements and potential future policy, a frank discussion took place about steps the two organisations might take to mitigate the impact of any future closures.

3.16. The explanation that closures were clearly a commercial decision based on declining footfall trend analysis, the massive increase in digital banking and proximity to alternative branches, was thoroughly discussed.

3.17. Apart from the obvious concerns for local customers and staff, the Council questioned the decreasing Bank presence in our High streets, the effect on footfall and the general perception and image of both the bank and the effect this may have on both current and future residents.

3.18. The potential for business operators and residents to receive mentoring in the use of digital banking was explored and collaboration is very much what the bank would be hoping for. It was also requested that at perhaps a very senior level, more advance notice of impending decisions affecting our area, might allow us to put some mitigating proposals together to minimize the impact on our residents.
3.19. It might be feasible that the Council is involved in early stage discussions to enable the provision of alternative ATM facilities to be organised and the potential to establish enhanced facilities at Post Offices for example, and the exploration of further collaboration has been fed back to the head office.

4. Conclusion

4.1. The MTI has established itself as the fundamental implementation of Economic Development in the Market Towns. The partnership between the Council and the Town Teams has delivered projects and events that would almost certainly have not been possible without seed funding and mentoring support from the initiative. The future development seeks to use this momentum to deliver a more strategic path for the MTI, but widen the scope to enable scalability.

4.2. The next phase of the MTI is planned to steer the emphasis towards self-sustainability and importantly self-determination for the Town Teams, with focus on a series of support services from the Council which will in themselves provide a commercial opportunity enabling the initiative to reach to other localities.

5. Recommendation

5.1 That the Scrutiny Committee notes the contents of this report.
Agenda Item 7

Scrutiny Committee
18 November 2015

An update on Council run public conveniences

Report of the Director of Community Services

Cabinet Member:

Councillor Martin Wilby
Deputy Leader

CONTACT
Paula Boyce 01508 533705
PBoyce@s-norfolk.gov.uk

South Norfolk Council
Working with you, working for you
1. Introduction

1.1. Following consideration of a report to Scrutiny Committee in March 2015, this report provides Members with a further update in relation to the modernisation programme of South Norfolk’s public conveniences and sets out proposals taking shape locally to operate and maintain these facilities from 2016/17 onwards. The report, covers an update on information pertaining to:

- discussions regarding the local operation and management of each facility;
- the planned programme of refurbishment; and
- customer feedback received since March 2015.

2. Background

2.1 Whilst the provision of public conveniences is a discretionary service, South Norfolk Members have taken the decision to invest in a programme of modernisation of existing facilities in the six towns to help support the economic prosperity of our towns by maintaining good access to modern accessible toilet facilities. Part of the remit of this capital investment will ensure the sustainability of each facility in terms of local cost effective ongoing operation and maintenance.

2.2 To support the ongoing availability of public conveniences, officers have commenced local discussions regarding the transfer of ownership to suitable local organisations with a view to facilities being operated locally.

2.3 In terms of how best to invest in toilet facilities officers are also assessing how best to modernise the viable toilet blocks to ensure they are easy and cost effective to clean, maintain and use and that they are both Disability Discrimination Act 1995 (DDA) compliant and remain in-keeping with the local street scene. Once toilets have been renovated, the proposal is to
transfer the assets that remain as public conveniences to local operators as set out above together with a five-year package of funding via a legal agreement or Service Level Agreement (SLA) between the council and the nominated local service provider for each facility. The aim being to ensure facilities can be kept running as modern public conveniences that will deliver a fair, equitable and proportionate deal for council tax payers.

3. Current Position

3.1 As a reminder, the Council own the buildings and land in respect of seven public conveniences and currently manages and cleans them directly (excluding Hingham’s facility which is currently funded by SNC with cleaning arranged by Hingham Town Council). They are located at:

- Harleston - Bullock Fair car park, with disabled and baby changing facilities.
- Loddon - The Staithe car park, Bridge Street
- Loddon - Church Plain, High Street with disabled facilities.
- Hingham - Market Place, with disabled facilities.
- Diss - Meres Mouth, (behind the Tourist Information Centre, Mere Street), with disabled facilities.
- Long Stratton - Swan Lane car park, with disabled facilities. We lease the car park and the electricity sub.
- Wymondham - Market Street, with disabled and baby changing facilities.

3.2 The table below sets out progress to date in relation to the Council’s modernisation programme and local discussions regarding ongoing responsibility for each toilet block.
<table>
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<th>Facility</th>
<th>Current position</th>
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| Harleston | • New automated block installed in February 2015.  
             • The new block had received complaints and vandalism during its first months of operation though complaints have now diminished and there have been no recent incidences of vandalism reported.  
             • Initial installation and operational teething issues have been resolved and with ten month’s experience, the mechanisation side of the block has been improved and simplified. New signage has been installed recently to ensure users understand how the automated flush and door opening etc. operates.  
             • The cost of maintaining the block has remained lower than the old block it replaced although manual cleaning has continued to enhance the user experience.  
             • The user charge of 20 pence is predicted to generate a net income of approximately £2,000 over 12 months which helps to off-set running costs.  
             • The old building currently remains closed. Discussions are however progressing with Harleston Information Plus supported by the Town Council to promote reuse of the old building. The proposal is for HIP to potentially lease the old building for use as a local heritage & information centre for Early Help services working with SNC and its partners. |
| Loddon Staithe | The Council is requesting that Loddon Parish Council take over the ownership of a refurbished Loddon Staithe public convenience building to include a chargeable shower and DDA facility.  
Should the Parish Council decide not to take-on the public convenience block, SNC will endeavour to find another local agency willing to do so. If this is not possible SNC’s next course of action would be unfortunately to close the block with a view to reusing the asset.  
Should Loddon Parish Council agree to take over the Loddon Staithe toilets the asset would be transferred from 1st April 2016 or on completion of the refurbishment works. The transfer to the Parish Council will include a commuted sum to cover 5 year running costs.  
Officers will provide a further update on the proposal with Loddon Parish Council at the meeting. |
| Loddon Church Plain | Loddon has a second toilet block which would require substantial costly modernisation of what is a limited sized unit. Therefore subject to completing the refurbishment of the Staithe block, the proposal is to cease operating the Church Plain asset as public conveniences.  
Given the asset would require significant investment, it is considered that investing in the Staithe block would provide the greatest benefit for Loddon's economic prosperity.  
In ceasing use of the Church Plain block as toilets, there is the option of recycling the building into a commercially tenanted property to support the local economy. |
<table>
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<th>Hingham</th>
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<tr>
<td>- The Council is requesting that Hingham Town Council take over the ownership of the Hingham public convenience building.</td>
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<tr>
<td>- Should the Town Council decide not to take-on the public convenience block, SNC will endeavour to find another local agency willing to do so. If this is not possible SNC’s next course of action would be unfortunately to close the block with a view to reusing the asset.</td>
</tr>
<tr>
<td>- Should the Town Council agree to take over the Hingham toilets the asset would be transferred from 1st April 2016 together with a commuted sum to cover 5 year running costs.</td>
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<td>- The current condition of the asset is good and the design of the building is in-keeping with the local town. Assuming agreement is reached with the Town Council, minor refurbishment will be carried out prior to the transfer.</td>
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<td>- Officers will provide a further update on the proposal with Hingham Town Council at the meeting.</td>
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### Diss
- As part of Diss Town Council’s Heritage Triangle re-development project, there is agreement for the Town Council to take over the operation of a toilet block at Meres Mouth including ongoing maintenance and cleaning.
- Officers are currently assessing the condition of the existing block and thereafter further discussions will take place with the Town Council.

### Long Stratton
- Initial discussions with the Parish Council are due to take place regarding this asset in December.
- The building itself stands alone near to the local shopping area and is in need of minor refurbishment should it remain a public convenience.
Initial discussions with the Town Council are due to take place regarding this asset in December.

The building itself fits well with its local surroundings. However the block is in need of refurbishment owing to the open internal design, structure and grouting etc. causing ventilation and cleaning issues.

3.3 In terms of customer feedback, the table below summarises the issues raised since March 2015:

<table>
<thead>
<tr>
<th>Location</th>
<th>Quantity/Issues raised 1 March 2015 – 9 November 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harleston - Bullock Fair car park</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>(April) The design of the building, lack of shelter in inclement weather</td>
</tr>
<tr>
<td></td>
<td>(April) Charge for service, difficulty with user instructions</td>
</tr>
<tr>
<td></td>
<td>(July) Access and hard to use for elderly</td>
</tr>
<tr>
<td></td>
<td>(July) Hard to use for elderly, instructions not clear</td>
</tr>
<tr>
<td></td>
<td>(Nov) Cleanliness on entry, design of building, lack of consultation, reinstate old block</td>
</tr>
<tr>
<td></td>
<td>(Nov) Charge for service, request to reinstate old block as toilets</td>
</tr>
</tbody>
</table>
4. Financial implications

4.1 A capital allocation of £750,000 was agreed in 2015/16 of which £77,200 has been spent to date on Harleston’s replacement block. The remaining budget will be used to fund 5-year commuted sums with local organisations for ongoing operation of the viable blocks and the overall refurbishment programme.

5. Risks and implications arising

5.1. Should SNC be unable to find an organisation to take over the running of each viable public convenience, SNC will explore options to recycle the asset for commercial use to support the local prosperity of each market town.

6. Recommendation

6.1. Scrutiny Committee to note the Council’s approach as highlighted in the Report and request local Members work to ensure the viability of each asset on a case by case basis to support local prosperity.
In setting future Scrutiny TOPICS, the Committee is asked to consider the following: T imely – O bjective – P erformance – I nterest – C orporate Priority

T  Is this the right time to review this issue and is there sufficient Officer time and resource to conduct the review? What is the timescale?

O  What is the reason for review; do officers have a clear objective?

P  Can performance in this area be improved by input from Scrutiny?

I  Is there sufficient interest (particularly from the public)? The concerns of local people should influence the issues chosen for scrutiny.

C  Will the review assist the Council to achieve its Corporate Priorities?

<table>
<thead>
<tr>
<th>Date of meeting</th>
<th>Topic</th>
<th>Organisation / Officer / Responsible member</th>
<th>Objectives</th>
<th>Method(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 14 Dec 2015</td>
<td>Your Priorities: Ensuring Actions in 2016/17 Workshop</td>
<td>All SLT &amp; Senior Managers and All Cabinet members</td>
<td>All Members to review the draft Directorate Plans 2016/17 and make recommendations to officers in an informal workshop environment. This is a great opportunity for members to find out what work is planned for the coming year and influence the direction of the Council and where resources are allocated.</td>
<td>All-member workshop</td>
</tr>
<tr>
<td>21 Dec 15 (Mon)</td>
<td>No items scheduled</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Feb 2016</td>
<td>Benefit claims processing</td>
<td>Corporate Customer Services Manager &amp; Cllr Y Bendle</td>
<td>For members to consider how the Council is performing in relation to processing benefits claims. The Committee to make recommendations as necessary in relation to any improvements that may be required in this area.</td>
<td>Officer report</td>
</tr>
<tr>
<td>17 Feb 2016</td>
<td>2016/17 Budget</td>
<td>Director of Business Development &amp; Cllr M Edney</td>
<td>For Scrutiny Committee to consider the Council’s 2016/17 budget and the recommendations of Cabinet and further for the Committee to make its own recommendations to Council regarding the budget for consideration at its meeting at the end of February 2016.</td>
<td>Officer report</td>
</tr>
<tr>
<td>3 Mar 2016 (Thurs)</td>
<td>To be held in event of call-in only</td>
<td></td>
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<tr>
<td>6 April 2016</td>
<td>Scrutiny Annual Report</td>
<td>Scrutiny Officer &amp; the Scrutiny Committee Chairman</td>
<td>For members to consider the Annual Report of Scrutiny Committee ahead of consideration at the Council AGM.</td>
<td>Officer report</td>
</tr>
<tr>
<td>18 May 2016</td>
<td>Health and Wellbeing Strategy review</td>
<td>Housing and Public Health Manager and Cllr Y Bendle</td>
<td>For the Committee to review the Council’s Health and Wellbeing Strategy that was adopted in June 2014. Members to assess the impact of the Strategy and outcomes achieved and consider making any recommendations as appropriate as a result of the review.</td>
<td>Officer report</td>
</tr>
<tr>
<td>18 May 2016</td>
<td>Early Help Hub review</td>
<td>Early Intervention Manager and Cllr Y Bendle</td>
<td>For members to review the outcomes achieved by the Early Help Hub and to evaluate the plans for the future. Members to receive the views of agencies involved in the Hub regarding how the joint approach has affected outcomes for individuals and families. Members to make recommendations as appropriate.</td>
<td>Officer report</td>
</tr>
<tr>
<td>Date of meeting</td>
<td>Topic</td>
<td>Organisation / Officer / Responsible member</td>
<td>Objectives</td>
<td>Method(s)</td>
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<tr>
<td>28 June 2016 (Tues)</td>
<td><em>No items scheduled</em></td>
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<tr>
<td>3 Aug 2016</td>
<td><em>To be held in event of call-in only</em></td>
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<tr>
<td>28 Sept 2016</td>
<td><em>No items scheduled</em></td>
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</tr>
<tr>
<td>10 Nov 2016 (Thurs)</td>
<td>Review of Leisure Centre Refurbishments</td>
<td>Head of Leisure and Cllr M Wilby</td>
<td>For members to receive details of usage, income and membership figures since the Diss and Wymondham Leisure Centres have been refurbished. The Committee to evaluate the impact of the refurbishments and whether the outcomes have met targets set and delivered an increase in membership numbers and usage in comparison to previous figures. Members to make recommendations as appropriate.</td>
<td>Officer review</td>
</tr>
<tr>
<td>21 Dec 2016</td>
<td><em>No items scheduled</em></td>
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<td></td>
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</tr>
<tr>
<td>Date</td>
<td>Topic</td>
<td>Responsible Officer &amp; Committee</td>
<td>Resolution and Recommendations</td>
<td>Progress</td>
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</tr>
<tr>
<td>3 July 2015</td>
<td>Neighbourhood Grants</td>
<td>Leah Mickleborough</td>
<td>RESOLVED: to note the Neighbourhood Grants Report and its findings.</td>
<td>No action required</td>
</tr>
<tr>
<td>30 Sept 2015</td>
<td>Review of The Work of the Norfolk Rivers Internal Drainage Board (IDB)</td>
<td>Bob Wade</td>
<td>RESOLVED: to note the work of the Norfolk Rivers IDB including its proposals for future working.</td>
<td>No action required</td>
</tr>
<tr>
<td>Decisions: Key, Policy, Operational</td>
<td>Key Decision/Item</td>
<td>Lead Officer</td>
<td>Cabinet Member</td>
<td></td>
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<tr>
<td>----------------------------------</td>
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</tr>
<tr>
<td>7 Dec</td>
<td>Proposals for A11 Growth Corridor (AGENDA NOTE only)</td>
<td>N Cunningham</td>
<td>J Fuller</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Economic Strategy (AGENDA NOTE only)</td>
<td>J Munson</td>
<td>J Fuller</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Food Enterprise Zone (AGENDA NOTE only)</td>
<td>J Munson</td>
<td>J Fuller</td>
<td></td>
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<tr>
<td></td>
<td>Leisure Pricing</td>
<td>S Goddard</td>
<td>M Wilby</td>
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<td></td>
<td>Corporate Plan 2016</td>
<td>S Dinneen</td>
<td>J Fuller</td>
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</tr>
<tr>
<td>K</td>
<td>Housing Strategy</td>
<td>L Pickering</td>
<td>Y Bendle</td>
<td></td>
</tr>
<tr>
<td>O</td>
<td>Council Tax Support Scheme 2016/17</td>
<td>A Adams</td>
<td>Y Bendle</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Statement of Licensing Policy</td>
<td>A Cox</td>
<td>L Hornby</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Statement of Gambling Policy</td>
<td>A Cox</td>
<td>L Hornby</td>
<td></td>
</tr>
<tr>
<td>O</td>
<td>Homelessness Strategy –The Action Plan</td>
<td>T Cooke</td>
<td>Y Bendle</td>
<td></td>
</tr>
<tr>
<td>O</td>
<td>Norfolk County Council Reimagining Norfolk</td>
<td>D Lorimer</td>
<td>J Fuller</td>
<td></td>
</tr>
<tr>
<td>K</td>
<td>Revisions to the Collection of Community Infrastructure Levy</td>
<td>S Pontin</td>
<td>J Fuller</td>
<td></td>
</tr>
</tbody>
</table>

**COUNCIL 14 DEC**

<table>
<thead>
<tr>
<th>Date</th>
<th>Key Decision/Item</th>
<th>Lead Officer</th>
<th>Cabinet Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 Jan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 Feb</td>
<td>Proposals for A11 Growth Corridor</td>
<td>N Cunningham</td>
<td>J Fuller</td>
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<tr>
<td></td>
<td>Economic Strategy</td>
<td>J Munson</td>
<td>J Fuller</td>
</tr>
<tr>
<td></td>
<td>Greater Norwich Local Plan</td>
<td>A Nicholls</td>
<td>J Fuller</td>
</tr>
<tr>
<td></td>
<td>Performance/Risks/Revenue Budget Q 3</td>
<td>A Mewes/A Goddard/M Fernandez-Graham</td>
<td>M Edney</td>
</tr>
</tbody>
</table>
Key decisions are those which result in income, expenditure or savings with a gross full year effect of £100,000 or 10% of the Council's net portfolio budget whichever is the greater which has not been included in the relevant portfolio budget, or are significant (e.g. in environmental, physical, social or economic) in terms of its effect on the communities living or working in an area comprising two or more electoral divisions in the area of the local authority.