



## COUNCIL

Wednesday, 24 July 2019

### CABINET MEMBERS' REPORT AND OUTSIDE BODIES REPRESENTATIVES' REPORT TO COUNCIL

#### EXECUTIVE SUMMARY

1. To receive the Cabinet Members' Report and the Outside Bodies Representatives' Report to Council, for information.

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| Is the report Open or Exempt? | Open |
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| <b>Wards Affected:</b> | All Wards in the District |
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| <b>Cabinet Member:</b> | Councillor Steve Gallant<br>Leader of the Council |
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## CABINET MEMBERS' REPORTS TO COUNCIL

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| <b>Cabinet Member:</b>  | Councillor Stephen Burroughes, Cabinet Member with Responsibility for Customer Services & Operational Partnerships    |
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### Operational Partnerships & Customer Services

It has been a hectic few weeks in my new position on the cabinet. I have been listening and learning, and spending time with staff both inside and outside the council discussing issues with senior staff to get under the 'skin' and understand exactly how our partnerships work. It is clear to me that the areas under my control are those services that people identify with 'the council', such as getting your bins emptied on time or getting grass cut by Norse or getting in touch with our Customer Experience Teams. We must remember that these services are working for 'all' our communities. Delivering first class innovative services is my priority but also reacting quickly to sort out and resolve issues.

#### Leiston Leisure Centre

Working with my fellow cabinet member, Cllr Smith, we are working to ensure that the redevelopment of our leisure estate continues on target, and on budget. I am pleased to report that the first phase of Leiston Leisure Centre is open and phase 2 will follow later in the year. My thanks to Tim Snook for showing me around. Early indications are that people are responding very positively to the new facility, with over 350 people already having signed up to take out membership within the first two weeks which is good news.

The completion of the redevelopment at Leiston takes the council's investment to over £7 million. We have committed to our leisure partners that they will have state of the art facilities from which to operate and they have a commitment to us to offer the very best management, service & standards whilst maintaining excellent value for money and supporting some of our key priorities.

#### Bungay Pool & Gym

I am also delighted to confirm that – whilst we finish the Leiston development - that Bungay Pool and Gym's complete refurbishment programme is well on track and will begin in September. This will also include renewable energy features on each development, for example electric charging points, solar panels and the potential for water capture technologies. Cllr Mallinder should be pleased!

#### The future

Not just our leisure partners, but I have met with Norse and am working with officers to improve performance and efficiency including how we can work with Norse to improve their use of technology to offer better, more accessible services and to include more recycling & waste reduction. Something I hope to develop with Cllr Mallinder.

## **Customer Services**

I had the pleasure of meeting our Customer Experience Teams at the Marina Customer Service Centre in Lowestoft and was very impressed by their professionalism and commitment to helping our residents. We are working together and getting 'creative' to evolve and innovate how we interact with our customers and how we can improve their 'experience' and contact with us. My thanks go to Emma & David and their teams for all they do. I hope to report back to you how we progress.

## **First Light Festival**

Finally, what a fantastic event held recently in Lowestoft, the 'First Light Festival'. My thanks go to Norse for their exemplary, flexible and committed approach to keeping everywhere clean & tidy & this has shone a light on the benefits of these types of partnerships. Equally encouraging was the fact that members of the public and volunteers also rolled up their sleeves to clean up the beach too - leaving it spotless after thousands of visitors used the beach across the 24 hours.

This shows that in East Suffolk through effective well managed partnerships that we are building a pedigree & strong brand for continued success through our partnerships and all working together.

## **ICT and Digital**

### **Desktop Refresh Project**

A major piece of work for ICT currently is the full desktop refresh project covering the whole authority, this moves all users away from the Citrix environment and onto laptops or PCs as appropriate for their working style. Members have already been issued with new kit as part of their new term induction during May and rollout to all staff will continue through to December this year, covering over 650 users. This currently excludes those working in the Revs and Bens area as they connect to the ARP network and will be dealt with separately.

The desktop refresh project is working through a team each week – already completed in addition to Members are ICT, Democratic Services, Legal, HR, Economic Regeneration, Building Control, SMT/CMT/PAs and Coastal Management.

As part of this rollout, users are also being migrated to the Office 365 world, which will be introduced in a phased way, bringing greater benefits for collaborative working and taking advantage of the most up to date features offered by Microsoft for a corporate working environment. Future phases include Skype for Business, SharePoint (currently Fred), Teams and migrating Nav (our Financial system).

### **Committee Management System**

The CMIS system has been launched with the introduction to Members of the MyCMIS app on their laptop as part of the rollout of new IT equipment and the move to East Suffolk Council. Further work is continuing with CMIS to implement the workflow of report creation with officers to tie in with the rollout of new equipment to enable paperless meetings as much as possible going forward. Good feedback has been received regarding the app and further training is being planned.

## **Webcasting Meetings**

The webcasting system has been installed and Member training on webcasting has taken place during June. A few minor technical issues are currently being resolved. ICT are now working with Democratic Services and the FM providers at both sites to establish protocols, responsibilities, work out the logistics of introducing the concept and provide training to relevant members of staff.

## **Other ICT project work**

Other planned digital implementations and reviews are being undertaken within ICT, including further advancements in mobile working for officers, additional transactional services on our website, upgrading business systems, reviewing legacy processes and streamlining services. A wider overview is being planned for all Members in the next few months. Exciting stuff!

## **Lowestoft Full Fibre Project**

The Suffolk Public Sector Cloud project being delivered by SCC will provide ultrafast broadband (fibre to the premises) to all public sector premises across 10 towns in Suffolk. Lowestoft is one of the 10 towns in the county identified to receive the new full fibre network and will progress in the first phase of the roll out. In addition to public sector buildings, any premises up to 250m away from the new network could be cost effectively connected to the full fibre network as part of the project.

This therefore presents ESC with a unique opportunity to extend the planned fibre network beyond the core Suffolk Cloud network so that all households and businesses in Lowestoft are able to access ultrafast broadband.

ESC is proposing to invest up to £1.9m to extend the Suffolk Cloud core network so that it reaches a number of Lowestoft's key employment sites and residential areas. This level of investment has triggered a further investment by City Fibre, the infrastructure provider, to install the new ultrafast network across the whole of Lowestoft. This investment will create a state of the art fibre communications network which will address and potentially overcome some of the key constraints to economic growth and regeneration in the town, namely its geographical remoteness and poor transport connectivity. In addition to benefitting existing businesses and attracting inward investors in established sectors, it will make the town an attractive location for those businesses that operate at the cutting edge of digital technology and require very secure, resilient and fast connections.

The implementation of full fibre across the whole of Lowestoft supports the objectives of a number of Council led strategies, such as the East Suffolk Business Plan, East Suffolk Economic Growth Plan and the Council's Enabling Communities Strategy.

Contractual negotiations are currently being concluded and it is anticipated that the installation of full fibre in Lowestoft will commence in October 2019 and will be completed by June 2022.

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| <b>Cabinet Member:</b>  | Councillor James Mallinder, Cabinet Member with Responsibility for The Environment                              |
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As emphasised by the Leader's opening statement, the environment is one of the top priorities of East Suffolk. In my appointment as Cabinet Member with responsibility for the Environment, I have taken the approach to look at this portfolio as two separate topics:

- 1) How we as the Council improve our environmental credentials
- 2) How we assist / educate and empower our residents to become more environmentally friendly

Working with my officers, the Environment Group are assessing our current position understanding our strengths and weaknesses. This is taking time but slowly we are building on strong policies inherited from Suffolk Coastal and Waveney and developing and adapting these for East Suffolk.

Waste is also a large part of my Portfolio so again we are looking at our relationship with Norse (working closely with my colleague Cllr Stephen Burroughs) and looking at how we can all improve our abilities to recycle.

The main areas of development are:

- 1) Pilot study in Southwold where we are looking to cut Council managed land less, to allow a diversity of wild grasses and flowers improving the ecology of the area and visually making the area more appealing.
- 2) Assessing our weed control with Norse – looking at different types of spaying – appropriate areas / contamination.
- 3) Assessing Green Fuel for Norse and East Suffolk vehicles.

I have also made sure ongoing projects are supported and encouraged - these have included:

- 1) National Clean Air Day - engaging with adults dropping off children at school to look at methods of transport and making sure car engines are turned off. School children were invited into our offices to become clean air ambassadors to spread the ideas of our initiative.
- 2) Plastic Ambassadors - asking for volunteers from the community to learn from East Suffolk to empower local communities and business to tackle plastic use and recycling

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| <b>Cabinet Member:</b>  | Councillor Craig Rivett, Deputy Leader and Cabinet Member with Responsibility for Economic Development    |
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### **Lowestoft Enterprise Zone**

The Enterprise Zone (EZ) Investment Strategy was completed in May 2018 and recommended a number of development actions and proposals for the East Suffolk sites. Currently the EZ will generate over £10m in retained rates through the lifetime of the project for reinvestment in regeneration and economic growth. Following the recommendations of the strategy we are now progressing development options which could see overall income increase by a further £4m. This activity will also result in increased employment and land regenerated.

In addition to pursuing development priorities, the Regeneration Team will be using EZ income to promote and market the area for potential inward investment. The primary focus will be the offshore energy sector and the significant supply chain that is required to build out the East Anglia Offshore Wind array.

### **East Suffolk Business Festival**

The East Suffolk Business Festival will run over a 10 day period and will connect with the well established West Suffolk Business Festival. The ideal of the festival is to celebrate the East Suffolk Business community and connect all of the business support and training agents together through an events programme, to help drive growth and innovation. The events will be a mixture of already established events and others will be specifically put on for the festival. The Economic Development Team will encourage partners such as business associations to put on events during that period.

The festival aims to create opportunities for businesses to connect with each other and generate leads, to grow their business, widen their knowledge, support training and development and create new employment for the local area. The festival also provides the opportunity to raise the profile of East Suffolk businesses.

The council's role is to bring all the partners together and market the festival. Partners who support the festival will gain free marketing and publicity through the marketing campaign  
Dates - 4<sup>th</sup> November to the 15<sup>th</sup> Inclusive.

This year's festival will be launched by Chris Wade, highlighting the work People and Places have undertaken across East Suffolk.

### **Lake Lothing Quay Heading Survey**

A survey to assess the condition of the quay heading and hardstanding area of the Southern side of Lake Lothing will begin on the 29<sup>th</sup> July. The project includes over 600m of commercial quay heading which could be vital to the town in supporting the growth in the offshore renewables sector. We are aware that up to 2025 there will be around £10bn worth of capital projects in this sector within the region and for Lowestoft to maximise this opportunity good quality quay headings are vital.

The project has been funded by the retained rates scheme to a maximum of £100,000.

The first stage of the project is a review of historical data and visual inspection on the quay, once this is completed phase 2 of the project will begin.

**Normanston Rail Crossing**

This project, to provide a high quality pedestrian cycle bridge over the railway line to link up Harbour Road and Normanston Park (and more widely Oulton Broad with Lowestoft town centre) is about to reach a major milestone. Following the design work completed by Sustrans on behalf of ESC a planning application will be submitted and will be considered at the September Planning Committee meeting. Whilst there are some objections to the new crossing in the very immediate vicinity the vast majority of the feedback so far had been positive with a lot of support being expressed for this additional sustainable transport infrastructure investment.

**Outside Bodies Representatives Reports**

There were no Outside Body Representative Reports on this occasion.

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| <b>RECOMMENDATION</b><br>That the report be received. |
| <b>APPENDICES – None</b>                              |
| <b>BACKGROUND PAPERS – None</b>                       |