



**Riverside, 4 Canning Road, Lowestoft, Suffolk,  
NR33 0EQ**

# Cabinet

## **Members:**

Councillor Steve Gallant (Leader)

Councillor Craig Rivett (Deputy Leader and  
Economic Development)

Councillor Norman Brooks (Transport)

Councillor Stephen Burroughes (Customer  
Services and Operational Partnerships)

Councillor Richard Kerry (Housing)

Councillor James Mallinder (The Environment)

Councillor David Ritchie (Planning & Coastal  
Management)

Councillor Mary Rudd (Community Health)

Councillor Letitia Smith (Communities, Leisure  
and Tourism)

Members are invited to a **Meeting of the Cabinet**  
to be held in the Conference Room, Riverside, Lowestoft  
on **Tuesday, 3 September 2019 at 6.30pm**

An Agenda is set out below.

## **Part One – Open to the Public**

**Pages**

- 
- 1 Apologies for Absence**  
To receive apologies for absence, if any.

**2 Declarations of Interest**

Members and Officers are invited to make any declarations of Disclosable Pecuniary or Local Non-Pecuniary Interests that they may have in relation to items on the Agenda and are also reminded to make any declarations at any stage during the Meeting if it becomes apparent that this may be required when a particular item or issue is considered.

**3 Announcements****KEY DECISIONS**

- |                          |   |                  |
|--------------------------|---|------------------|
| <b>4</b>                 | <b>Corporate Health &amp; Safety Resource ES/0127</b><br>Report of the Cabinet Member with responsibility for Community Health  | <b>1 - 4</b>     |
| <b>5</b>                 | <b>Grass Cutting - A Conservation Approach ES/0126</b><br>Report of the Cabinet Member with responsibility for The Environment  | <b>5 - 16</b>    |
| <b>6</b>                 | <b>First Light Festival ES/0124</b><br>Report of the Deputy Leader and Cabinet Member with responsibility for Economic Development  | <b>17 - 34</b>   |
| <b>7</b>                 | <b>Public Space Protection Orders ES/0119</b><br>Report of the Assistant Cabinet Member with responsibility for Community Health  | <b>35 - 88</b>   |
| <b>8</b>                 | <b>Felixstowe Leisure Centre Redevelopment Options ES/0120</b><br>Report of the Cabinet Members with responsibility for Communities, Leisure & Tourism and for Customer Services and Operational Partnerships, respectively | <b>89 - 118</b>  |
| <b>NON-KEY DECISIONS</b> |   |                  |
| <b>9</b>                 | <b>East Suffolk Environment Task Group ES/0129</b><br>Report of the Cabinet Member with responsibility for The Environment  | <b>119 - 123</b> |
| <b>10</b>                | <b>East Suffolk Food and Health and Safety Service Plan 2019/20 ES/0130</b><br>Report of the Cabinet Member with responsibility for Community Health  | <b>124 - 205</b> |
| <b>11</b>                | <b>Establishment of Community Partnerships ES/0123</b><br>Report of the Leader of the Council and the Cabinet Member with responsibility for Communities, Leisure and Tourism, respectively                                 | <b>206 - 214</b> |
| <b>12</b>                | <b>Worlingham Community Facility - CIL Funding Updated Bid ES/0118</b><br>Report of the Cabinet Member with responsibility for Planning & Coastal Management  | <b>215 - 220</b> |

- 13 East Suffolk Performance Report - Quarterly Performance Quarter 1 (2019-20) ES/0122** 221 - 245  
Report of the Leader of the Council

- 14 Exempt/Confidential Items**  
It is recommended that under Section 100(a)(4) of the Local Government Act 1972 (as amended) the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part 1 of Schedule 12A of the Act.

**Part Two – Exempt/Confidential**

**KEY DECISIONS**

- 15 Proposals relating to the clearance and development of Land at Barnards Way, Lowestoft**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information).
- 16 Land Transactions East Suffolk**
- Information relating to the financial or business affairs of any particular person (including the authority holding that information).

**Close**



Stephen Baker, Chief Executive

## **Filming, Videoing, Photography and Audio Recording at Council Meetings**

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[democraticservices@eastsoffolk.gov.uk](mailto:democraticservices@eastsoffolk.gov.uk)



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**CABINET**

Tuesday 3 September 2019

**CORPORATE HEALTH & SAFETY RESOURCE**

**EXECUTIVE SUMMARY**

This report seeks Cabinet approval to create an additional full-time post of Corporate Health & Safety Advisor to ensure sufficient capacity within the small team to monitor the health and safety compliance of our key strategic partners, contractors and those holding events and activities on Council owned land to ensure that the Council meets its statutory obligations.

Is the report Open or Exempt?	Open
<b>Wards Affected:</b>	All
<b>Cabinet Member:</b>	Councillor Mary Rudd Cabinet Member for Community Health
<b>Supporting Officer:</b>	Phil Gore Head of Environmental Services & Port Health Tel: 01394 444286 Email address: phil.gore@eastsoffolk.gov.uk

**1 INTRODUCTION**

- 1.1 The Council has a statutory obligation to comply with health and safety requirements and this extends to the monitoring of services being delivered on behalf of the Council by its contractors and service delivery partners. At present there are capacity issues within the

Corporate Health & Safety Team and the Contracts Management Team in Operations to fully satisfy these requirements.

## **2 BACKGROUND**

- 2.1 The Corporate Health & Safety Team deliver an essential role for East Suffolk Council. Regulation 7 of the Management of Health and Safety at Work Regulations 1999 requires that “Every employer shall, subject to paragraphs (6) and (7), appoint one or more competent persons to assist him in undertaking the measures he needs to take to comply with the requirements and prohibitions imposed upon him by or under the relevant statutory provisions and by Part II of the Fire Precautions (Workplace) Regulations 1997.” The East Suffolk Council Health and Safety Policy states that the Health and Safety Advisor post holder will fulfil the role of the competent person.
- 2.2 With an evolving Council there are challenges to ensure that health and safety is considered when changes are made and departments diversify to meet the needs of the Council. The Health and Safety Advisor’s role involves the monitoring and review of essential policies, auditing practices and collating and reviewing incident data to learn from any incidents that occur and ensure that the Council can meet its statutory requirements.
- 2.3 There remains a significant area of risk for the Council in the way in which it manages the health & safety compliance of its key service providers such as Norse and our leisure providers as well as gaps in our approach to event management and some health & safety aspects of our estates management. This was highlighted in a recent internal audit report and through the annual corporate health & safety review. In response to the Internal Audit findings new contract management procedures have been put in place and some external consultancy was commissioned to produce detailed audit protocols for the Council to apply to its service providers. Although this piece of work now provides the framework for us to monitor the compliance of our service providers it does not address the issue of capacity and competence to conduct regular audits and report on our partners' performance.
- 2.4 As well as the internal audit findings the HSE has conducted a routine investigation into our management of the waste and recycling contract with Norse, specifically how we satisfy ourselves that our contractor is complying with all health and safety requirements. They have also carried out investigations and made recommendations in respect of our management of HAVS (hand arm vibration syndrome) and asbestos management in our housing stock. These investigations have resulted in a number of Fee for Interventions to cover the HSE’s costs and have identified some areas of non-compliance which the recommendation in this report seeks to address.
- 2.5 Existing resource within the Corporate Health & Safety Team is very limited (1.6FTE) and is fully committed to supporting the Housing Maintenance Team, developing policies and procedures, providing detailed advice and guidance on request and maintaining an overview of the Council's compliance with health and safety requirements. The team comprises one full-time Health & Safety Advisor funded from the Housing Revenue Account supporting the Housing Maintenance Team, 0.5 full-time equivalent covering all other areas of activity of the Council and 0.1 full-time equivalent of management time which has increasingly been drawn into the more complex issues and those involving investigations by the HSE.
- 2.6 The new post proposed in this report will be dedicated to duties within the Operations Service Area including the landlord’s duties in relation to events and activities on Council owned land (although the applications process is handled by the Economic Development Service Area). The post holder will be part of the Corporate Health & Safety Team and managed by the Senior EHO in Environmental Services & Port Health so that it retains

independence and rigour in auditing compliance with legal requirements and to ensure consistency in our approach to health & safety across the Council. We have successfully used this approach for a number of years with the Housing Maintenance team which has a dedicated Health & Safety Officer, funded from the HRA but managed through the Corporate Health & Safety Team.

- 2.7 Recent prosecutions of LAs by the HSE and the new sentencing guidelines demonstrate the expectations on local authorities with regard to compliance and the seriousness with which breaches are treated:
- Tendring DC fined £27,000 in 2018 for failing to control legionella at a leisure centre
  - £230,000 fine and costs for Hull CC for failing to provide an employee with suitable protective footwear.
  - £37,500 fine and costs for Rochdale MBC for work at height breaches
  - Nottinghamshire CC fined £1M when a tractor struck a member of the public.

### **3 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

- 3.1 The Council's business plan sets out our vision to maintain and sustainably improve the quality of life for everyone growing up in, living in, working in and visiting east Suffolk.
- 3.2 Within this overarching vision, there are three key strategic themes one of which is financial self-sufficiency. With recent changes to sentencing guidelines the courts are now imposing much higher penalties on organisations that breach health and safety requirements and consider the level of harm resulting from the breach and the level of culpability of the organisation when setting fines. The courts will also consider an organisation's annual turnover when imposing fines and would expect a council, which is also responsible for enforcing health and safety requirements in certain types of work environment, to set a reasonable standard of compliance itself. Along with higher fines being imposed by the courts, the Health & Safety Executive can now recover the cost of its intervention for non-compliance under the Fee for Intervention requirements.
- 3.3 This has increased the financial and reputational risk to the Council and given recent cases against local authorities, this proposal, although adding some additional cost, will help to protect the Council from the significant financial and reputational risks associated with a breach of health and safety requirements.

### **4 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 4.1 The additional cost of this Band 6 post is £38,118 to £41,673 (including on-costs). If approved the post holder will report directly to the Senior Environmental Health Officer in the Food & Safety Team who currently manages the day-to-day operation of the small Corporate Health & Safety Team. The focus of the post will be to ensure that the Council meets its statutory obligations with respect to contracted out services and event

management on Council land and will work closely with the Head of Operations and the Operations Team.

## **5 OTHER KEY ISSUES**

5.1 An Equality Impact Assessment is not required for this proposal.

## **6 CONSULTATION**

6.1 No external consultation is required for the establishment of this post.

6.2 Internal consultation has already been undertaken through the Council's normal resource request process and Finance, HR and the Strategic Management Team have all approved the request subject to Cabinet approval.

## **7 OTHER OPTIONS CONSIDERED**

7.1 The option of continuing to deliver the internal corporate health and safety service using existing resource has been considered but this option exposes the Council to significant risk from failure to maintain appropriate levels of compliance with statutory health and safety requirements particularly in relation to the compliance of our partners and contractors who deliver services on behalf of the Council and to ensure the safety of events being held on Council land.

## **8 REASON FOR RECOMMENDATION**

8.1 To ensure sufficient capacity within the Corporate Health and Safety Team to audit the health and safety performance of our key strategic partners, contractors and those holding events on Council land.

### **RECOMMENDATIONS**

That Cabinet approves the establishment of an additional Band 6 Health & Safety Advisor post within the Corporate Health & Safety Team.

### **BACKGROUND PAPERS**

None



## CABINET

Tuesday 3 September 2019

### GRASS CUTTING – A CONSERVATION APPROACH

#### EXECUTIVE SUMMARY

1. Grounds Maintenance services for East Suffolk Council is provided by the council's partner, Norse. The remainder is managed by a combination of Parish, Town, Suffolk County Council, Coastal Management and private landowners. In total, as a District, East Suffolk Council has responsibility a significant area of open space, all of which is managed by Norse.

Public opinion, the recent declaration of the Climate Emergency, the Suffolk Business Plan and our Environment Policy all suggest we should be reviewing in greater detail our grounds maintenance programme. Specifically, concerns have been raised in some localities about the environmental impact of a regular cutting regime (for example, in terms of carbon emissions) and dialogue has commenced between the District and some parish councils to explore alternatives to the current regime.

A number of trials are therefore proposed for 2020, identifying where it may be possible to:

- Reduce the need to spray herbicides
- Promoting wildlife diversity
- Supporting insect populations
- Saving money and divert to other projects

Reducing the carbon footprint, increasing bio-diversity and promoting a greener environment are the key outputs of a revised grounds maintenance programme if successfully delivered.

This document is intended to seek agreement, in principle, to further review the possibilities of a revised grounds maintenance programme to deliver against the above objectives. This document shall outline how we:

- Manage our open spaces currently
- How a new conservation based approach could look like
- What could be our strategy
- How is this aligned to the ESC Business Plan

The request is to approve a small number of pilots, where alternatives to the current cut/trim/ spray programme can be evaluated, in conjunction with Norse, expert bodies, our residents, Parish and Town Councils to promote a greener and more environmentally friendly

grounds maintenance programme. This would be initially trialled over the course of a year to 18 months in a few test locations. The results of which would determine the overall District wide strategy that would be employed.

These small changes that we can make now will make a big difference over time.

Is the report Open or Exempt?	Open
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<b>Wards Affected:</b>	Southwold, Saxmundham
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<b>Cabinet Member:</b>	James Mallinder
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<b>Supporting Officer:</b>	Kerry Blair – Head of Operations Simon Gilbert – Commercial Contract Manager
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## **1 INTRODUCTION**

- 1.1 Norse, the Council's delivery partner, has been providing grounds maintenance services in its current form for a considerable number of years with little variation service (apart from land divestments).
- 1.2 In a climate where increased scrutiny is brought to bear on the environmental impact of the council's activity the council should be looking, where possible, to amend the maintenance schedule to promote greater bio-diversity and reduce our carbon footprint.
- 1.3 Other Local Authorities and indeed Town Councils, including within this District, have amended their grounds maintenance schedule to be further supportive of a more bio-diverse environment.
- 1.4 One of the contentious points is the use of herbicides which amongst other factors has become more prevalent over time.
- 1.5 All of the above shall be explored in further detail below:

## **2 CURRENT MANAGEMENT OF OPEN SPACES – AN OVERVIEW**

### **2.1 Grass cutting:**

- 2.2 In general, depending on the weather, grass cutting on public open spaces in East Suffolk typically will start around mid-March and continue until the season ends (usually October).
- 2.3 The first cut of the season will typically take slightly longer, particularly if grass has remained active during the winter period with the first cutting cycle largely completed around mid-April. If the location is one which is cut at the end of a monthly cycle (as part

of scheduled planning) it will receive its final cut of the year that much later; using the monthly cycle, all areas receive equal attention.

- 2.4 The planned schedule involves dedicated teams focussed on areas throughout the growing season. These teams also undertake occasional urgent works in addition to the schedule.

It should be noted that in recent years the growing season has lengthened with warmer year-round temperatures, there have been occasions where cutting has been carried out earlier and later than the above schedules. Any additional operational consideration for excess growth is undertaken within existing resources.

- 2.5 Norse also carries out grass cutting on behalf of Suffolk County Council on its highway verges within Towns and Parishes, with the majority of additional cuts paid for by East Suffolk Council to “top up” the County set frequency. Highway grass on trunk roads and areas outside of the main towns is generally carried out either by Suffolk County Council or Highways England and will generally be cut less frequently than those in urban areas.

2.6 **Churchyards / Cemeteries:**

- 2.7 Where East Suffolk has responsibility for Churchyards, the grass is cut four times per year, spread over the growing season. This was reduced in recent years as part of an approach which aimed to promote churchyards as areas that could support wildlife.

- 2.8 Some Churches raise additional funds to increase the number of grass cuts, whilst others have used the lower frequency to provide an attractive and more biodiverse enclosed space. In the majority of cases within Cemeteries, burials take place within ‘Lawn sections’ which mean the grass will be maintained approximately every two weeks. Currently herbicides are not utilised around memorials as it is believed this can detract from a cemetery’s overall appearance.

- 2.9 Where areas of grounds in cemeteries have been set aside from a cutting regime, information has been provided on signposts to draw visitor’s attention to why the grass is not being cut, and what types of wildlife and insect life this approach protects.

- 2.10 Due to the restrictions in space, during the process of grass cutting, arisings (cuttings) can sometimes be distributed or blown onto memorials. This is, where possible, kept a minimum and while unavoidable, is less intrusive than using herbicides.

- 2.11 In older sections of cemeteries where burials still take place, cutting is less frequent than ‘Lawns’ but they are still cut on a regular basis.

- 2.12 There are also some areas which by their very nature lend themselves to being managed for the benefit of conservation. These areas will appear longer in order to allow the plants and insects the full benefit to this approach.

2.13 **Herbicides:**

- 2.14 Herbicides, and more specifically Glyphosate, are currently employed by Norse across the district in a number of locations, for example around lamp posts on a highway verge, around park benches, buildings / structures which can dramatically reduce the amount of strimming required. This allows more time to be spent on mowing the verge, and / or allowing resource to be allocated elsewhere and importantly eliminates the damage that strimming could otherwise cause.

- 2.15 Norse are only able to use products which comply with Government legislation and all staff that undertake such operations are licenced to do so.

- 2.16 A number of English councils have banned the application of Glyphosate in its parks and open spaces such as Croydon and Bury Council. The London Borough of Hammersmith

and Fulham are now pesticide free and others such as Hampshire CC are re-examining its use.

- 2.17 Some parishes in East Suffolk have requested that the use of herbicide spraying is kept to a minimum – for example, alongside roads and paths.
- 2.18 **Maintenance Routine:**
- 2.19 In general, depending on the weather, grass cutting for ESC will start around mid March and continue until the season ends (usually October). This provides in the region of 7 – 8 cuts per year across the district and frequency being dependent on weather and growth.
- 2.20 The first cut of the season will typically take slightly longer, particularly if grass has remained active during the winter period with the first cutting cycle largely completed around mid-April.
- 2.21 Before the first cut (typically February) the once and only application of Glyphosate is carried out. (Glyphosate is not used within Cemeteries and Churchyards)
- 2.22 Norse also carries out grass cutting on behalf of Suffolk County Council on its highway verges within Towns and Parishes, with the majority of additional cuts paid for by East Suffolk District Council to “top up” the County set frequency. The existing 3 cuts per year have been reduced to 1 cut per year.
- 2.23 Highway grass on trunk roads and areas outside of the main towns (A & B roads) is generally carried out either by Suffolk County Council or Highways England and will generally be cut less frequently than those in urban areas.

### **3 A NEW MAINTENANCE ROUTINE**

- 3.1 The council is seeking to identify ways in which it’s grounds maintenance programme can sit alongside a responsibility to act as a steward of the local environment. This is important in East Suffolk, where the quality of the natural environment is important for residents and visitors. The following points give some examples of what this commitment looks like in other locations.
- 3.2 **Southwold:**
- 3.3 This year the Town Council, with ESC and the Southwold Common Trust has sought consultation with Norse (whom they have a direct contract with for Town Council assets) to re-profile the grounds maintenance schedule in line with promoting a more bio-diverse environment, for the reasons mentioned above.
- 3.4 Each managed area / site within Southwold has been assessed for possible alternative maintenance routines such as reduced grass cutting from the standard to 2 cuts per year,



introduce volunteer only maintenance (and as such would be less intensive), cuts to be restricted to certain areas leaving other areas to grow as nature intended.

3.5 A consultation shall now take place to decide on the approach, seek fresh ideas and once agreed trial the new maintenance schedule for a year. Any savings would then be re-invested into plants and shrubs for the town.

3.6 **Rotherham Borough Council:**

3.7 For over 3 years Rotherham BC has adopted a more bio-diverse grass cutting schedule. This has resulted in a 'Green Apple' award for Environmental Best Practice and over 250 compliments from the revised scheme.

3.8 The Council's new planting scheme and management of these areas benefits:

- Rotherham's wildlife
- Supports the delivery of the Rotherham Biodiversity Action Plan
- Reduces the level of maintenance required

3.9 The meadow-type habitat of native wildflowers and bulbs with the addition of selected non-native flower species provides nectar, flowers and seeds and food sources for many insects, birds and even some mammals.

3.10 Savings have also been achieved in the region of £23k over a 2 year period for an 8 mile long stretch of road. The primary purpose was not to save money – however this has been a secondary benefit.

3.11 **A New Vision – how could these approaches be translated to East Suffolk?**

3.12 The Plantlife campaign for improved roadside verge management:

<https://www.plantlife.org.uk/uk/our-work/publications/good-verge-guide-different-approach-managing-our-waysides-and-verges>

have produced a document which provides for alternative and (importantly) measurable targets for flora on verges which could be employed for East Suffolk. Included are also some suggested management prescriptions set out in the document which we could look at adopting (page 12-13). The organisation is currently running a roadside verge campaign including verge management for wildlife:

<https://plantlife.love-wildflowers.org.uk/roadvergecampaign>

3.13 In combination with the above a number of other measures should be executed in parallel:

- Agree a Trial Area for a revised programme. A Saxmundham representative has expressed an interest in an alternative maintenance scheme with Felixstowe and Woodbridge having declared a local Climate Emergency. These areas could be tested, subject to their agreement to see what really could be achieved
- The trial area would have a detailed re-assessment of maintenance requirements and to include potentially certain other land management techniques e.g. the deployment of 'Flying Flocks' of grazing sheep might be appropriate to aid natural management, the use of woodchip as an alternative to herbicides. Where the maintenance is carried out in parks and public open spaces a suggested technique could be to maintain short grass on any playing surface and perimeter thereof (e.g. that of a football pitch) to maintain utility for sports, and the perimeter of the wider area together with meanders through to

maintain utility for pedestrians and dog walkers, whilst permitting much of the remainder to grow wild with a single cut once in late summer to create meadow areas.

- Critically the engagement with the Town and Parish Councils is not be underestimated in its importance. They have the lists of land ESC manage and they can liaise with the local community to decide what land they want cutting less and with ESC deciding what is viable. A local volunteer task group, and as mentioned elsewhere, should be established to perform ad-hoc maintenance i.e. littler picks. Parish and Town councils could also perform an audit of wildlife prior to the change in the cutting regime and then on a agreed cycles for 12 - 18 months later. Parish and Town councils would be the first connection with residents explaining the reasoning of change in policy (working along

side the Green Print Forum - education and engagement will certainly be an important factor in the success of this programme).

- All grass to be cut less, unless so required.
- Other factors such as miles driven, fuel consumed, flora and fauna monitoring, public feedback etc. would be recorded.
- In conjunction seek consultation with residents, Town Councils, Parish Councils etc. and local support groups such as Greener Growth.

[www.greenergrowth.co.uk](http://www.greenergrowth.co.uk)

The trial should run for a full growing season (March 2020 to October 2020) with clearly defined and measurable outputs. Importantly we should as well be prepared for:

- a) Failure
- b) Accidents

If successful, the council may wish to extend the revised grounds maintenance strategy throughout the District. This would only be done with the support of Town and Parish Councils and a majority of local residents.

#### **4 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

4.1 The East Suffolk Business Plan has a Vision –

“Maintain and sustainably improve the quality of life for everyone growing up in, living in, working in and visiting East Suffolk”

And to enable

“...our residents to be healthy and to enjoy our coast and countryside; our history, art and culture”

The delivery of the Plan has a three-pronged strategy. This strategy includes ‘Enabling Communities’ of which Grounds Maintenance can provide a positive input to help deliver against the Strategies objectives. Two of the key strategies are:

- Healthy and engaged people;
- Communities looking after their land, food, water, energy, services, jobs and housing

4.2 The East Suffolk Business Plan has a number of Critical success factors -

One of those is the Green Environment. As per the ESBP:

‘Protecting, enhancing and making sustainable use of our environment, including managing the effects of our changing coastline’.

Having a Grounds Maintenance scheme that seeks to meet or pro-actively support the meeting of this objective should be a consideration for us all.

4.3 East Suffolk also has an Environmental Policy with a clear ambition of Suffolk being ‘The Greenest County’

4.4 The objectives of this Policy can be again be met somehow by an amended grounds maintenance scheme as this document is promoting for consideration.

Within the Policy there a number of Actions, each one a distant activity with a specific outcome / evidence. If we decide to proceed with an amended grounds maintenance programme this is where it could be tracked, monitored and hence recorded.

## **5 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 5.1 Expenditure on grounds maintenance is in the region of £1.8m annually across the District. This paper does not propose any reduction in this as part of the pilot process.
- 5.2 Any findings and changes to policy as a result of these pilot studies would need to be cost neutral in their implementation.

## **6 OTHER KEY ISSUES**

- 6.1 A consistent approach must be adhered to and types of species agreed. There are lots of species which could benefit from amended maintenance regimes, but to an extent what they are will depend on where the locations are. Particular beneficiaries would include flora, invertebrates (bees and butterflies) and reptiles (such as common lizard).
- 6.2 Alternatives to herbicides – for example, a woodchip mulch around tree bases – should be explored as part of this trial
- 6.3 Monitoring of data will be important as part of this trial. If a volunteer network is employed to help with the conservation goals e.g. raking - were established they could also be trained and deployed to monitor for key indicator species. Another benefit would be that volunteers, as part of the data gathering, could see for themselves the effects of

their efforts and reinforce support for this new approach. Existing volunteer networks could be consulted as part of this trial.

- 6.4 Safety is paramount and regard must be given to ensuring that vegetation does not obliterate visibility at junctions or obscure mandatory traffic signs so regular cutting to maintain visibility will remain essential.
- 6.5 Equipment and machinery: Less frequent grass cutting could indeed become more onerous when ready to be cut due to the additional length and weight etc. Additional or alternative cutting machines may have to be employed.

## **7 CONSULTATION**

- 7.1 A public consultation should be offered, as has started in Southwold, initially for the trial programme and it would require all applicable and then district wide Cllrs to support.

## **8 OTHER OPTIONS CONSIDERED**

- 8.1 This document is to seek a decision in principle to investigate in further detail an alternative grounds maintenance programme. If so granted other options may become apparent throughout the evaluation process.

## **9 REASON FOR RECOMMENDATION**

- 9.1 The council needs to identify where meaningful responses can be made to the Climate Emergency, the ESC Environment Policy, and general public opinion .
- 9.2 That the decision is made on the basis that safety of the general public is paramount: that we will only cut grass and / or retain the existing grounds maintenance programme where there is a reason to do so e.g. formal parks and where there is a safety issue.
- 9.3 That we will only do this in consultation with Town and Parish Councils.
- 9.4 These small changes we can employ now will make a big difference over time.

### **RECOMMENDATIONS**

1. That East Suffolk Council run pilot schemes through the 2020 growing season in Southwold and in Saxmundham, where a less intensive cutting approach is trialled and results monitored by the ecology team.
2. That consultation is carried out with Town and Parish Councils to identify areas where local residents may support a less intensive cutting schedule
3. That these pilots are cost neutral -with neither an increase or decrease in the grounds maintenance budget.
4. That the ecology team at East Suffolk are engaged in these pilots to monitor and report on any positive effect of reduced cutting on wildlife populations.
5. That East Suffolk explores how to move towards a 'no spraying' policy as standard across the District, and further identifies ways in which this change can be made cost neutral.
6. That work is carried out through the Green Print Forum to identify volunteer groups who may be prepared to take on the work of monitoring and maintaining areas of natural space on behalf of their local community

<b>Appendix A</b>	Southwold's Open Spaces press release
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**BACKGROUND PAPERS - None**



## Southwold's open spaces

Southwold's greens and open spaces are an iconic part of the landscape of the town and most have traditionally been maintained as closely cut lawns. At the same time the Common is clearly an important wildlife habitat strongly linked to the nature reserve areas of Southwold marshes, parts of which are designated as Sites of Special Scientific Interest (SSSIs).

Southwold Town Council's Leisure and Environment Committee have been in discussion with the East Suffolk District Council and their contractor Waveney Norse about the maintenance of Southwold's greens and open spaces.

STC, ESC, the Common Trust and Norse are all committed to green policies and to preserving natural habitats wherever possible. We have therefore been discussing whether the maintenance schedule for some of the greens and open spaces could be modified to encourage growth of more wildflowers, which would in turn benefit the insect and butterfly population. We are not talking about letting areas go completely wild, but rather reducing in some areas the frequency of mowing from four times per year, as at present, to twice a year. It would still be necessary in such areas to keep control of invasive species such as brambles and alexander. A possible benefit of thicker grass on the edges of some areas is that it might also help to deter cars parking on them.

In some areas local volunteers are already helping with maintenance of grass and flower-beds, and STC would welcome further community volunteers. Any savings made from areas where the cutting is reduced will be re-invested into plants and shrubs for the town.

These changes would form part of a one-year pilot study in the town which if successful could then provide a platform for ESC to roll out the initiative across the district.

**Consultation with local residents and stakeholders will start with a drop in day at the Town Hall on 15<sup>th</sup> August 10am – 2pm where you can look at the maps of the areas being suggested and give your suggestions. Please come along, or otherwise e mail any suggestions to [admin@southwoldtowncouncil.com](mailto:admin@southwoldtowncouncil.com).**

*Southwold Town Council*





## CABINET

3 September 2019

## FIRST LIGHT FESTIVAL

### EXECUTIVE SUMMARY

1. This paper sets out a review of the impact of the First Light Festival, which was held at the midsummer solstice in 2019 on Lowestoft's South Beach.
2. The festival, called First Light, originated as part of a strategy set out in the Seafront Vision. That strategy aims to double the number of tourists visiting Lowestoft by developing an exciting and contemporary offer around arts, events, entertainment and places to eat, drink, shop and stay.
3. In January 2019, cabinet approved the festival and ringfenced £120k to support the festival over three years. This money came via the Business Rates Retention Pilot. Approval was granted subject to a business case, which is attached to this paper. The business case set out several projected outcomes for the festival, and this paper reviews the extent to which those aspirations were achieved.
4. Amongst other outcomes, the data shows that the festival was successful in terms of generating income for local businesses. Specifically, an investment of £90,000 of business rates retained by East Suffolk Council was converted into between £700-£900k of direct spend at the festival. This is in addition to wider benefits to the local economy.
5. This paper seeks approval for East Suffolk Council to support the delivery of a second festival, in June 2020, funded by the 2019/20 Business Rates Retention programme.

Is the report Open or Exempt?	Open
<b>Wards Affected:</b>	Kirkley
<b>Cabinet Member:</b>	Councillor Craig Rivett, Deputy Leader and Cabinet Member for Economic Development
<b>Supporting Officer:</b>	Kerry Blair Head of Operations 01502 523307 <a href="mailto:kerry.blair@eastsuffolk.gov.uk">kerry.blair@eastsuffolk.gov.uk</a>

## 1 INTRODUCTION

- 1.1 In January 2019 Cabinet gave approval to develop plans for a Festival in support of its strategic objectives. The attached Business Case (Appendix A) sets out the proposed programme, operational and safety arrangements, and the benefits of the festival.
- 1.2 The council's investment unlocked funding from other organisations, set out below:

<b>Funder</b>	<b>Commitment</b>
The Arts Council	£100,000
CEFAS	£13,000
The Wellcome Trust	£25,000
Suffolk County Council	£16,000
Lowestoft Town Council (main stage)	£10,000
Waveney District Council	£80,000 (year 1 - £20,000 in subsequent years)
Commercial income (camping, food market, film tickets, silent disco tickets, advertising and merchandise)	£25,000
East Suffolk Partnership	£1,500
Suffolk DMO	£1,000

- 1.3 Cabinet approved funding to support the festival for a three-year period.
- 1.4 Cabinet reviewed similar events and looked at the economic benefit that festivals and events brought to those communities:

- The National Festival of Making in Blackburn attracted an additional 30,000 visitors to the town over the period of the festival and an economic benefit of £840,000
- (This is as measured by event IMPACT methodology which includes direct spend, average visitor spend, organiser spend in the local community and overnight stays)
- The Festival of Thrift – using the same methodology – generated an economic benefit of around £500,000 in 2016 and attracted an additional 40,000 visitors to the town
- The Vintage by The Sea Festival in Morecambe generated £900,000 in additional benefit in 2015, and £700,000 in 2016.

- 1.5 Projected benefits at the time that the business case was written were:

Benefits/ Hard Outcomes	Number
Jobs created	4
Jobs – temporary/ seasonal	40
Attendees	20000 in Year 1 30,000 in Years 2,3
External investment	£172,000 in Year 1 £300,000 in Y2, 3
Sponsorship and other income	£32,000
Volunteering opportunities	200
Hours of school outreach delivered	120
Art Organisations Engaged	5
Artists Engaged	130

- 1.6 The festival was organised and delivered by a Community Interest Company (CIC) with membership drawn from a number of arts organisations from Suffolk and Norfolk, with Wayne Hemingway as the creative lead. The festival was held on WDC land and where possible to keep costs low, using WDC buildings and supported by council partners.
- 1.7 The Seafront Vision Strategy – approved in 2017 - seeks to increase visitor numbers by attracting a new visitor base to the town. This would be achieved by extending the reach of Lowestoft’s appeal to the growing, urban audiences of Norwich and Ipswich. Seaside towns such as Weston Super Mare, Hastings and Margate have grown their tourism economies in this way.
- 1.8 The economic development team’s analysis suggests that doubling the distance from which people travel to visit Lowestoft could treble the income the town receives through tourism. Prior to the first festival it was hoped that the festival would increase the number of visitors from further afield.

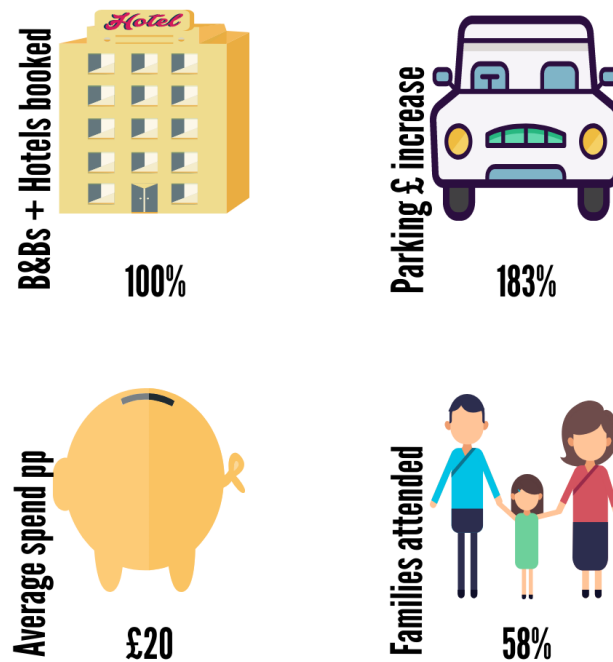
## 2 IMPACT

- 2.1 To start with a review of the measures set out in the business case in 2019, the festival delivered the following results. It should be noted that in most cases, actual results overperformed the expected outcome

Benefits / Hard Outcomes	Number (Planned)	Number (Actual)
<b>Jobs Created</b>	4	4
<b>Jobs - contract</b>	40	115
<b>Attendees</b>	20,000	30,000 +
<b>External Investment</b>	£171,659	£172,400
<b>Sponsorship and other income</b>	£32,000	£26,301
<b>Volunteering opportunities</b>	200	200
<b>Volunteering organisations involved</b>	9	10
<b>Links with schools and colleges</b>	7	9
<b>Hours of outreach delivered</b>	120	150
<b>Other Arts organisations involved</b>	5	16
<b>Number of Arts Professionals involved</b>	130	248

- 2.2 The festival enjoyed considerable media coverage, both regionally and nationally, and the event also received positively on social media, with near universal praise for the event.
- 2.3 Pleasingly, our efforts to correctly position East Suffolk as enablers and facilitators of the festival were understood, with clear references to our own role in its delivery and numerous media interviews with leading figures from the Council.
- 2.4 A number of positive stories were published in local newspapers during and following the festival - including the Lowestoft Journal, EDP and EADT. Regional broadcasters BBC Suffolk, BBC East and ITV Anglia covered the event on television and radio and also used their websites to praise the events.
- 2.5 The festival also enjoyed national coverage with a feature on the BBC One evening programme, the One Show.
- 2.6 From an East Suffolk perspective, our social media activity was among our most popular ever on any topic, with (for example) over 7,000 views and 3,000 engagements for our post-event Facebook post and universal praise in the comments section for the event, the organisation and also the Council's role.
- 2.7 Across the weekend, there were more than 1,000 separate, individual posts on Twitter, Facebook and Instagram using the hashtags #firstlightfestival and #firstlightlowestoft and over 2,300 using #lowestoft. According to a third-party analytic website, 46% of the #lowestoft tweets said positive things about the town with only 6% expressing negative views.

2.8 Other positive impacts of the festival are shown in the infographic below:



### 3 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?

3.1 This activity supports several strands of the East Suffolk Business Plan, including:

- Delivering greater financial sustainability: By increasing the number of visitors to the town, the festival will support local businesses, and increase the contribution that tourism makes to the local economy (currently £74m per year)
- Enabling communities: Making people feel proud of where they live. The festival is a celebration of Lowestoft's position as first place to see the sun each day. The programme will include innovative and engaging work about the town's relationship to the sea, both past and future.
- Delivering cultural activity as a way of increasing the number of visits to East Suffolk

### 4 THE ROLE OF THE ARTS IN LOWESTOFT – ARTS COUNCIL ASPIRATION

- 4.1 East Suffolk Council through the Lowestoft Cultural Leadership Group is working with cultural partners, Arts Council England, Historic England and NALEP to create a Cultural Strategy for Lowestoft and an ambitious 2025 vision for the town. The role of the Group is to maximise the opportunities for developing a varied and excellent range of arts, heritage and culture in the town and being a collective voice to influence decision makers.
- 4.2 The First Light Festival supports the strategic aims of celebrating the town's position as the most eastern community, contributing to a strong and diverse cultural programme to promote investment and inward growth and develop a compelling and innovative offer for residents and visitors using our South Beach assets.
- 4.3 The First Light Festival reinforces other cultural and place-led initiatives happening in the town including Great Places, Making Waves Together, Lowestoft Rising, Local Cultural Education Partnership, Community Action Suffolk Community Enablers and London Road Heritage Action Zone (decision pending) which if successful will include a cultural programme. The Strategy will be launched in October 2018 followed by an Action Plan that will outline how the sector will respond to the high level aims and meet the 2025

vision that Lowestoft will be transformed into a vibrant and energised town with every resident enjoying and taking part in arts, culture and heritage.

- 4.4 Despite all the good things that are happening in the town, the socio-economic profile of Lowestoft is likely to point towards less cultural participation than the national average. There are pockets of persistent disadvantage in and around Lowestoft with 8 LSOA's ranked 10% most deprived neighbourhoods and a further 7 LSOA's ranked 20% most deprived neighbourhoods.
- 4.5 Active Lives survey data indicates that 44.5% of the population in Waveney (former district) have engaged in 3 or more cultural activities in a year, which is below the national average of 52.2% (arts activity). In Waveney the number of people taking part in arts activities is lower than heritage activities.
- 4.6 In terms of the Community Wellbeing Index, Kirkley is below the national average for participation, which could be corrected through holding participatory projects in the First Light Festival with Beaconsfield Road, Cleveland Road Residents' Association and Kirkley Peoples Forums. Waveney also has a low Heritage Index Score (RSA) and a relatively low heritage potential suggesting that a greater level of ambition and infrastructure for culture is needed.
- 4.7 Arts Council England are currently consulting on their new strategic framework which is designed to enable more people to access the widest possible range of high-quality culture, reaching the hardest to reach through programming and engagement activities, which First Light Festival can strongly contribute towards.

## **5 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 5.1 In 2019, £80,000 invested by East Suffolk Council through retained business rates delivered approx £800,000 of direct local financial benefit (this was the amount people spent at the festival according to the 1500 people who answered the survey after the event. It does not include the additional financial benefit to local hotels, restaurants and bars – which is thought to be considerable, but is not possible to measure)
- 5.2 This is a 10:1 Return on Investment.
- 5.3 The cost of delivering an expanded festival programme for 2020, which will include activity both before and after the main festival event, is £375,000.
- 5.4 In addition, in order to provide capacity to deliver the event for 2020, £31,000 is required between September and December 2019 as production costs. This will provide the capacity and the funding to develop the artistic programme and book artists, and prepare bids for external funding and fundraising.
- 5.5 The total budget is therefore £405,000 across 2019/20
- 5.6 First Light CIC, the organisers of the festival have prepared a budget schedule which anticipates £250,000 of income for the event – which includes commercial, sponsorship and fundraised income.
- 5.7 The above figures are reasonably conservative – there is the potential that more could be generated, particularly in terms of ticket sales, fundraising and concessions and traders.
- 5.8 The proposal, however, is that East Suffolk supports the 'gap' between these two sums – to a maximum of £200k. This will enable organisers to start planning the event.
- 5.9 It should be noted that the actual commitment could be less than this and organisers will be pushing to maximise income – whilst ensuring that the event remains almost entirely free to visitors.

5.10 If the same level of return on investment (in terms of local economic benefit) was seen in 2020 as in 2019, then the Return on Investment to local traders would be in the region of £2m

## **6 REASON FOR RECOMMENDATION**

6.1 It is proposed that Cabinet agrees to support the festival for 2020 on the basis that it will:

- Attract 40-50,000 visitors, with a focus on people from outside of Lowestoft's traditional visitor base.
- Brand Lowestoft as a desirable and attractive tourist destination
- Extend the area from which people travel to Lowestoft to include the growing populations of Norwich and Ipswich
- Contribute directly to the local economy during the course of the festival including increased hotel stays
- Position Lowestoft as a venue for contemporary arts and events – with the potential for significant financial support from the Arts Council
- Identify Lowestoft as – uniquely in the UK – the first place to see the sunrise, allowing the town to trade on it's geographical position

### **RECOMMENDATIONS**

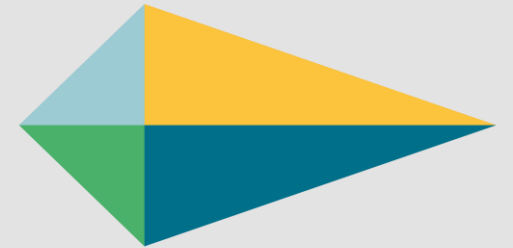
1. That Cabinet notes the impact of the First Light Festival to the local economy.
2. That Cabinet agrees to support the festival to a maximum of £200k in 2020.
3. That Cabinet reviews the impact of the Festival.
4. That this funding comes from 2019/20 Business Rates Retention scheme – and the relevant allowances have been made.

### **APPENDICES**

<b>Appendix A</b>	First Light Festival Presentation
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# First Light Festival

The future



**EASTSUFFOLK**  
COUNCIL



# The Idea





# How it looked



*It worked on so many levels - we're grateful for the love and care that was put in and are so pleased that so many attended and enjoyed the experience. What a good day to be alive! I hope it becomes an annual event as I'm thinking about what stall I could do next year. Well done! Please pass our heartfelt thanks to everyone involved - you really cracked it!*

# Quotes

Please repeat!

First Light has regenerated the town

Energetic, creative, exciting, uplifting, would like it to have lasted longer

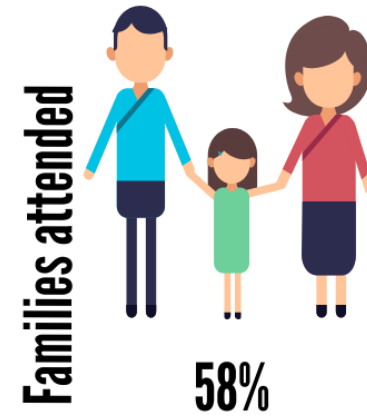
Lowestoft people trying new things and new people trying Lowestoft - brilliant!

Really bought the community together

The whole atmosphere has been great on both days – a fabulous festival

Showcasing what Lowestoft has to offer the world

# Statistics



## Visitor Survey

Visitors were asked...

"Overall how would you rate your experience of First Light Festival"

...the answer was...

**9.4 /10**

## Visitor Survey

**35%** of those attending had not visited Lowestoft before and **96%** from those outside Lowestoft would visit again

**9.2 /10** said "This event has left me feeling more **positive** about Lowestoft"

**9.7 /10** said "This event is **good** for the profile of Lowestoft"

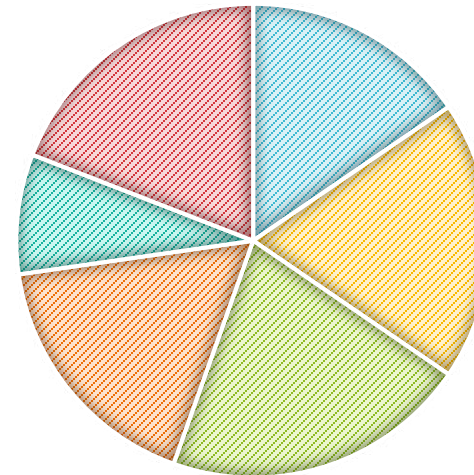
**9.6 /10** said "I would **recommend** First Light Festival to a friend"

**9.8 /10** said "I think First Light Festival **should happen again** in Lowestoft"

# Visitor Survey

## AGE GROUP

■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+ ■ Under 25



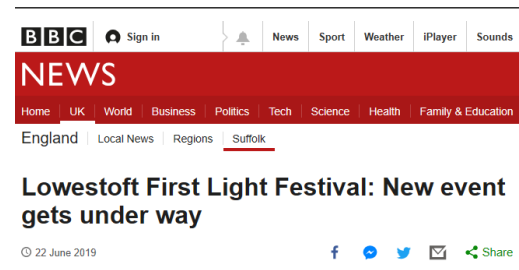
In the lead up to the Festival, we expected approximately **10,000** people to attend  
After the event, the Police estimated that **30,000** people were in attendance



# Press Coverage & Social Media

Our post-event Facebook post was among our most popular ever with over 6,000 views and 2,500 engagements - and universal praise in the comments section for the event.

There were more than 1,000 individual posts on Twitter, Facebook and Instagram using the hashtags #FirstLightFestival and #firstlightlowestoft and over 2,300 using the hashtag #Lowestoft.



What next?





## CABINET

Tuesday 3 September 2019

## PUBLIC SPACE PROTECTION ORDERS

### EXECUTIVE SUMMARY

This report is presented to Cabinet to provide information about Public Space Protection Orders (PSPO). The Anti-Social Behaviour, Crime and Policing Act 2014 replaced Alcohol consumption in Designated Public Place Orders (DPPO) on the 20<sup>TH</sup> October 2017.

DPPOs (now PSPOs) were introduced in Suffolk Coastal between 2007 and 2008 following extensive research and consultation which supported these orders in Woodbridge, Martlesham, Rushmere, Kesgrave, Leiston, Saxmundham, Kelsale, Felixstowe, Wickham Market and Framlingham.

Following consultation with the East Suffolk Council legal department, Police and parish/town councils there is not enough evidence to support the continuation of the PSPOs. Partners support discontinuation of the PSPO's and making use of the new legislative powers such as community protection notice and dispersal powers.

Along side the new ASB legislation there are other pieces of legislation that can be used to deal with issues covered by the PSPO's, including the Confiscation of Alcohol (Young Persons) Act 1997. Communities will not be disadvantaged by the removal of the PSPOs.

Is the report Open or Exempt?	Open
-------------------------------	------

### Wards Affected:

Felixstowe, Woodbridge, Martlesham, Kesgrave, Saxmundham, Leiston, Kelsale, Framlingham, Wickham Markets and Rushmere.
--

<b>Cabinet Member:</b>	Councillor Mark Jepson – Assistant Cabinet Member for Community Health
------------------------	--

<b>Supporting Officer:</b>	Julia Catterwell Community Officer 01394 444318 Julia.catterwell@eastsoffolk.gov.uk
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## 1 INTRODUCTION

- 1.1 These orders have not been reviewed since introduction in 2007 and the current PSPO's are in place until October 2020.
- 1.2 The Home Office guidance states that proposed restrictions should focus on specific behaviours and be proportionate to the detrimental effect that the behaviour is causing or can cause, and as necessary to prevent it from continuing, occurring or reoccurring.
- 1.3 A PSPO can last up to three years, after which it must be reviewed. If the review supports an extension and other requirements are satisfied, it may be extended for up to a further three years.
- 1.4 The Home Office states that robust Orders will be supported by a solid evidence base and rationale that sets out how the statutory criteria for each of the proposed restrictions have been met, and demonstrates a direct link between the anti-social behaviour and the PSPO being proposed in response.
- 1.5 An authorised person may issue a community protection notice to an individual aged 16 or over, or a body, if satisfied on reasonable grounds that—
- (a) the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and
  - (b) the conduct is unreasonable.
- A Community Protection Notice (CPN) can be issued against a perpetrator of persistent antisocial behaviour. Failure to comply can lead to a fixed penalty notice, remedial action or a court order.
- 1.6 Authorisations to use dispersal powers under section 35
- (1) A police officer of at least the rank of inspector may authorise the use in a specified locality, during a specified period of not more than 48 hours, of the powers given by section 35. "Specified" means specified in the authorisation.
  - (2) An officer may give such an authorisation only if satisfied on reasonable grounds that the use of those powers in the locality during that period may be necessary for the purpose of removing or reducing the likelihood of—
    - (a) members of the public in the locality being harassed, alarmed or distressed, or
    - (b) the occurrence in the locality of crime or disorder.
  - (3) In deciding whether to give such an authorisation an officer must have particular regard to the rights of freedom of expression and freedom of assembly set out in articles 10 and 11 of the Convention. "Convention" has the meaning given by section 21(1) of the Human Rights Act 1998.
  - 4) An authorisation under this section—

- (a) must be in writing,
- (b) must be signed by the officer giving it, and
- (c) must specify the grounds on which it is given

## **2 OVERVIEW OF ANALYSIS**

- 2.1 In compliance with the Home Office Guidance, a consultation was undertaken. This included a survey sent to all parish/town councils within a PSPO area to disseminate locally and an advert in the East Anglian Times to publicise the PSPO consultation.
- 2.2 We received ninety responses from the consultation survey; 83% were residents with 26% living Felixstowe. 41% of people who responded were aged 46 – 60 years.
- 2.3 31% agreed that they had not witnessed any anti-social behaviour in the last 12 months whilst 57% disagreed with this statement. With the statement 'Alcohol related anti-social behaviour has declined in my identified area', 28% agreed and 28% disagreed with statement.
- 2.4 43% agreed that they did not understand the current PSPO legislation whilst 23% disagreed.
- 2.5 26% agreed that the new ASB legislation is less complicated and more flexible to implement whilst 10% disagreed. 26% supported that the council should not reinstate the present orders, whilst 32% disagreed.

## **3 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

- 3.1 By working with our partners to ensure that East Suffolk remains a safe place for our communities.

## **4 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 4.1 A cost of £300 incurred for an advert in the East Anglian Times to publicise PSPO consultation.
- 4.2 An estimated cost for removal of signs in ten villages/market towns will be between £800 - £1000 which will be paid for from the East Suffolk Community Safety budget.
- 4.3 If the PSPO's are extended and not discharged, the current signs are not legally valid so will need to be replaced. An estimate in cost of new signs is between £5000 – 10000.

## 5 OTHER KEY ISSUES

5.1 This report has been prepared having taken into account the results of an Equality Impact.

## 6 CONSULTATION

6.1 Attendance at all parish/town council meetings that have a PSPO to discuss new ASB legislation.

6.2 Publicity of Consultation.

6.3 Survey sent to the parish/town councils to share in their local communities.

6.4 Crime data from Suffolk Constabulary.

## 7 OTHER OPTIONS CONSIDERED

7.1 Maintain current PSPO arrangements until expiry date of October 2020. If the Council wishes to extend orders for a further three years, then a consultation will need to be commenced.

## 8 REASON FOR RECOMMENDATION

8.1 That Cabinet agrees the removal of Designated Public Place Orders (now PSPO's) in Felixstowe, Woodbridge, Kesgrave, Rushmere, Leiston, Saxmundham, Kelsale, Wickham Market, Martlesham and Framlingham. The Council does not need to wait for expiry of PSPO's for orders to be discharged.

### RECOMMENDATIONS

That all of the 10 Public Space Protection Orders, as detailed in Appendix A, are discharged and that all 155 signs are removed.

<b>APPENDICES (List the title of each separate Appendix below)</b>	
<b>Appendix A</b>	List of Orders and maps
<b>Appendix B</b>	Consultation result
<b>Appendix C</b>	Police Data

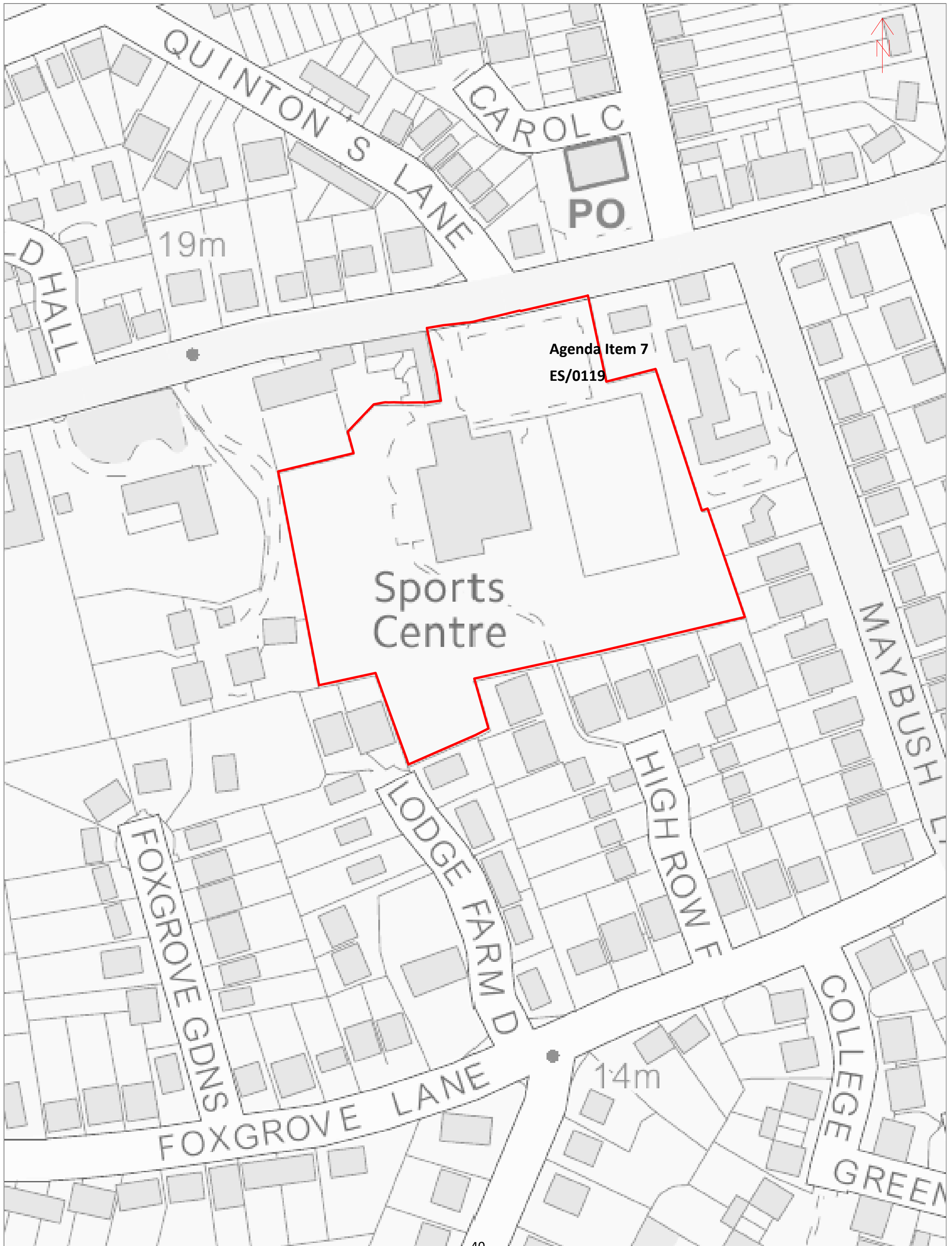
**BACKGROUND PAPERS** (List below those documents for which the report author has materially relied upon to produce the report and which are available for the public to view. This is not necessary for confidential/exempt reports so, for these reports, this box can be deleted altogether).

For CABINET, CABINET MEMBER, CABINET SUB-COMMITTEES OR A JOINT COMMITTEE COMPRISED OF CABINET MEMBERS EXERCISING EXECUTIVE POWERS only – The following wording must be included. For any non-Cabinet reports, delete the wording (except where the report will progress onto the Cabinet).

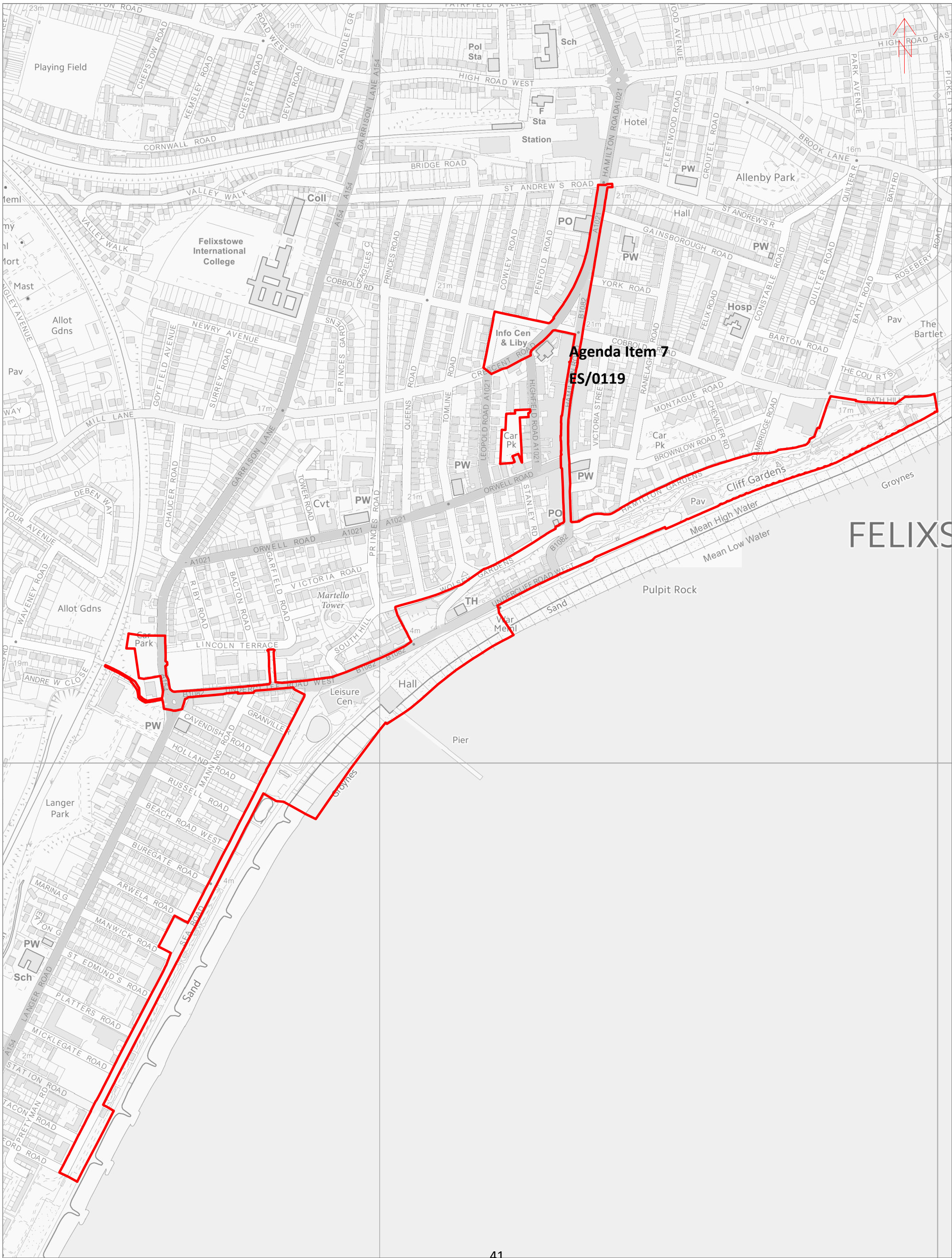
Please note that copies of background papers have not been published on the Council’s website [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk) but copies of the background papers listed below are available for public inspection free of charge by contacting the relevant Council Department.

Date	Type	Available From
	Public Spaces Protection Orders Guidance for Councils	Julia Catterwell











# Suffolk Coastal District Council

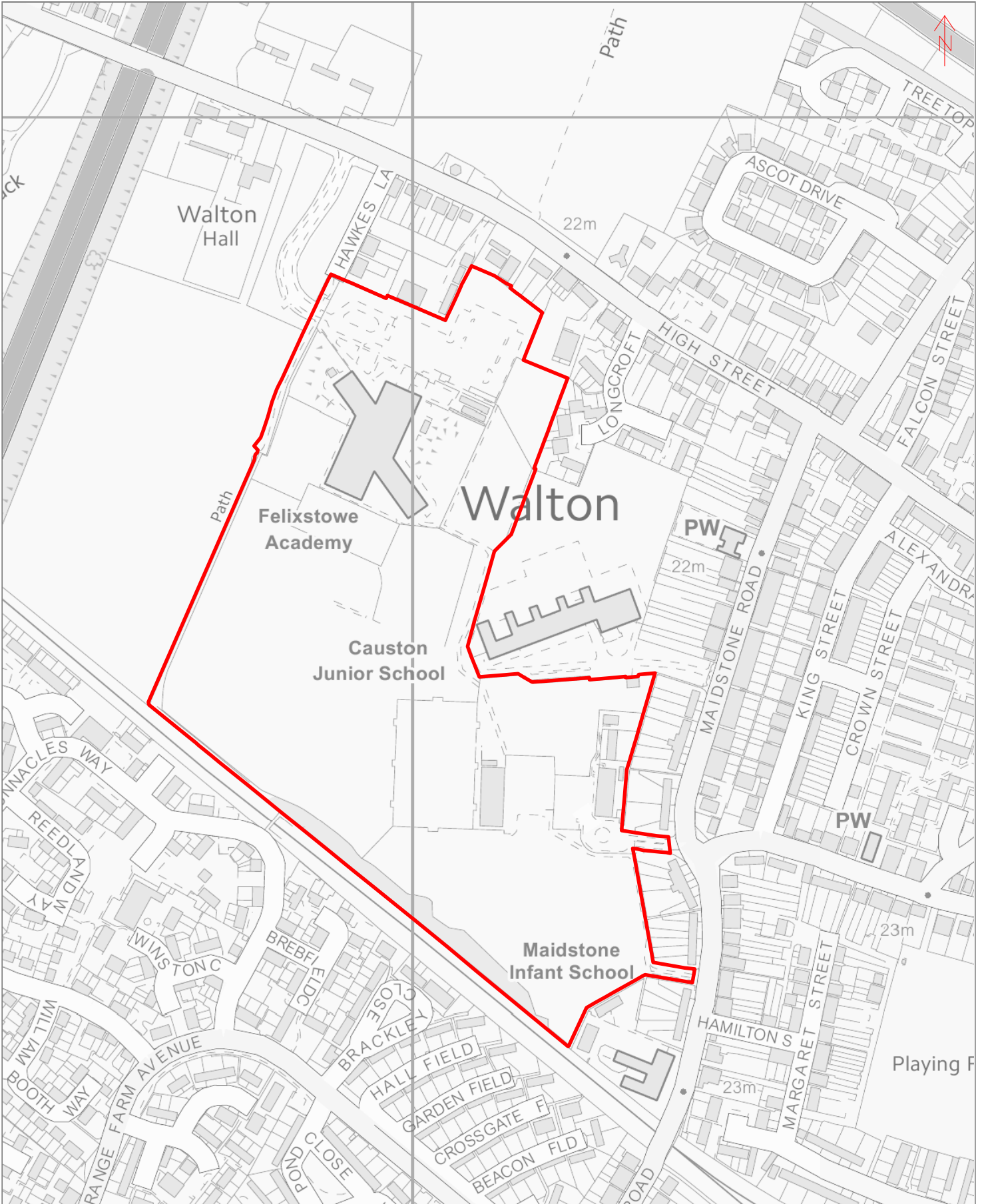
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## Alcohol Consumption in Designated Public Places (Felixstowe) Order (No. 10) 2007

Public Item 7  
ES/01/19

Map produced on 10 December 2018 at 14:00

Scale 1:4000



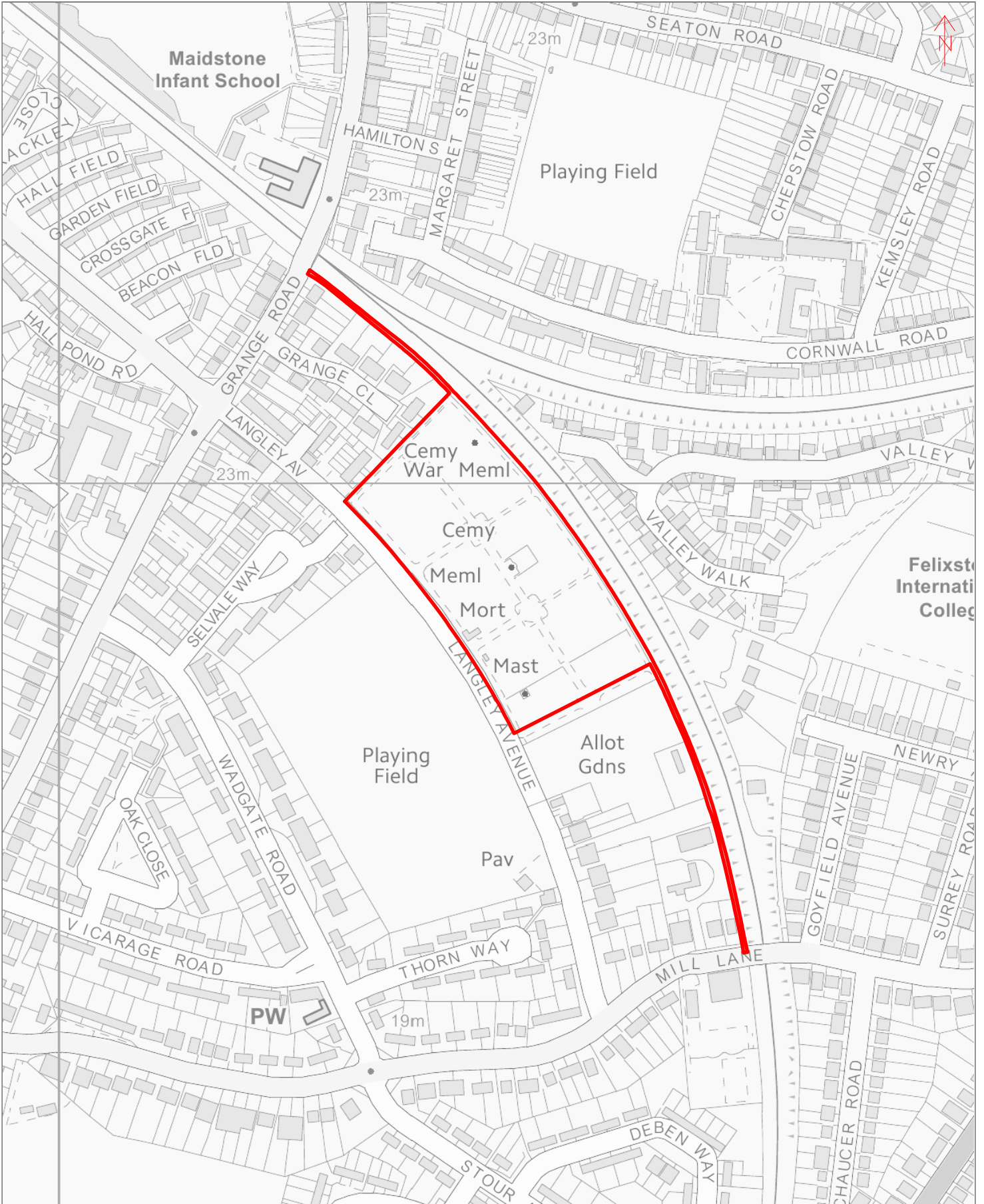
# Suffolk Coastal District Council

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**Alcohol Consumption  
in Designated Public  
Places (Felixstowe)  
Order (No. 11) 2007**

Map produced on 10 December 2018 at 14:02

Scale 1:4000





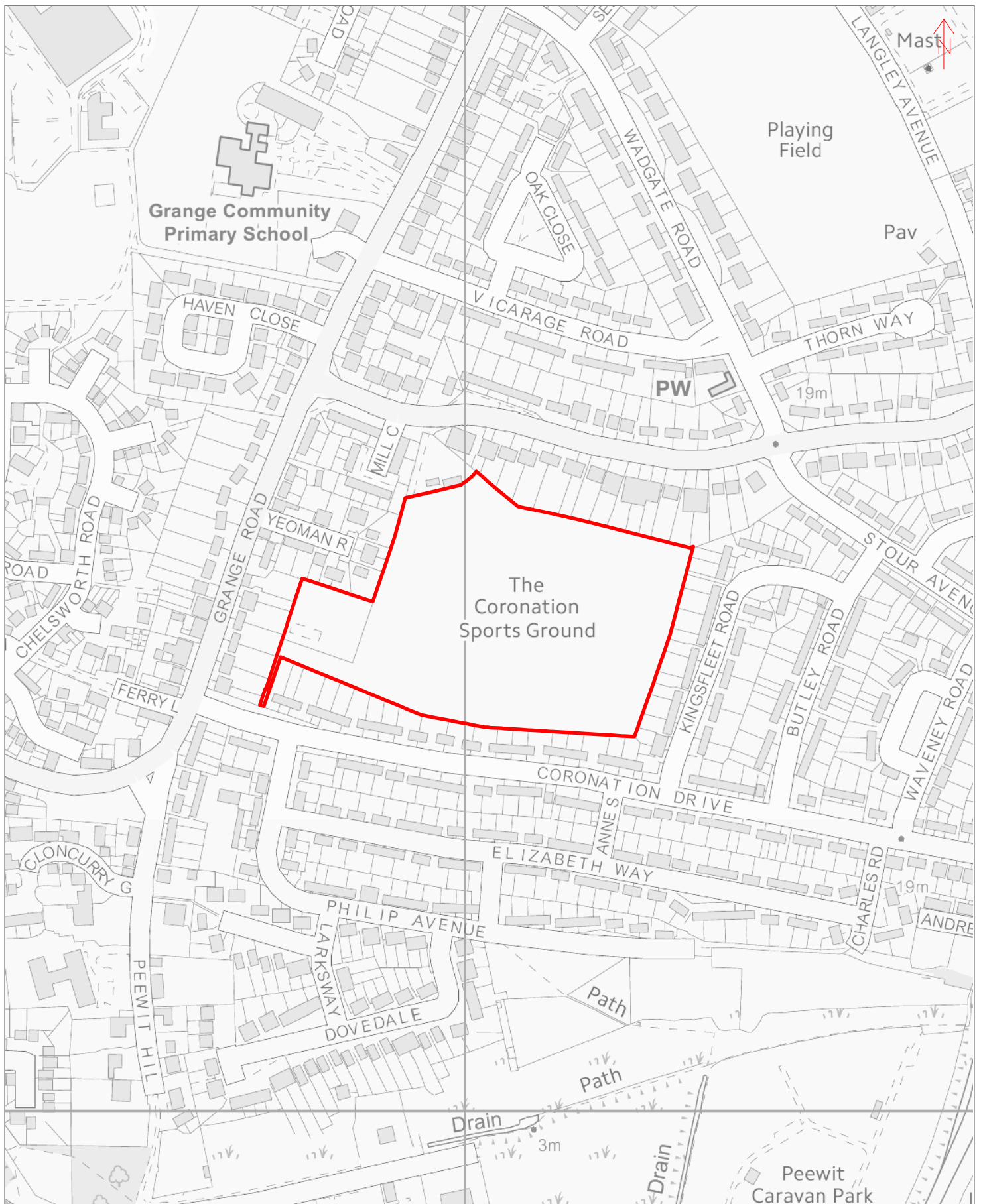
# Suffolk Coastal District Council

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**Alcohol Consumption  
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Places (Felixstowe)  
Order (No.12) 2007**

Map produced on 10 December 2018 at 14:04

Scale 1:4000



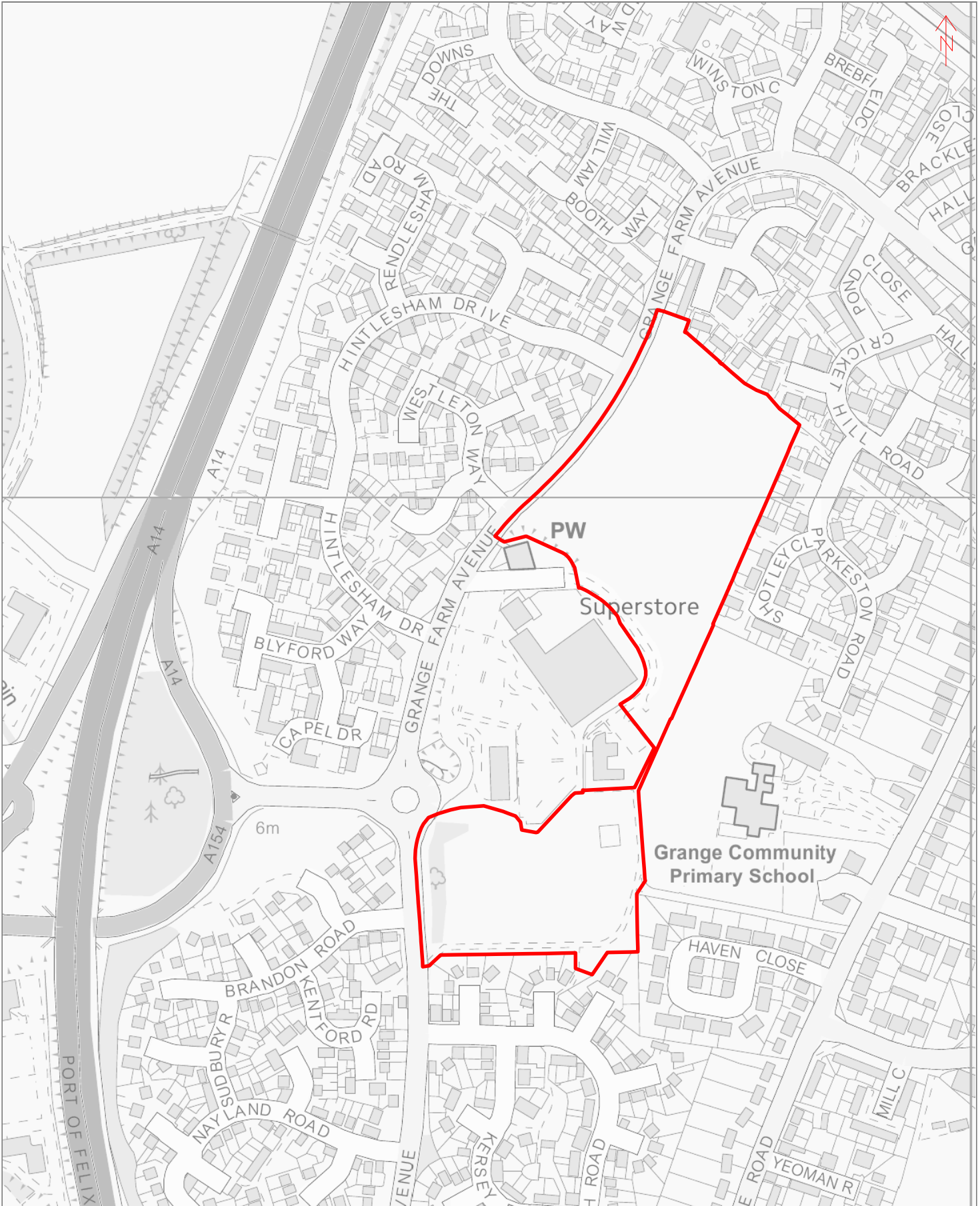
# Suffolk Coastal District Council

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## Alcohol Consumption in Designated Public Places (Felixstowe) Order (No.13) 2007

Map produced on 10 December 2018 at 14:06

Scale 1:4000



# Suffolk Coastal District Council

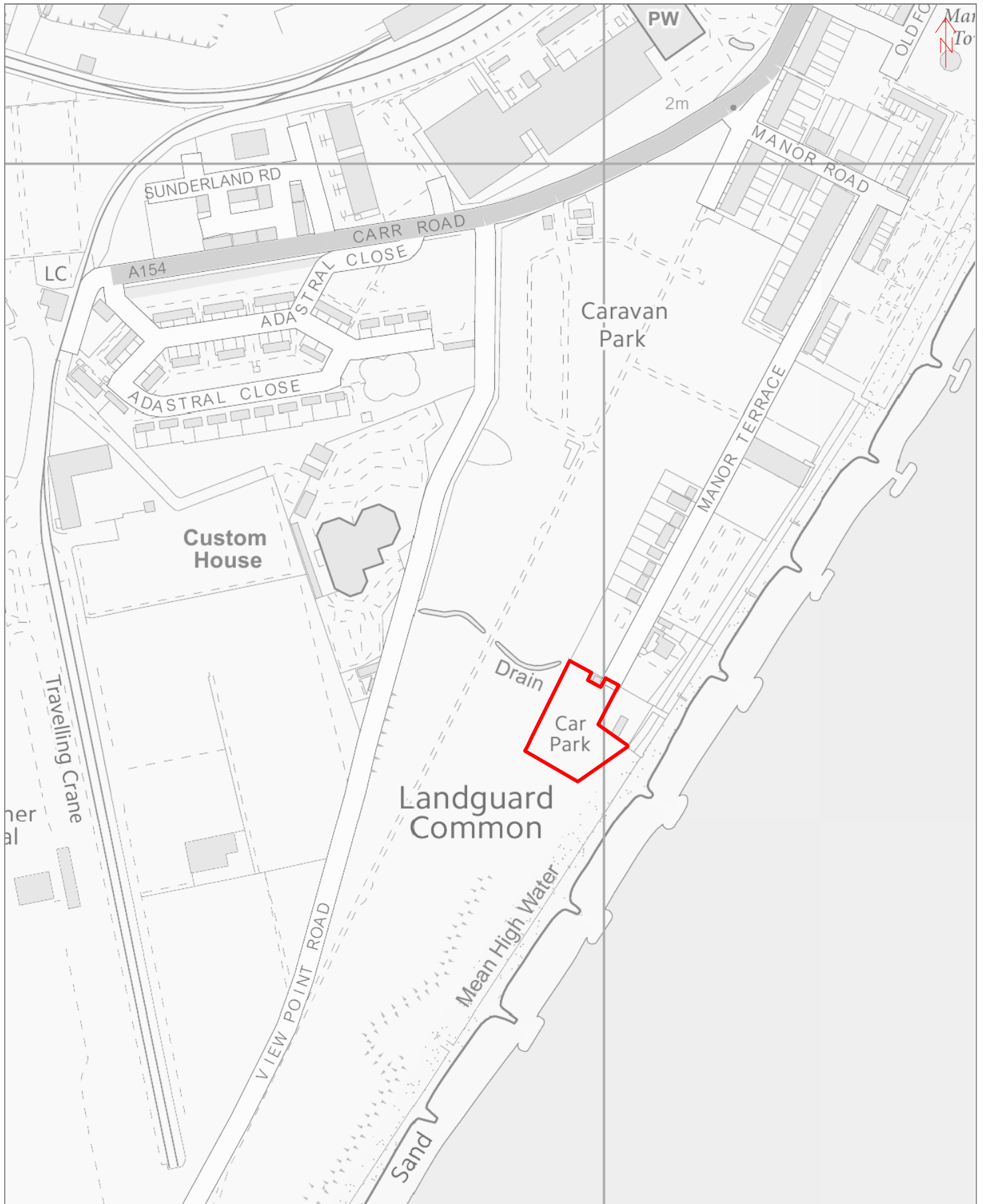
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**Alcohol Consumption  
in Public Places  
(Felixstowe) Order  
(No.15) 2007**

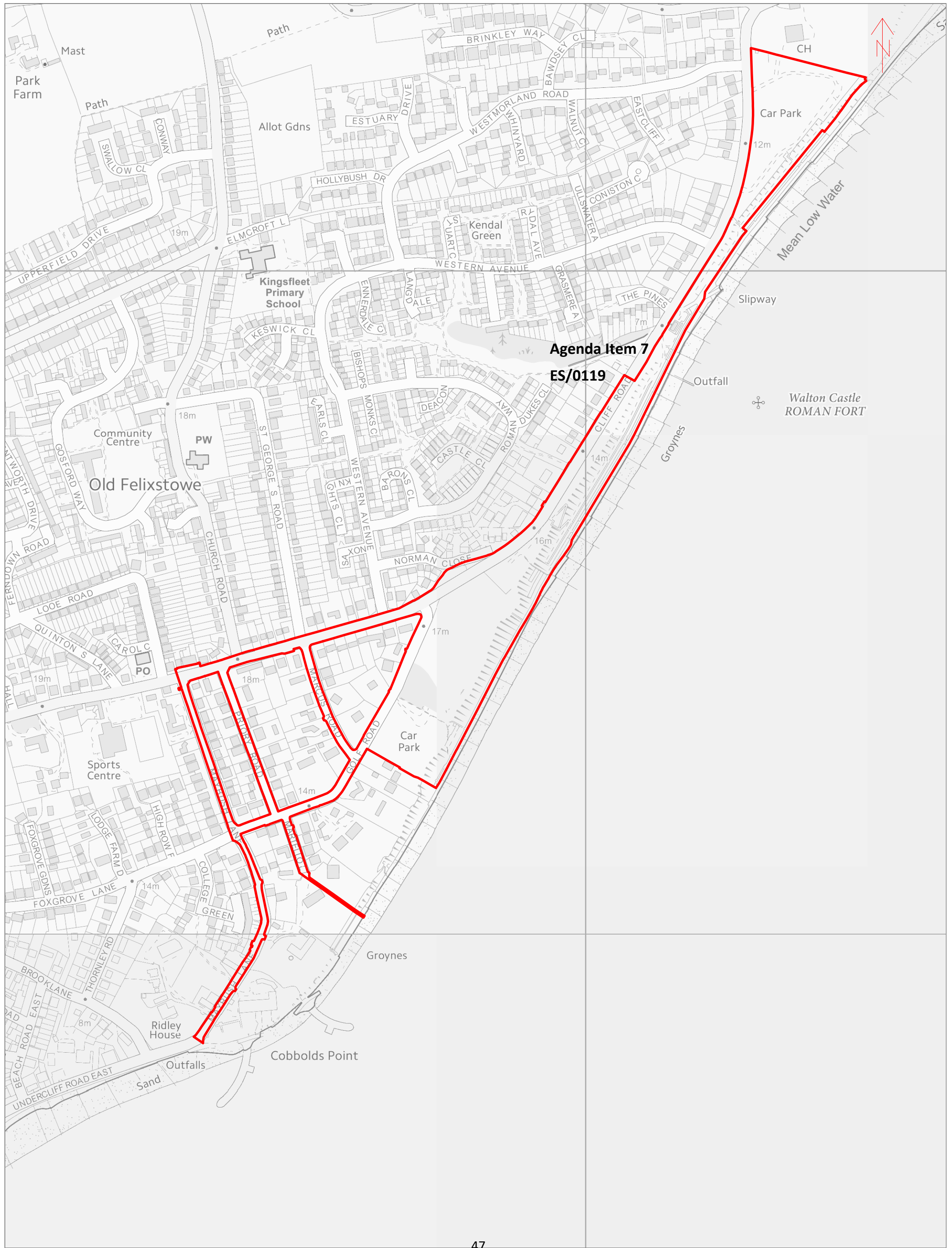
Agenda Item 7  
ES/0119

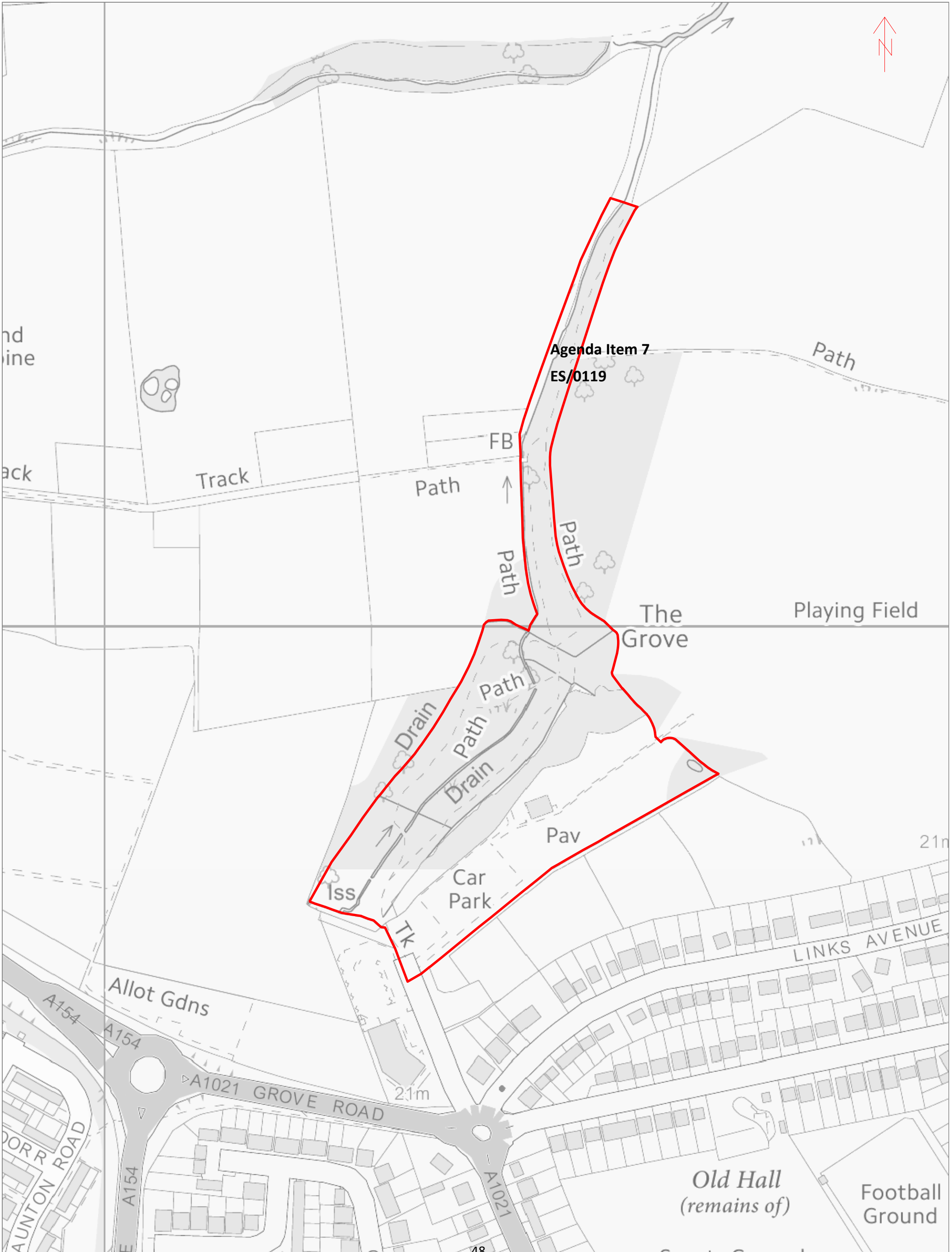
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Scale 1:4000



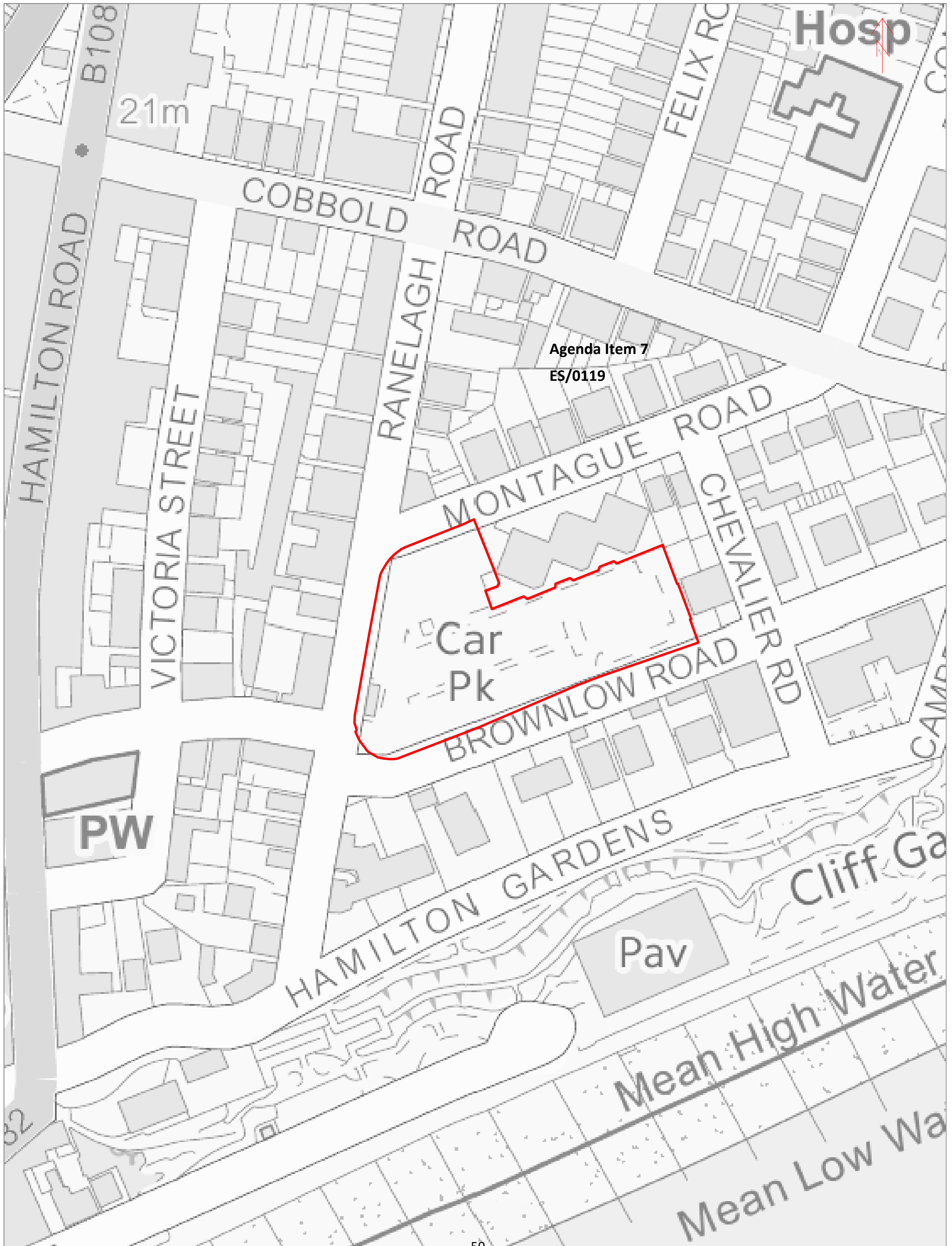


















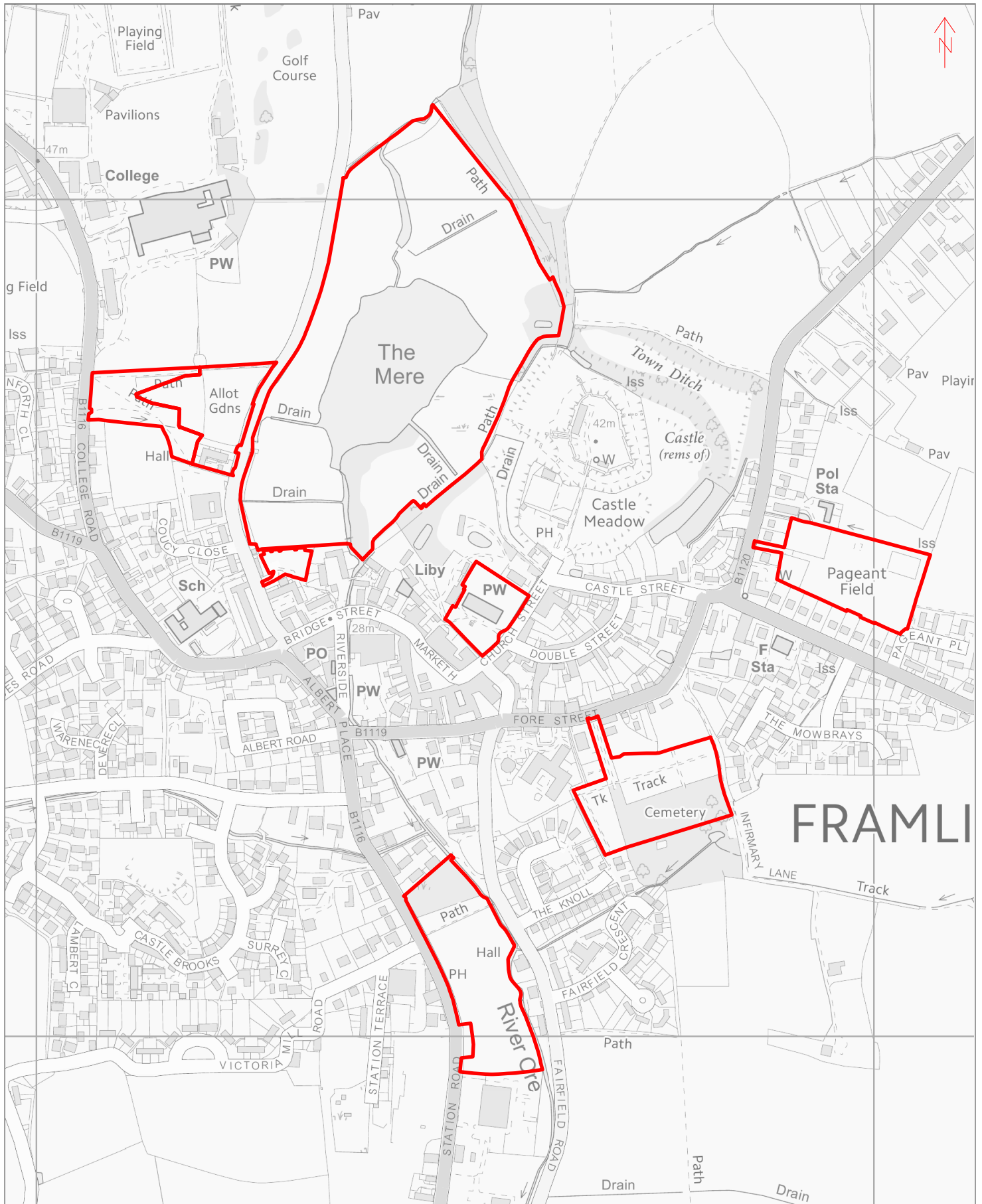
# Suffolk Coastal District Council

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## Alcohol Consumption in Designated Public Places (Framlingham) Order (No.1) 2007

Map produced on 10 December 2018 at 13:54

Scale 1:6000



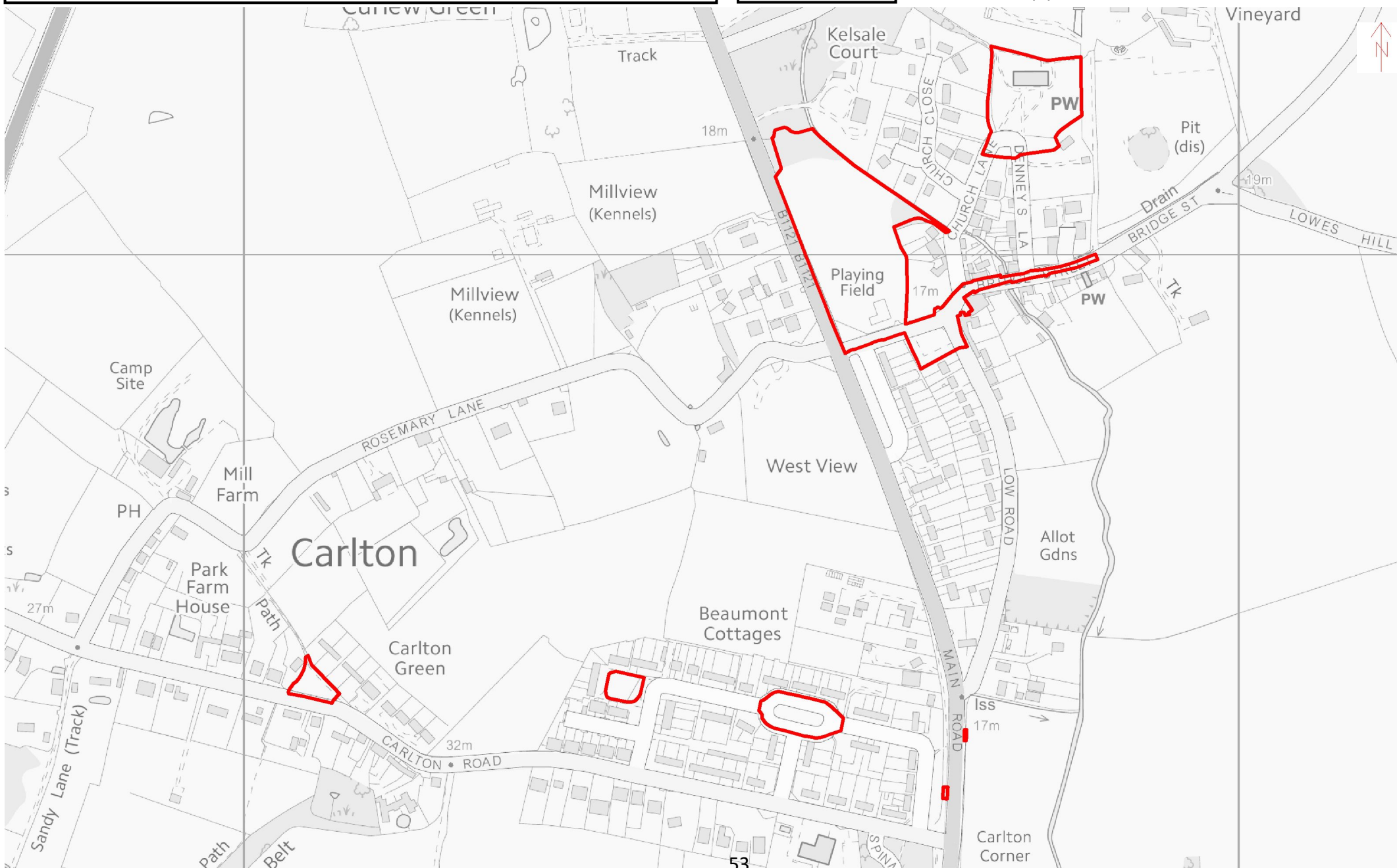
# Suffolk Coastal District

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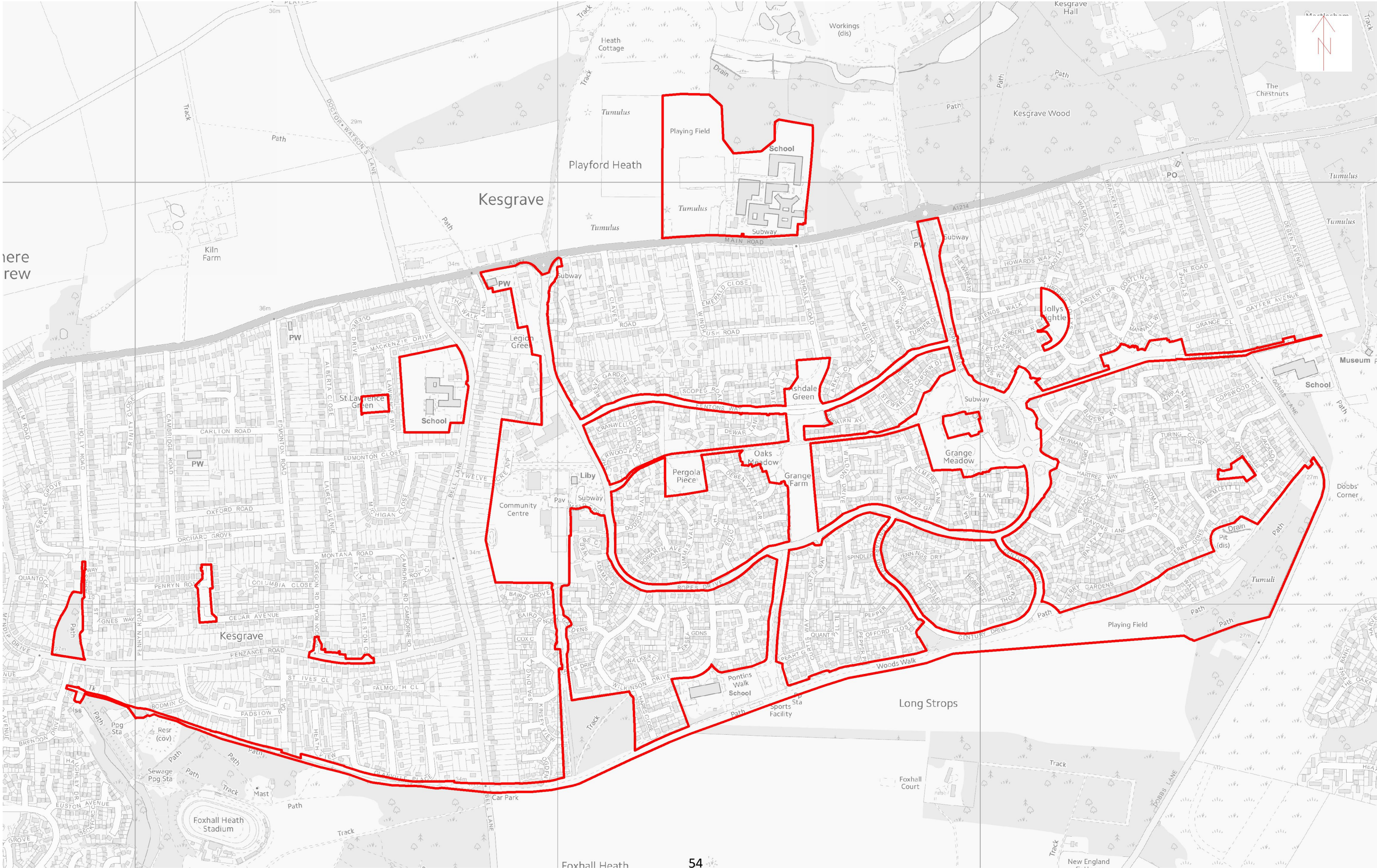
# Alcohol Consumption in Designated Public Places (kelsale cum Carlton) Order (No.1) 2008

Scale 1:5000

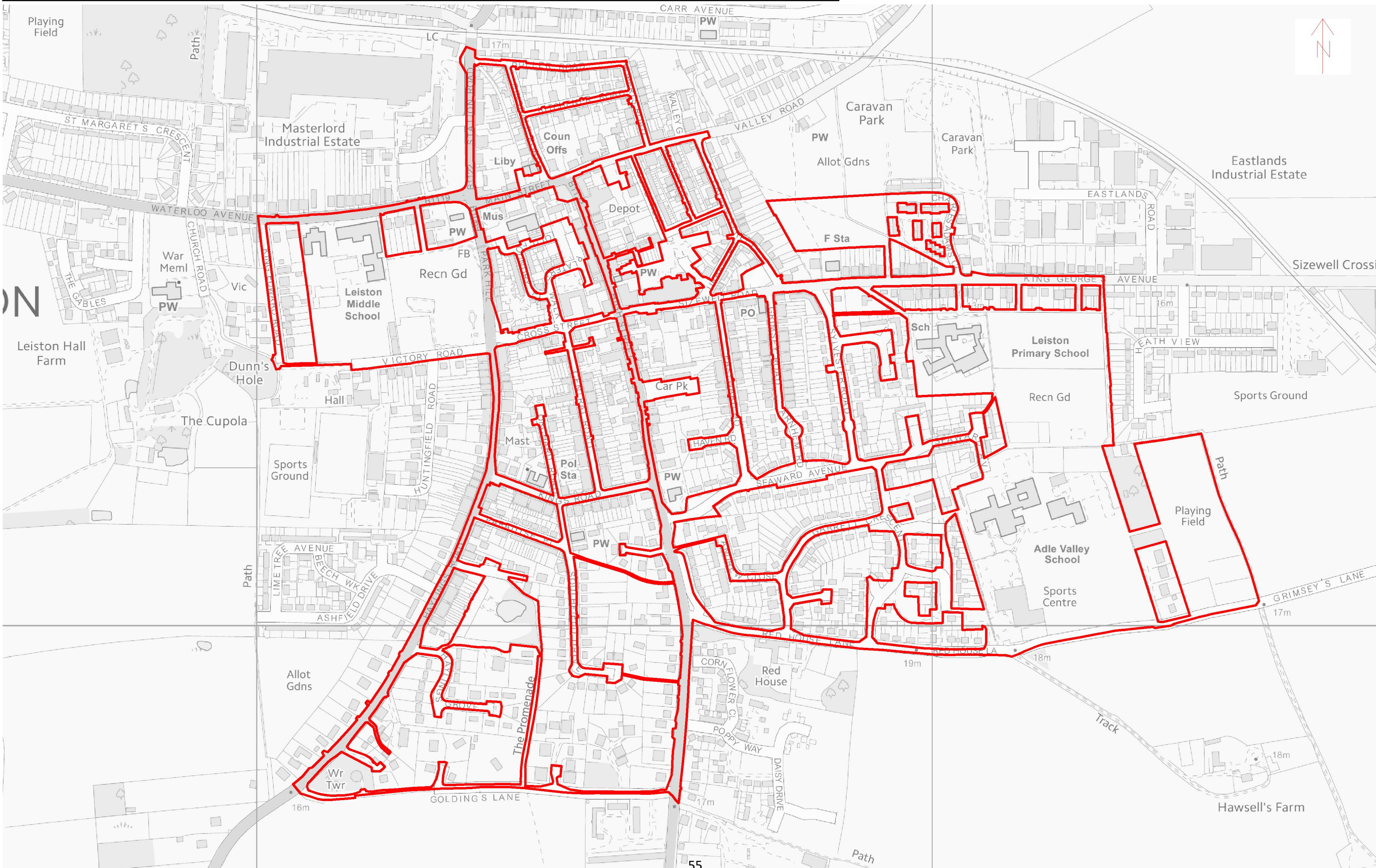
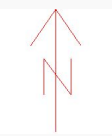
Map produced on 11 December 2018 at 10:39













**APPENDIX A****Saxmundham**

Church Hill from Manor Gardens, Church Road, Chantry Road, Chantry Road Play Area, Mill Road, Rendham Road, to the junction with Brook Farm Road,, Hayward's Mews, Fromus Square, High Street, North Entrance up to and including Lambsale Meadow, Harpers Lane, Fairfield Road, St. Johns Road, Chapel Road, Albion Street, New Cut, Station Approach, Market Place including the car park, Somerfield Supermarket car park, and Street Farm Road. The War Memorial Playing Field and Play Area. Seaman Avenue and the footpath between Mill Road and Seaman Avenue. The footpath between Harpers Lane and Henley Close, Henley Close, the footpath between Henley Close and Brook Farm Road, and between Fairfield Road and Henley Close. Brook Farm Road between Dove Close and Ashford's Close, Carlton Park Sports and Recreation Club. The open space at the rear of Ashford's Close and Tennyson Road.

**Kelsale**

The Churchyards at St Mary and St Peter, Kelsale, and St Peter Carlton. The Bus shelters located on B1121 opposite Beaumont Cottages. Kelsale Recreation Ground including the Play Area. Carlton Green including the Play Area. The two open space play areas in Beaumont Cottages. Kelsale Village Centre Car Park, and Bridge Street from the car park to the Old Forge, Kelsale.

**Wickham Market**

The Hill, Dallinghoo Road up to No. 3. the Car Park, The Plying Field including the Bowling Green, Skateboard Park, Playground, the car park and access road to the High Street. The High Street between No 61 and the Hill, The War Memorial Car Park and public areas around the Medical Centre, Resource Centre and Richard Kitson Court. Chapel Lane up to Mill Lane. The access to All Saints Church and its churchyard, Crown Lane and the High Street between the Hill and No 91.

**Felixstowe**

Sea Road from Orford Road to Undercliff Road West, Hamilton Gardens, Bath Hill and Undercliff Road East, the Convalescent Hill, Pier Bight, Spa Pavilion car parks and Wolsey Steps.

Hamilton Road from Bent Hill up to St Andrews Road including the area around the Triangle bordered by Crescent Road. Cobbold Road between Hamilton Road and Cowley Road.

The Crescent Road car park and the adjacent parts of Cowley Road, Crescent Road and Cobbold Road.

Highfield Road car park.



Undercliff Road West from Sea Road to the Ordnance roundabout including Snow Hill Steps. Pram Hill Walk.

Garrison Lane from the Ordnance roundabout up to the boundary line of No 2. Garrison Lane car park.

Maybush Lane. Cliff Road from Maybush Lane to the eastern end of Clifflands car park. Priory Road. Martello Lane, Jacobs Ladder. Marcus Road, Golf Road. Brackenbury Fort car park and Clifflands car park and the greensward between those two car parks.

The grass area of Coronation Playing Field, Coronation Drive, including the play area. The grass area of Coronation Playing Field, Coronation Drive, including the play area. Brackenbury Sports Centre on High Road East. Allenby Park including the access from Constable Road. Ranelagh Road car park. High Road West from Garrison Lane to Recreation Lane and High Street, Walton to the bridge over Port of Felixstowe Road

The car park, playing fields and access to Orwell High School including the proposed all weather sports area. The Cemetery in Langley Avenue and Cemetery Path between Grange Road and Mill lane. The open spaces known as Cavendish Park North and South including the Orwell Green skateboard park. Langer Park. Manor Terrace car park.

## **Rushmere**

Rushmere Common and Golf Course situated within the Parish including Woodbridge Road between Woodbridge Road East and Bent Lane and Linksfild. Sandlings including the Water Tower and the Footpath leading to Bixley Drive, Brendon Drive between Wimpole Close and Broadlands Way including the shopping precinct, the wasteland and the car parks.

Bixley Drive including the open space, Bladen Drive including the grassed area, Gwendoline Close, Broadlands Way and Foxhall Road between Arundel Way and Broadlands Way.

The public open space to the east of Brendon Drive and adjacent to Foxhall Heath and north of Foxhall Road, and public open space adjacent to The Suffolk Nuffield Hospital known as the Millstream including all the access paths leading from Kentwell Close, Glemham Drive, Euston Avenue and the intersection point of Bixley Lane, Kelvedon Drive and Glemham Drive.

The Play Area and access in Salehurst Road.

## **Martlesham**

Broke Hall Community Primary School Recreation Area.

The Common Land adjacent to Felixstowe Road, and between A12 Trunk Road, Main Road and Tesco's Superstore including its carpark and the Community Centre Car Park.

The Open spaces known as Martlesham Heath including Eagle Way, Valiant Road, The Drift, Higgins Place, The Square, De Brink on the Green, Bader Court including all car parks.

Lancaster Drive, York Road and the open space in Heathfield.

The Recreation Ground and Kronji's Piece in the Street, the Jubilee Play Space, Portal Avenue and the adjacent Woodland.

Beacon Hill, Birchwood and Gorseland Primary Schools Recreation Areas.

## **Kesgrave**

The public Open space from Dobbs Corner to Century Drive including the MSG Playing Fields, Century Drive and its Public Open Space Thomas Crescent to the north and the areas adjacent to Long Strops to the south. Dobbs Drift Play Area and adjacent land.

The Long Strops Bridlepath from MSG Playing Fields to Brendon Drive.

The footpath from Century Drive to Wilkinson Drive including Cedarwood Green, Cedarwood Primary School Recreation Area and Ashdale walk Continium.

Ropes Drive, Century Drive, Wilkinson Drive, Pilboroughs Walk, St. Isodores, and Grange Lane including their open spaces of Badgers Bank, Pergola Piece, Human Sundial, Fox Lea, the two open spaces at Through Jollies and the open spaces surrounding St Isodores Roundabout. Ashdale Walk Public Open Space, Oak Meadow Open Space, Fenton's Way, Legion Green Open Space, and Fenton Wood Public Open Space.

The Community Centre, its car park and recreation ground, Mead Drive, Kesgrave Library and its surrounding public open space. The Public Open Space from Bartrum Lane to Fentons Wood. Penzance Road between Oregon Road and Helston Close. St Lawrence Way Public Open Space. The Public Open Space between Penryn Road and Cedar Avenue. Kesgrave Churchyard and Lawn Cemetery and front and rear carparks. Rupert Fison Centre Public Area, Farthing Walk, Dobbs Drift and Bartrum Lane Play Areas.

Kesgrave High School and Heath Primary School Recreation Areas.

## **Framlingham**

The Mere, Pigs Meadow, Pageant Field and its access path, The Elms Car Park, St Michael's Churchyard, The Cemetery and Fen Meadow in the Town of Framlingham.

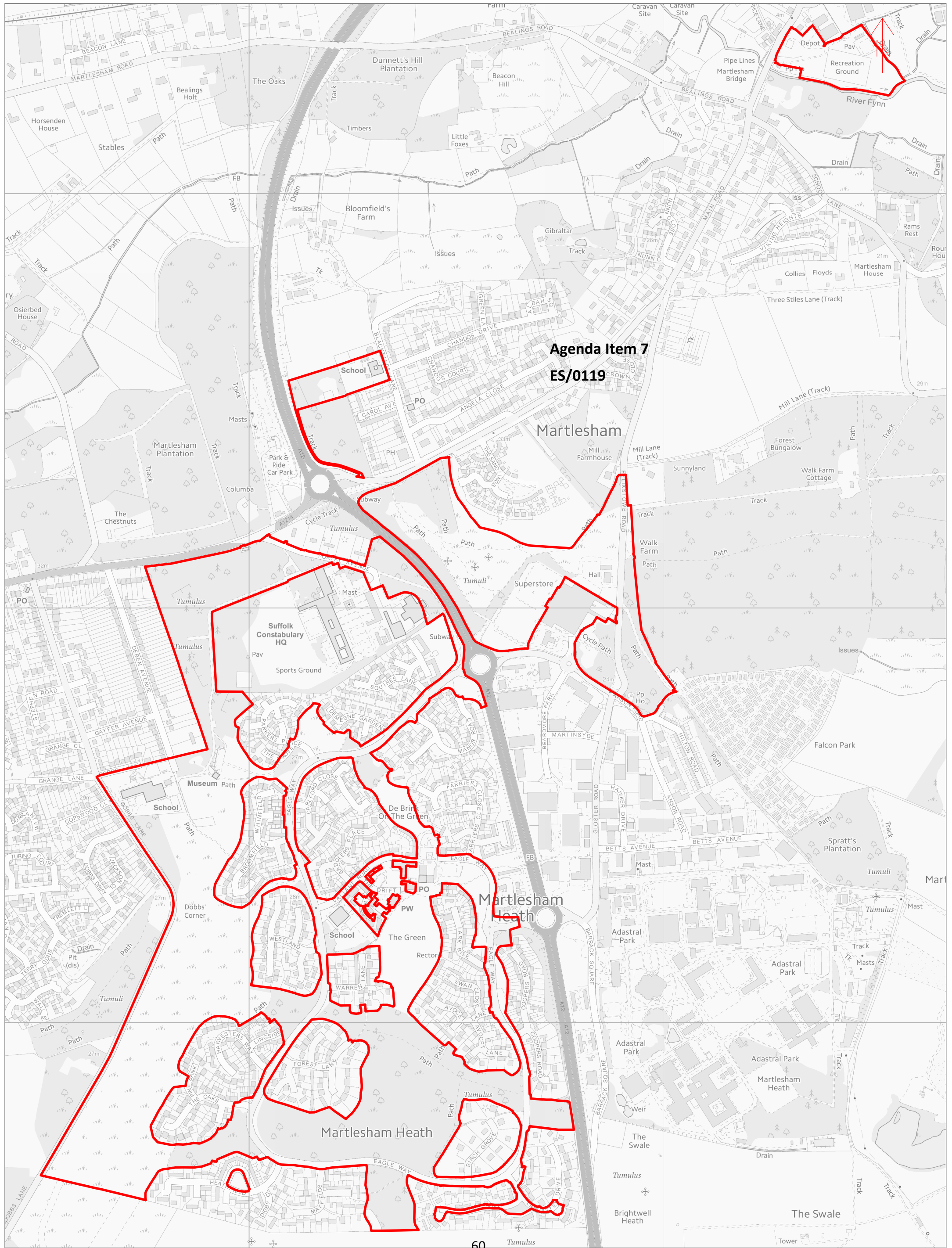
## **Leiston**

Station Road, Buller Road, Roberts Road, Dinsdale Road, Kitchener Road, Crown Street, Prospect Place, Mafeking Place, Main Street, Old School Close, High Green, Old Foundary Place, Platers Walk, Upton Place, King Edward Road, Victory Road, Waterloo Avenue up to the junction with King Edward Road, Long Row, Urban Road, Charles Adam Close, Park Hill, Cross Street, Sizewell Road, King Georges Avenue as far east as the lane leading to Kiln Bungalow known locally as Kiln Lane, Paxton Chadwick Close, Sylvester Road, Grimsey Road, Arnhem Road, Eastward Ho, Haven Road, Seaward Avenue, High Street, Central Road, Orchard Road, Kings Road, South Close, Quakers Way, Andrew Close, Garrett Crescent, Red House Lane, Hancocks Close, Grimsey's Lane, Valley Road, Haylings Road, Paradise Place, Southfield Drive, Haylings Grove, John Street, Minden Drive, Goldings Lane, Aldeburgh Road as far down as the junction with Goldings Lane, Friday's Orchard, the area of open space known as Haylings Pond. The Recreation Ground adjacent to Leiston County Primary School, The Recreation Ground adjacent to Park Hill and Victory Road. All public car parks with access or egress from or onto any of the streets listed here

## **Woodbridge**

The River Deben Foreshore between Lime Kiln Quay and the track leading to the level crossing on the western side of Kingston Field., Kingston Farm Road, The Avenue, Station Road, Cumberland Street , Quay street, Tide Mill Way, Ferry Quay , Quay Side , Crown Place, Doric Place, Brook Street, Hamblin Road, Lime Kiln Quay Road, Thoroughfare, Cumberland Mews, St Johns Street, Little St John Street, St Johns Terrace, St Johns Hill, Castle Street ( including the green ) , New Street, Church Street, Bakers Lane, Carmelites Place, Turn Lane, Ancient House Mews, Chapel Street, Theatre Street, Market Hill, Angel Lane to Bridewell Walk, Burkitt Road, Queens Head , Lane, Drybridge Hill, Seckford Street, Barrack Road to Cemetery Lane, Portland Crescent between Cemetery lane and Fen Meadow Walk, Bridgewood Road, Fen Meadow Walk, , Elmhurst Park, Fen Meadow, Woodbridge Cemetery, Kingston Field, The Recreation Ground off the Avenue. All public car parks with access and egress from or onto any of the streets listed here. The churchyards of St Mary's Church and St John's Church





**Agenda Item 7  
ES/0119**



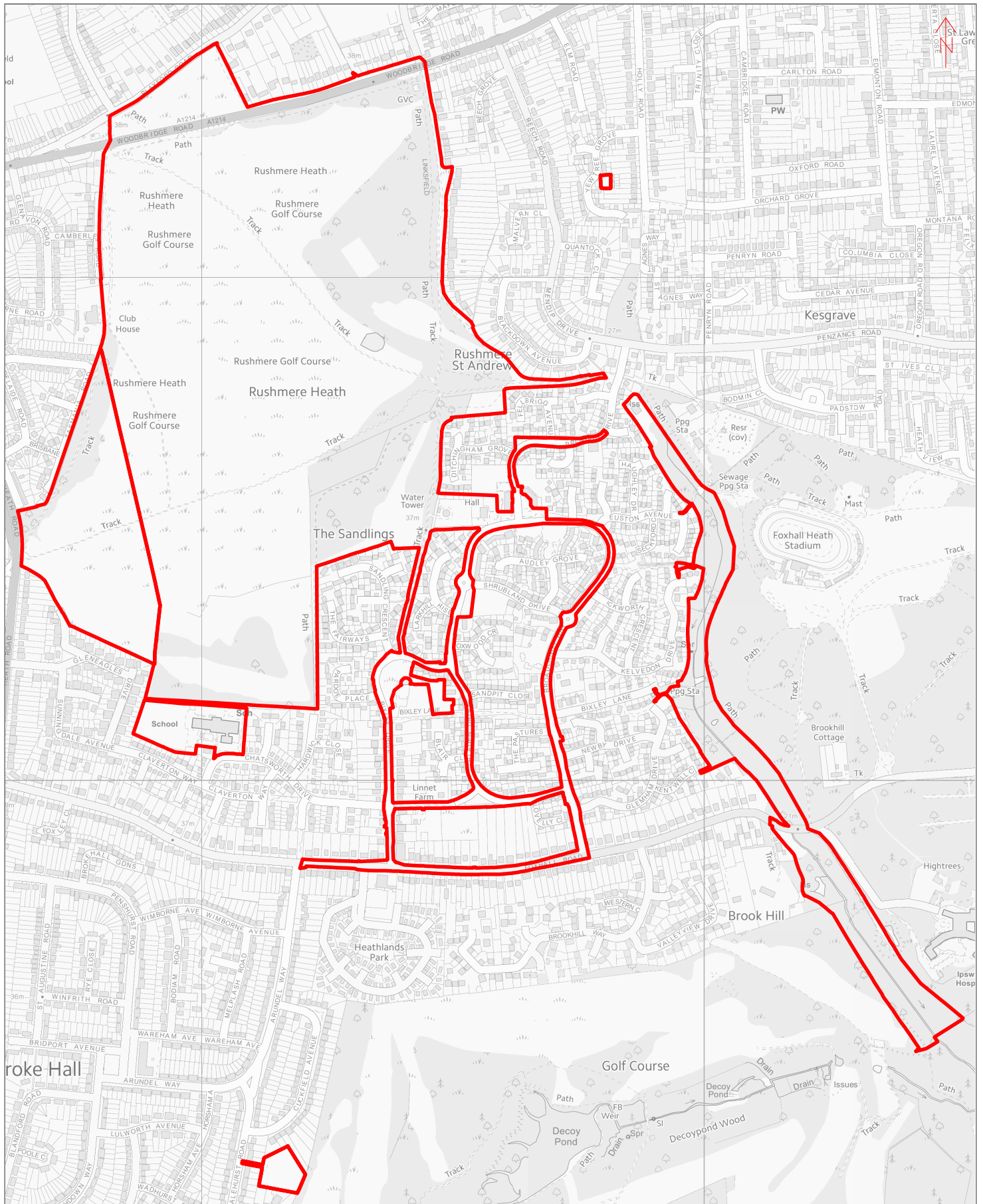
# Suffolk Coastal District Council

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## Alcohol Consumption in Designated Public Places (Rushmere St Andrew) Order (No. 1) 2007

Map produced on 11 December 2018 at 09:10

Scale 1:10000



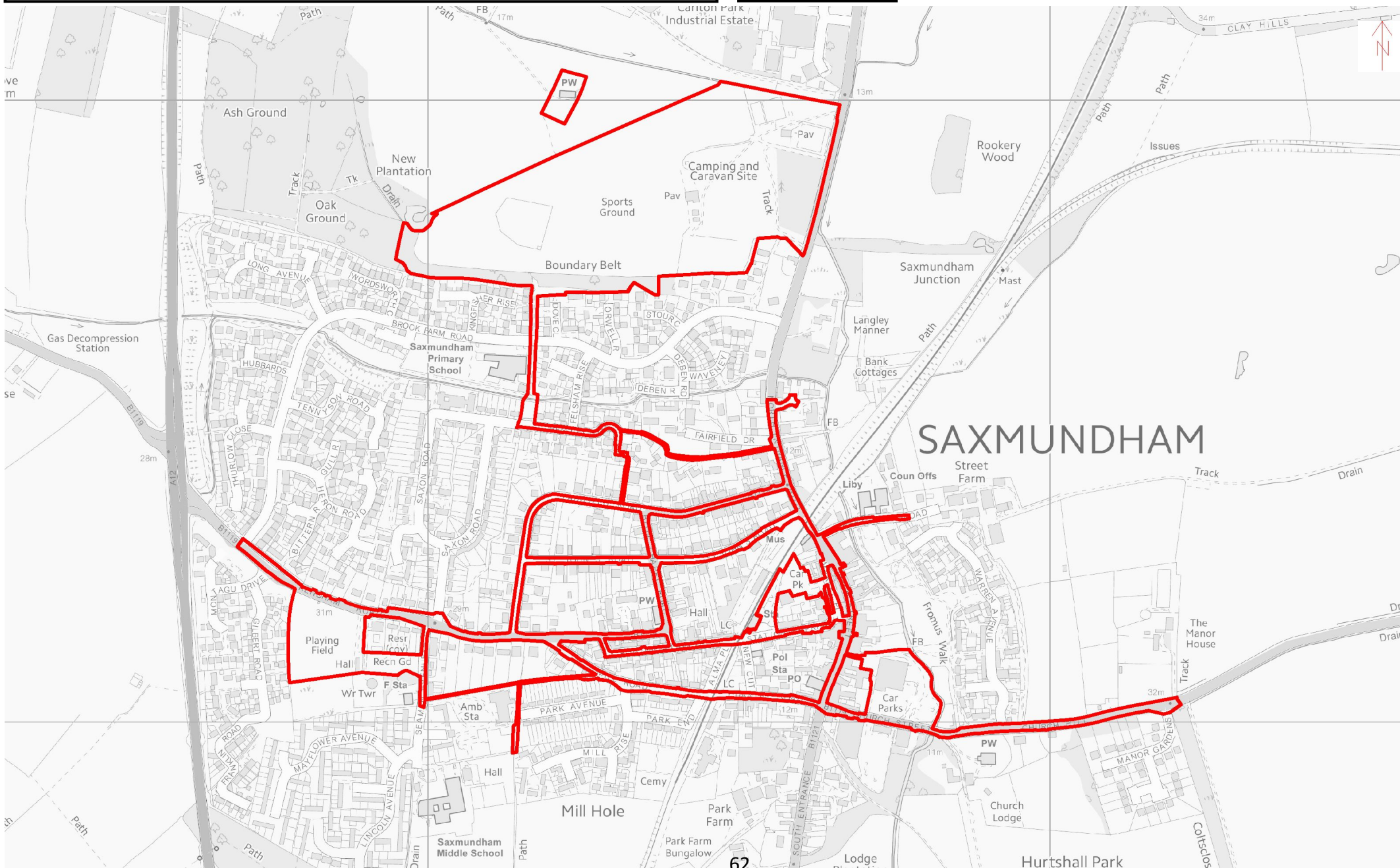
# Suffolk Coastal District

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# Alcohol Consumption in Designated Public Places (Saxmundham) Order (No.1) 2008

Scale 1:8000

Map produced on 11 December 2018 at 10:36





# Suffolk Coastal District Council

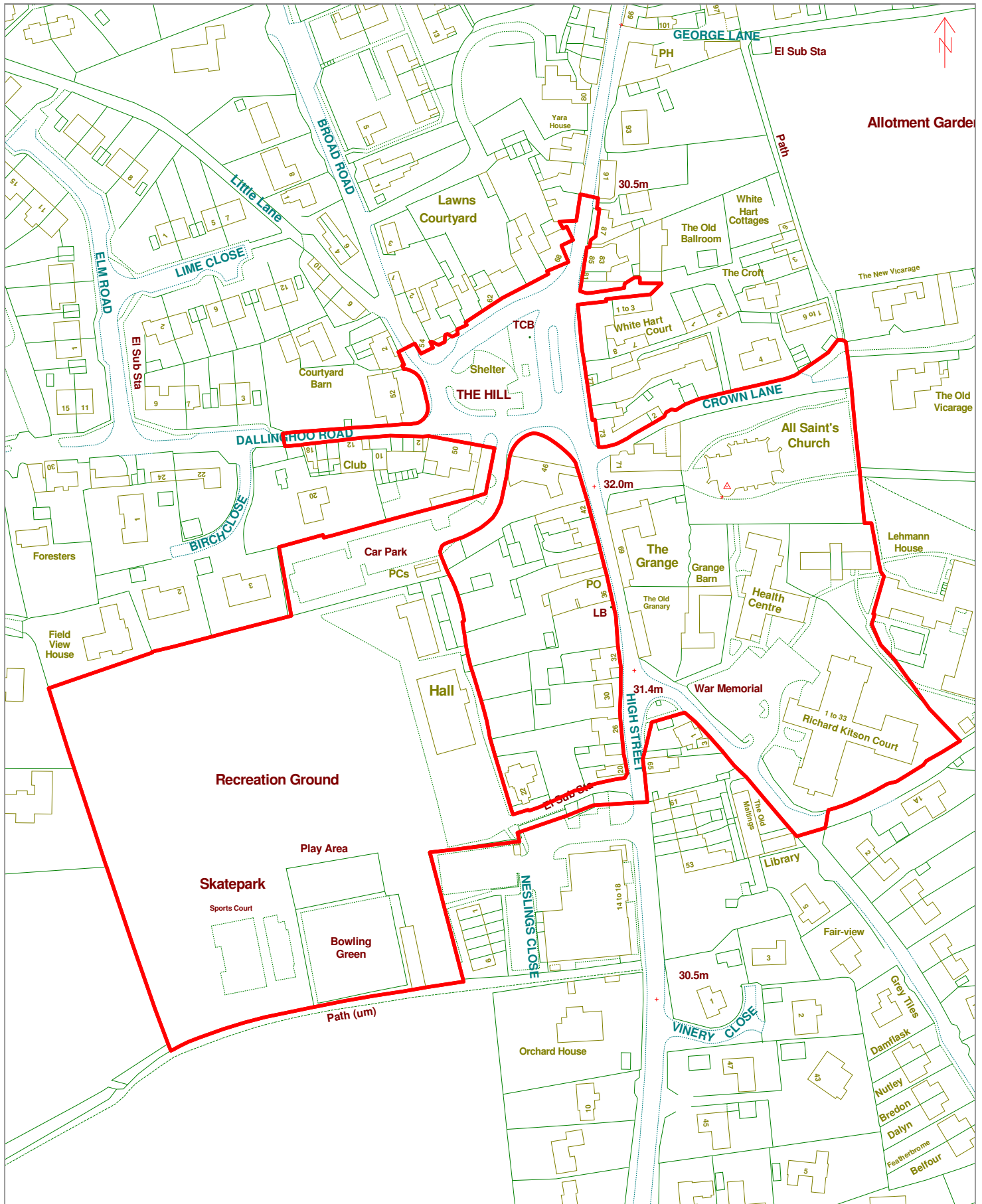
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## Alcohol Consumption in Designated Public Places (Wickham Market) Order (No.1) 2008

Public Item 7  
FS/0119

Map produced on 11 December 2018 at 10:29

Scale 1:2000





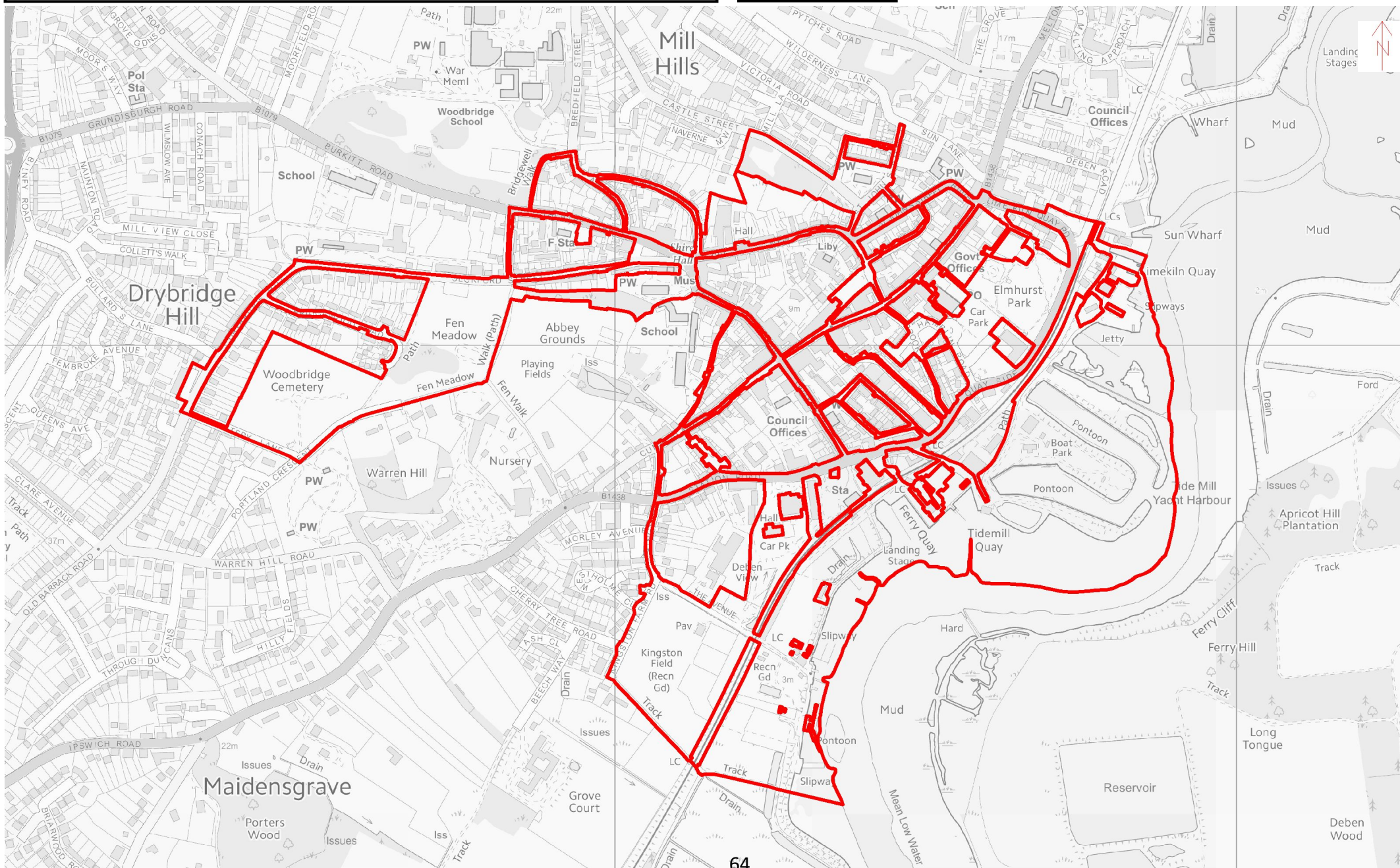
# Suffolk Coastal District

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# Alcohol Consumption in Designated Public Places (Woodbridge) Order (No.1) 2007

Scale 1:8000

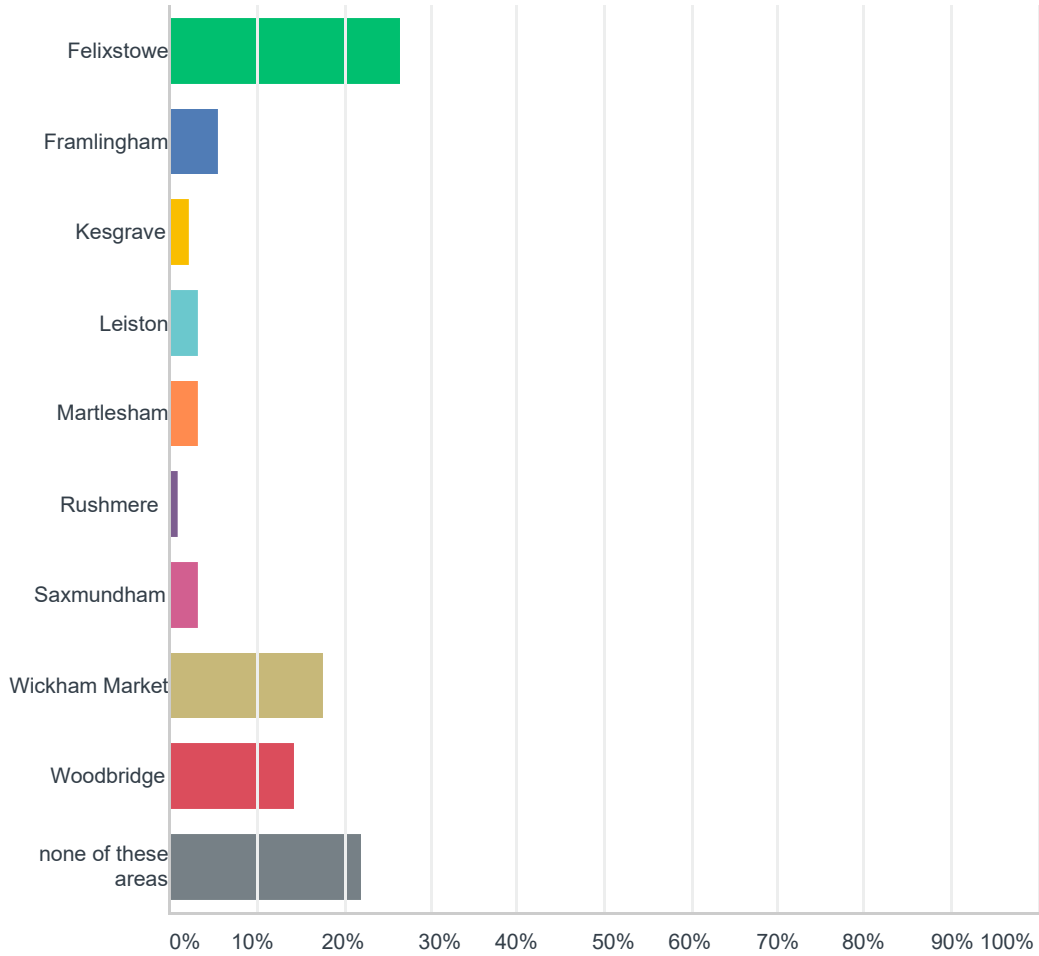
Map produced on 11 December 2018 at 10:46





# Q1 Do you live in any of the following areas which currently have PSPOs.

Answered: 90 Skipped: 0

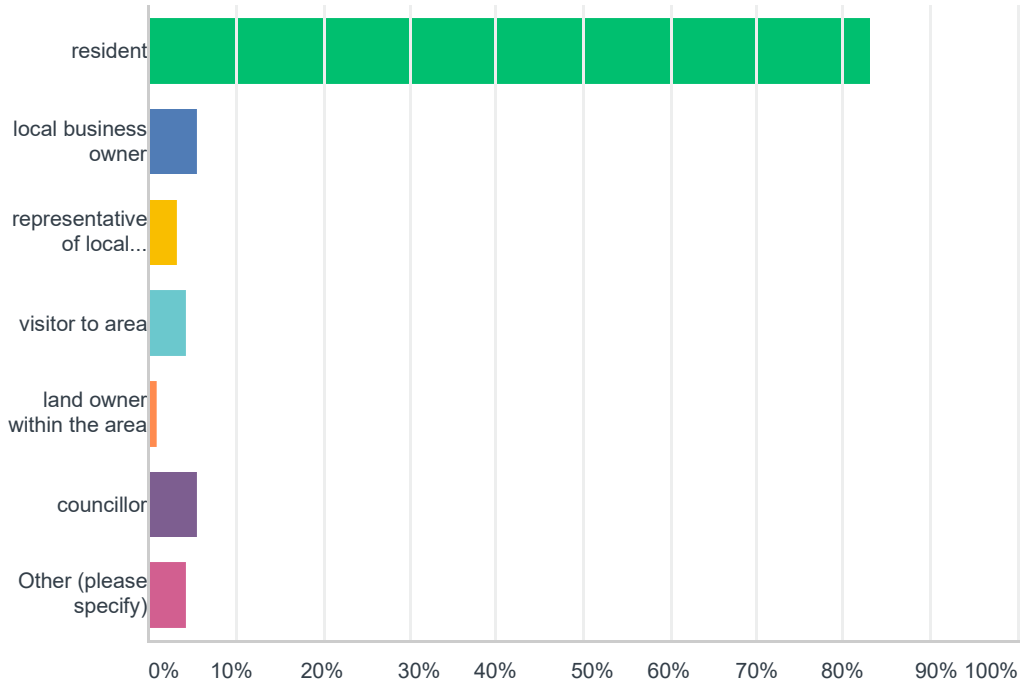


ANSWER CHOICES	RESPONSES	
Felixstowe	26.67%	24
Framlingham	5.56%	5
Kesgrave	2.22%	2
Leiston	3.33%	3
Martlesham	3.33%	3
Rushmere	1.11%	1
Saxmundham	3.33%	3
Wickham Market	17.78%	16
Woodbridge	14.44%	13
none of these areas	22.22%	20
Total Respondents: 90		

PSPO CONSULTATION

Q2 Your relationship to your identified area above.

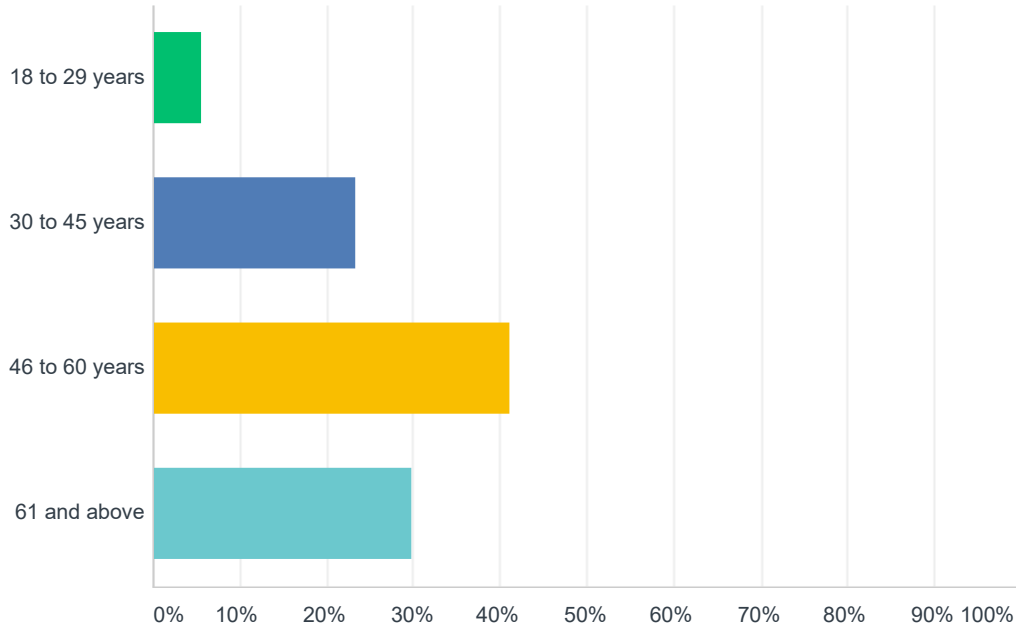
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES
resident	83.33% 75
local business owner	5.56% 5
representative of local voluntary or community group	3.33% 3
visitor to area	4.44% 4
land owner within the area	1.11% 1
councillor	5.56% 5
Other (please specify)	4.44% 4
Total Respondents: 90	

### Q3 Please indicate your age range.

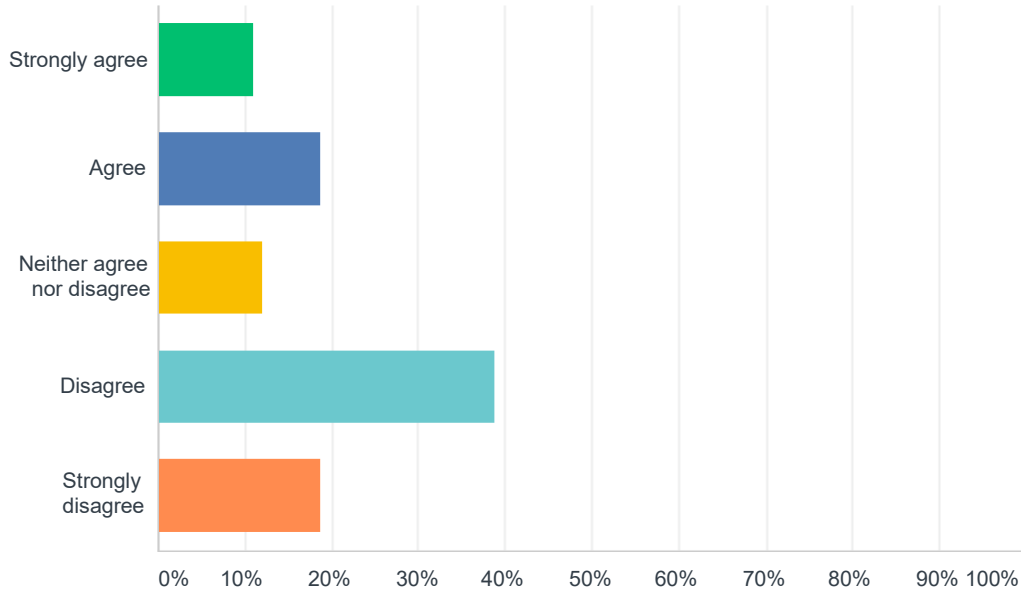
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
18 to 29 years	5.56%	5
30 to 45 years	23.33%	21
46 to 60 years	41.11%	37
61 and above	30.00%	27
<b>TOTAL</b>		<b>90</b>

### Q4 I have not witnessed any anti social behaviour in the last 12 months.

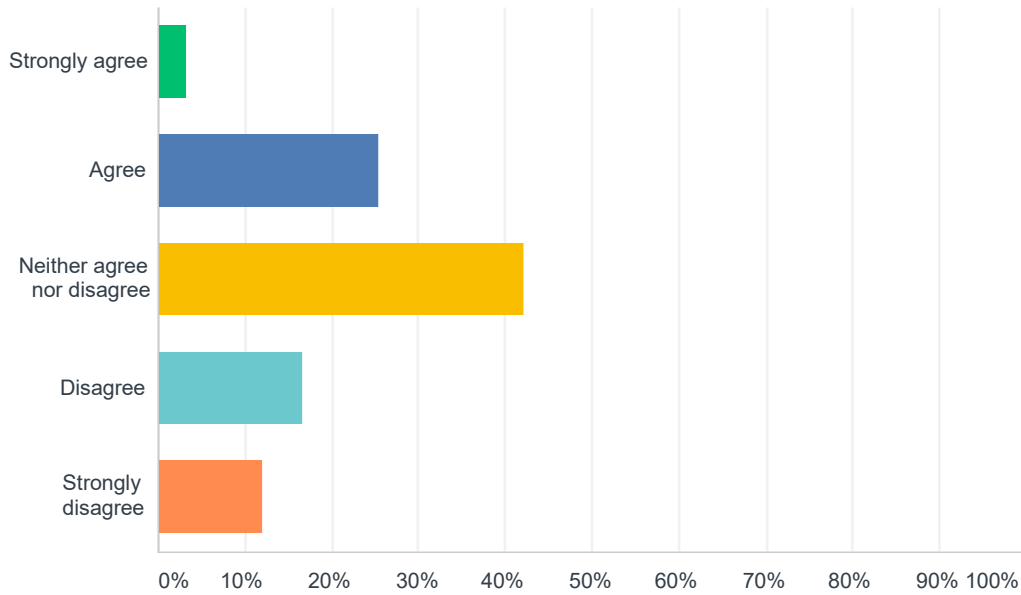
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	11.11%	10
Agree	18.89%	17
Neither agree nor disagree	12.22%	11
Disagree	38.89%	35
Strongly disagree	18.89%	17
<b>TOTAL</b>		<b>90</b>

## Q5 Alcohol related anti social behaviour has declined in my identified area.

Answered: 90 Skipped: 0

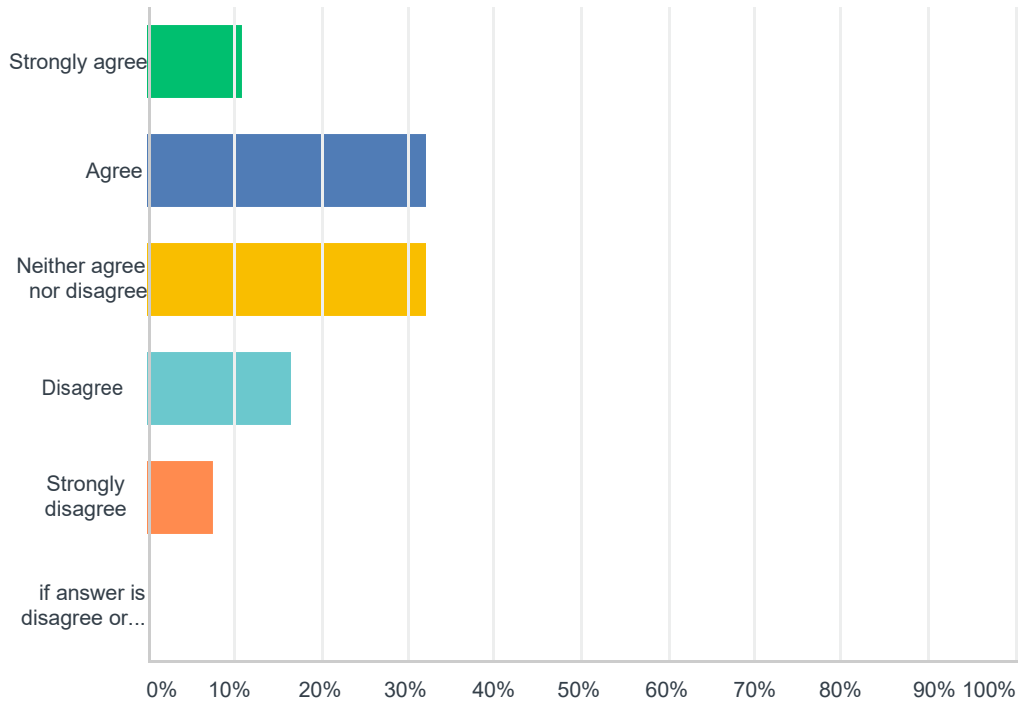


ANSWER CHOICES	RESPONSES	
Strongly agree	3.33%	3
Agree	25.56%	23
Neither agree nor disagree	42.22%	38
Disagree	16.67%	15
Strongly disagree	12.22%	11
<b>TOTAL</b>		<b>90</b>

## Q6 I do not understand the current PSPO legislation

Answered: 90

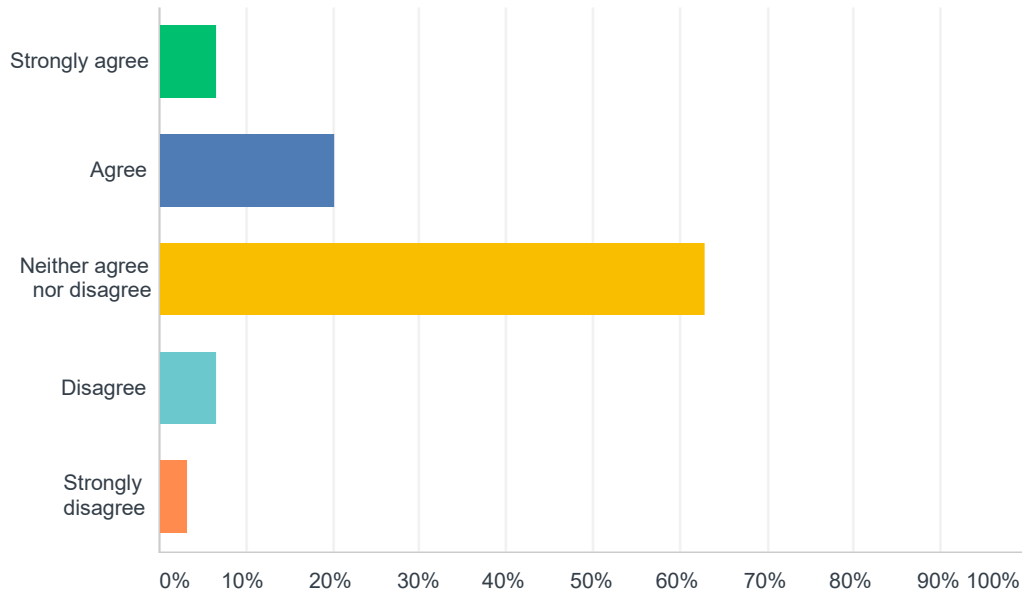
Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	11.11%	10
Agree	32.22%	29
Neither agree nor disagree	32.22%	29
Disagree	16.67%	15
Strongly disagree	7.78%	7
if answer is disagree or strongly disagree go to next question.	0.00%	0
<b>TOTAL</b>		<b>90</b>

## Q7 I think the new ASB legislation is less complicated and more flexible to implement.

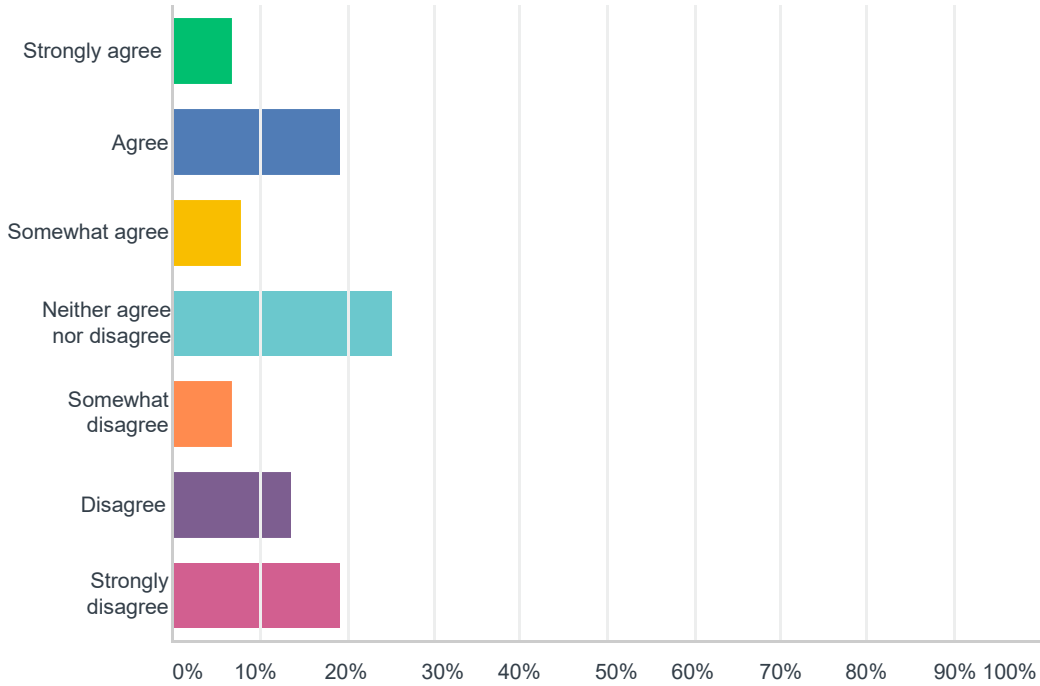
Answered: 89 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	6.74%	6
Agree	20.22%	18
Neither agree nor disagree	62.92%	56
Disagree	6.74%	6
Strongly disagree	3.37%	3
<b>TOTAL</b>		<b>89</b>

Q8 Now that the police have new powers to deal with ASB and problem drinking in all public places, I think the council should not reinstate the present orders covering just a few specific locations.

Answered: 87 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	6.90%	6
Agree	19.54%	17
Somewhat agree	8.05%	7
Neither agree nor disagree	25.29%	22
Somewhat disagree	6.90%	6
Disagree	13.79%	12
Strongly disagree	19.54%	17
TOTAL		87



# Suffolk Constabulary

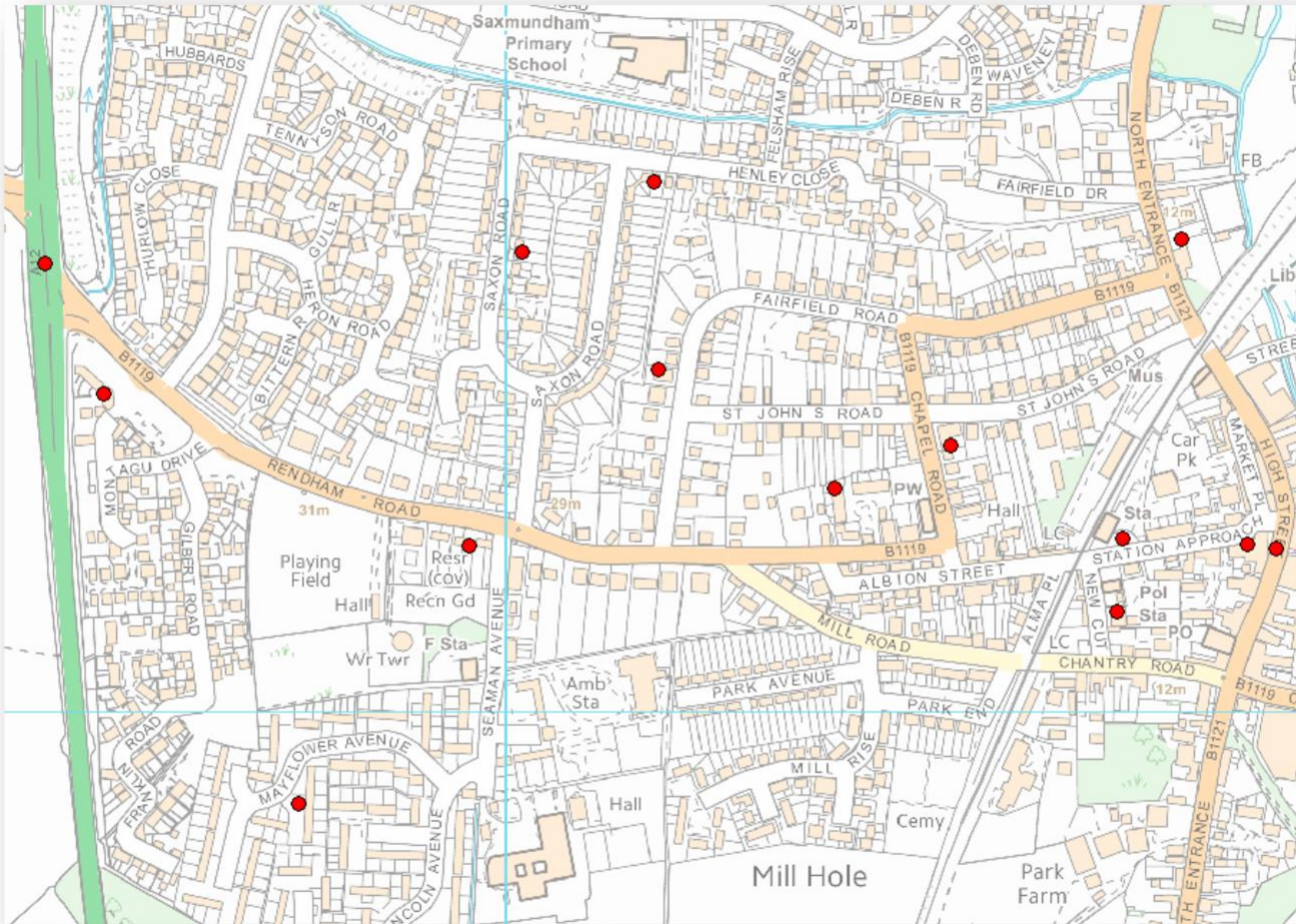
09<sup>th</sup> January 2018

Joint Performance & Analysis Department



# Alcohol related CADS

## Saxmundham



# Alcohol related CADS

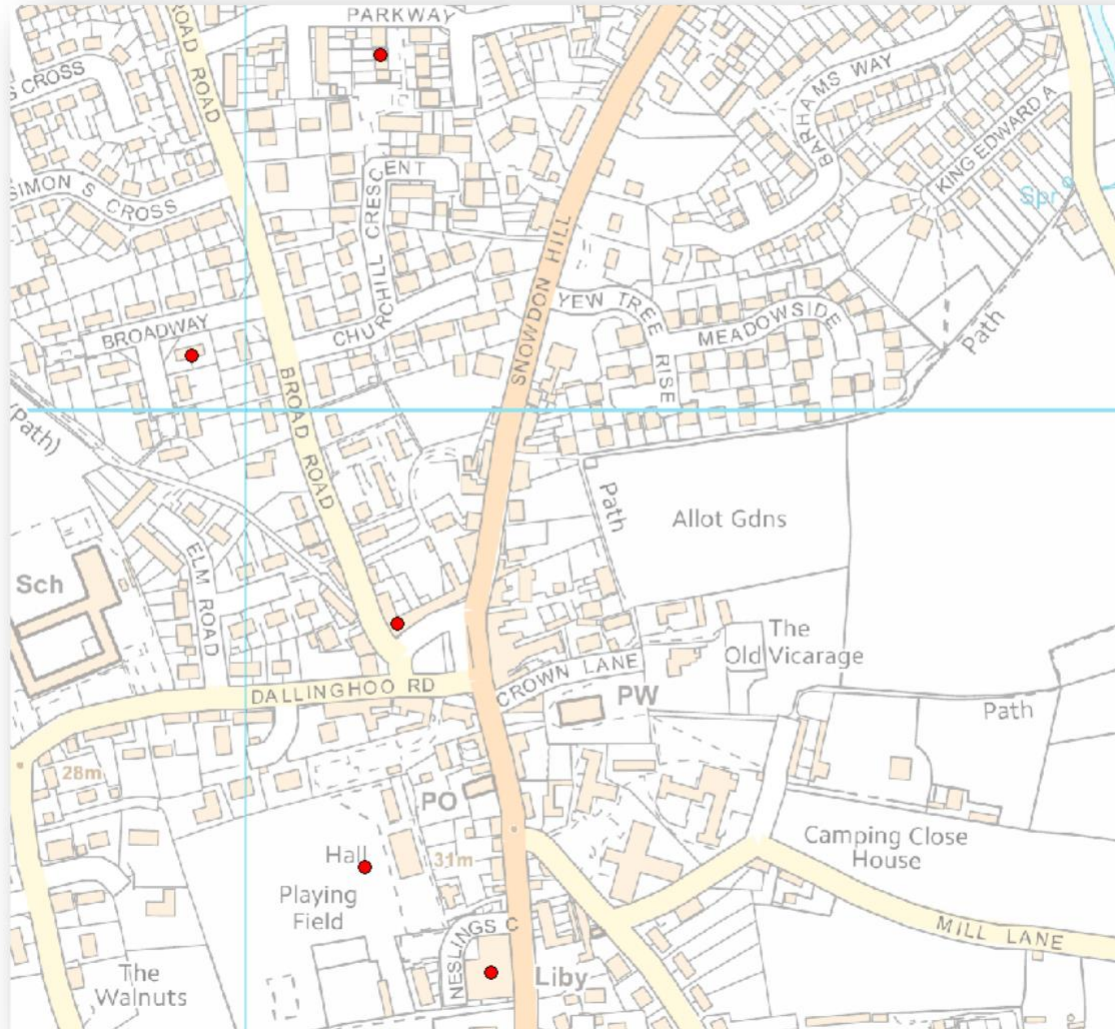
## Kelsale





# Alcohol related CADS

## Wickham Market





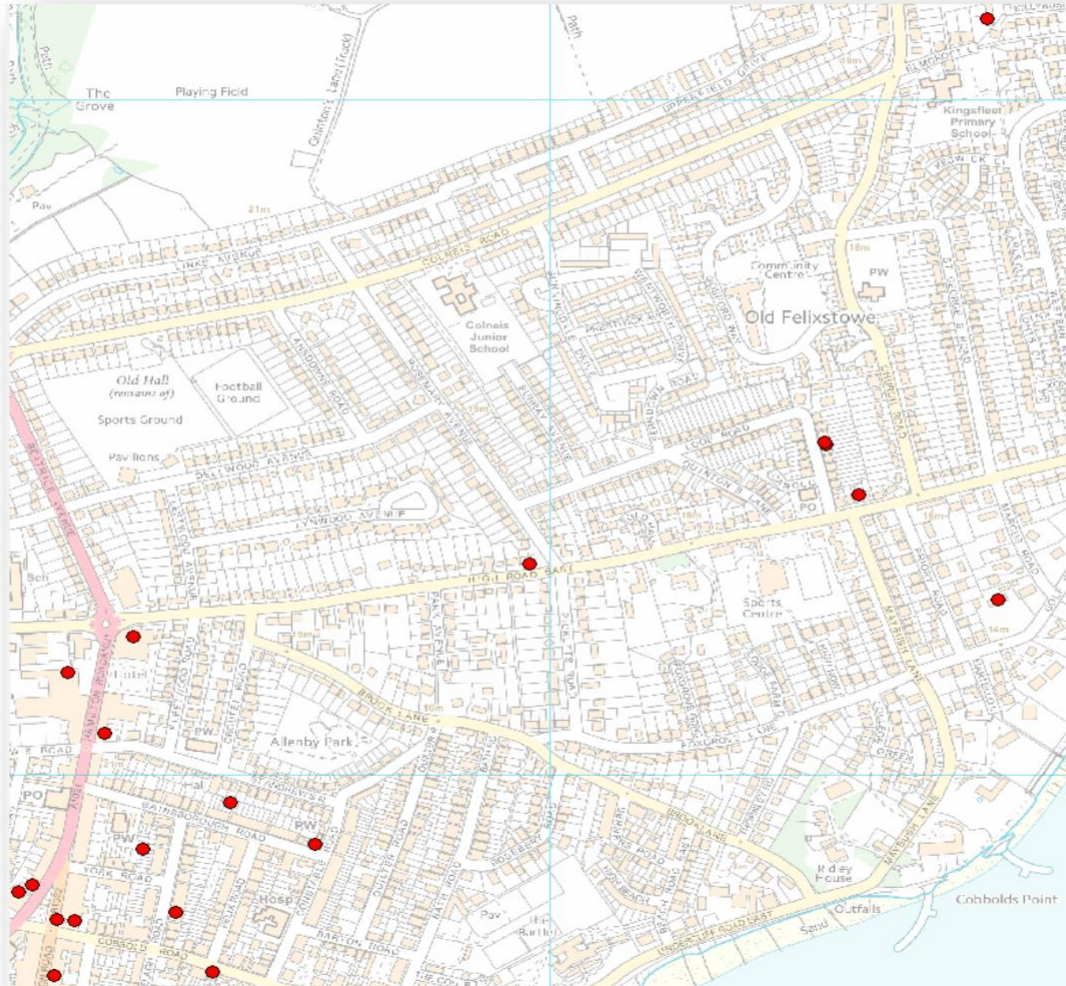
# Alcohol related CADS

## Felixstowe



# Alcohol related CADS

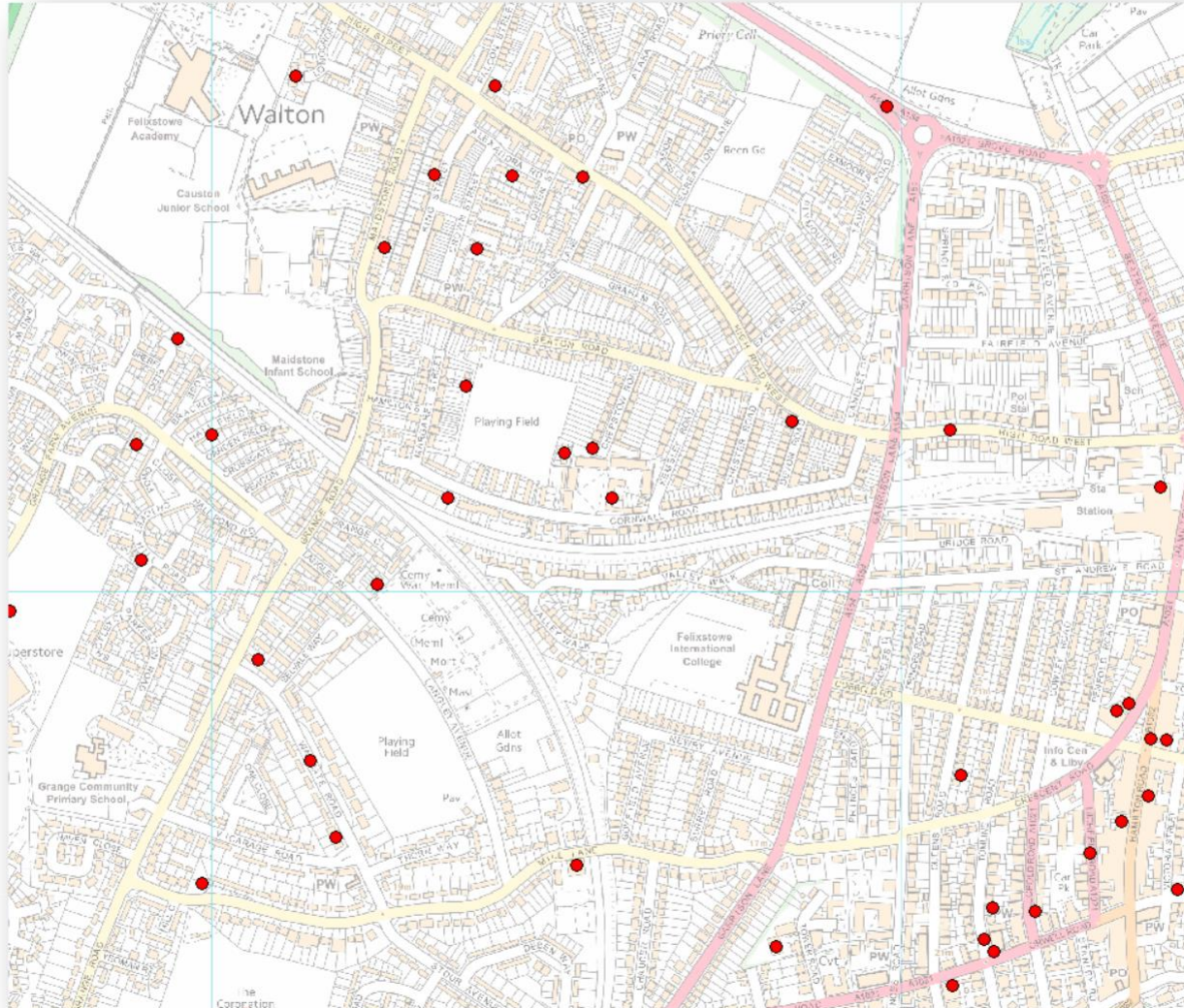
## Felixstowe (East)





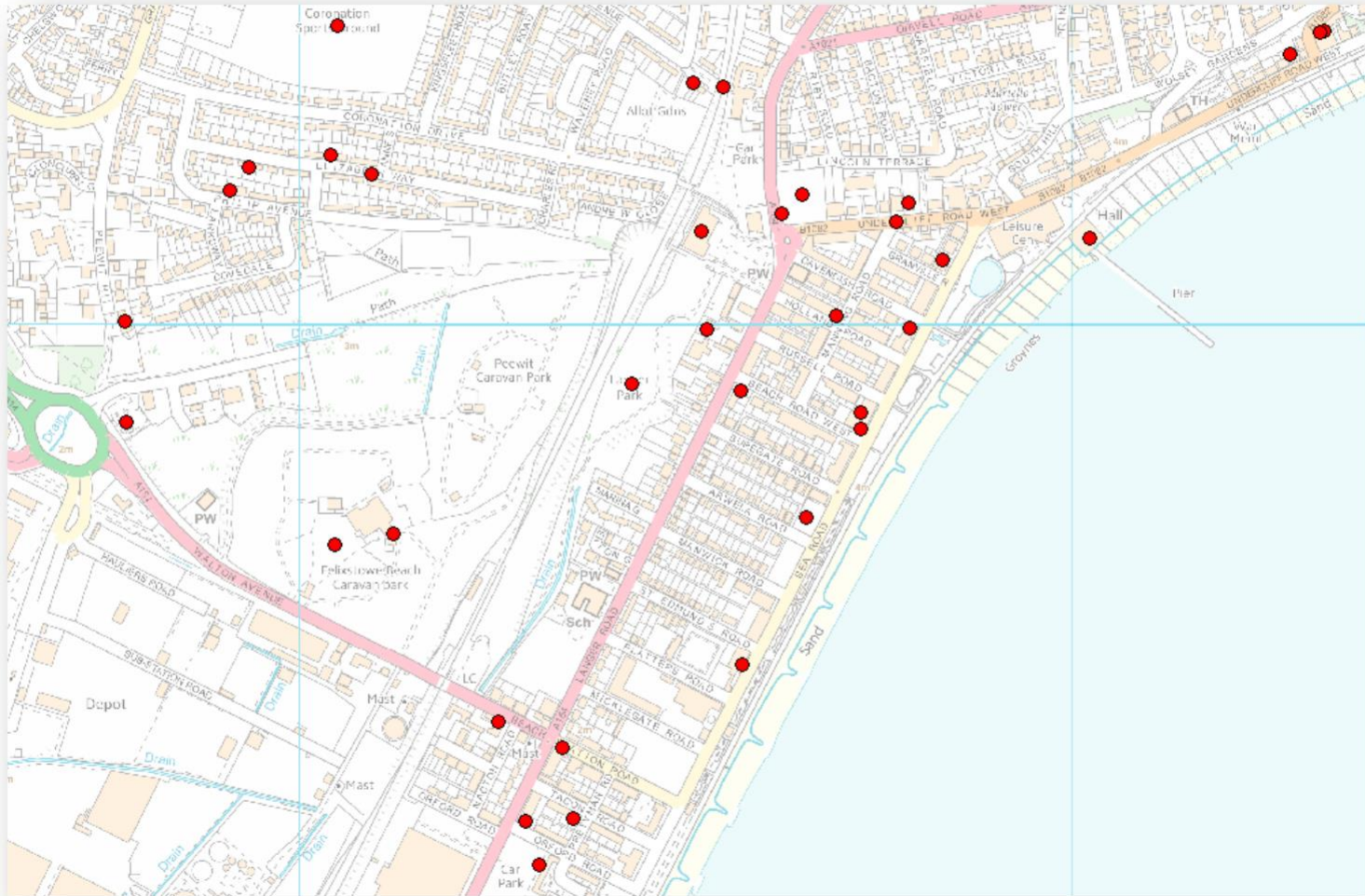
# Alcohol related CADS

## Felixstowe (West)



# Alcohol related CADS

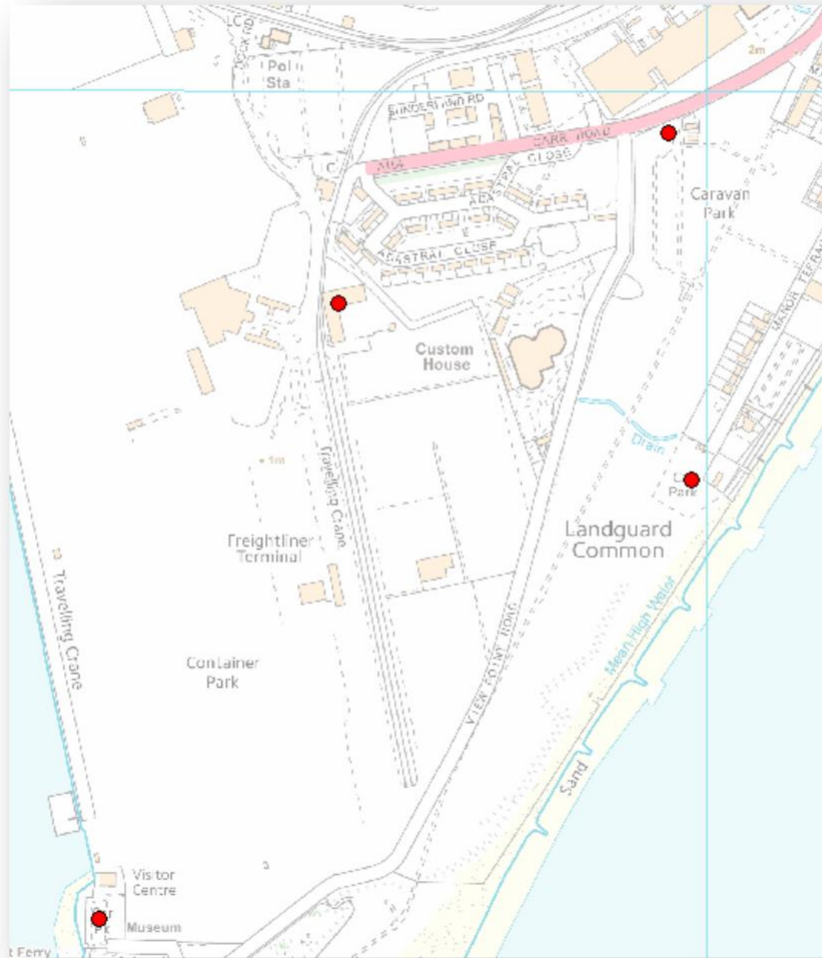
## Felixstowe (South)





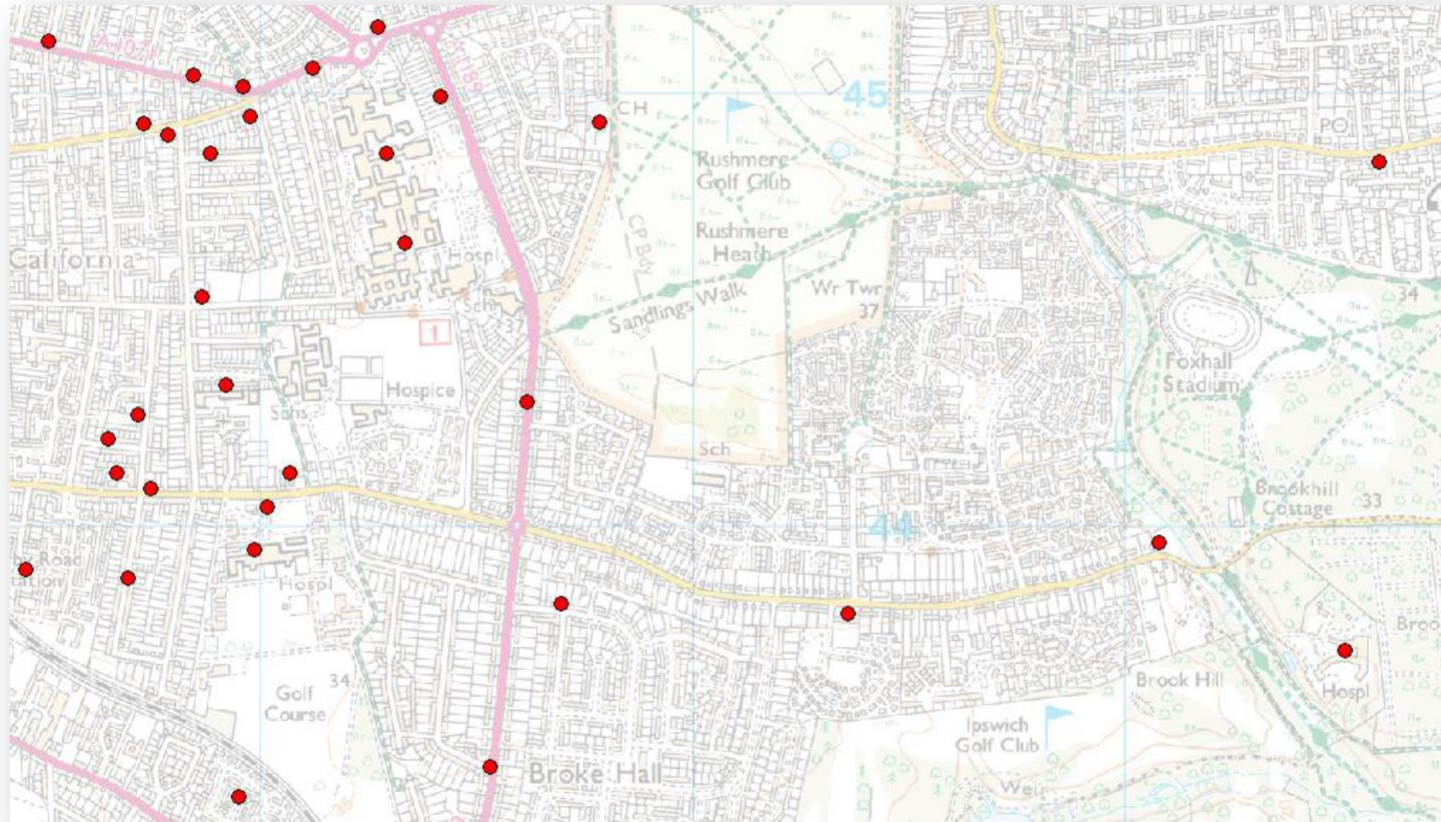
# Alcohol related CADS

## Felixstowe (Landguard)



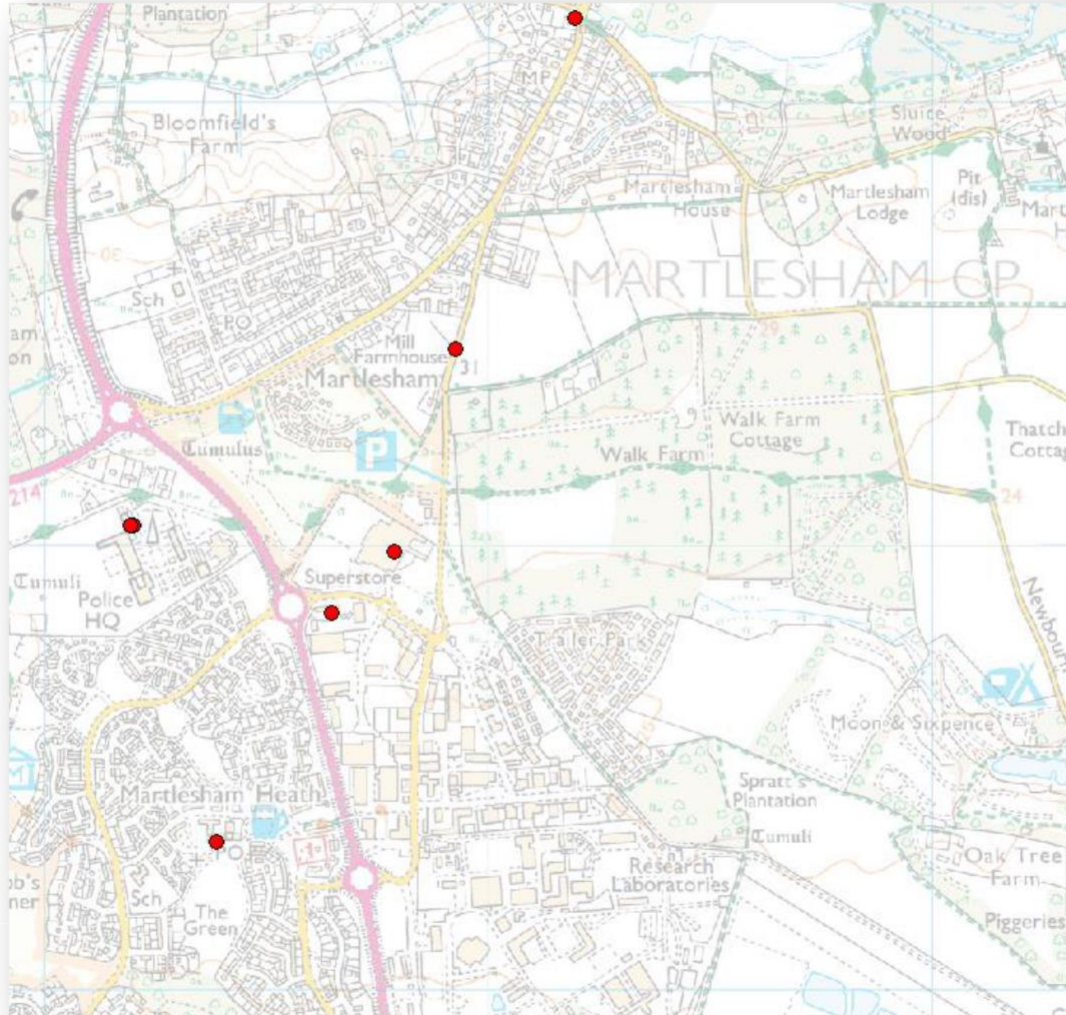
# Alcohol related CADS

## Rushmere



# Alcohol related CADS

## Martlesham





# Alcohol related CADS

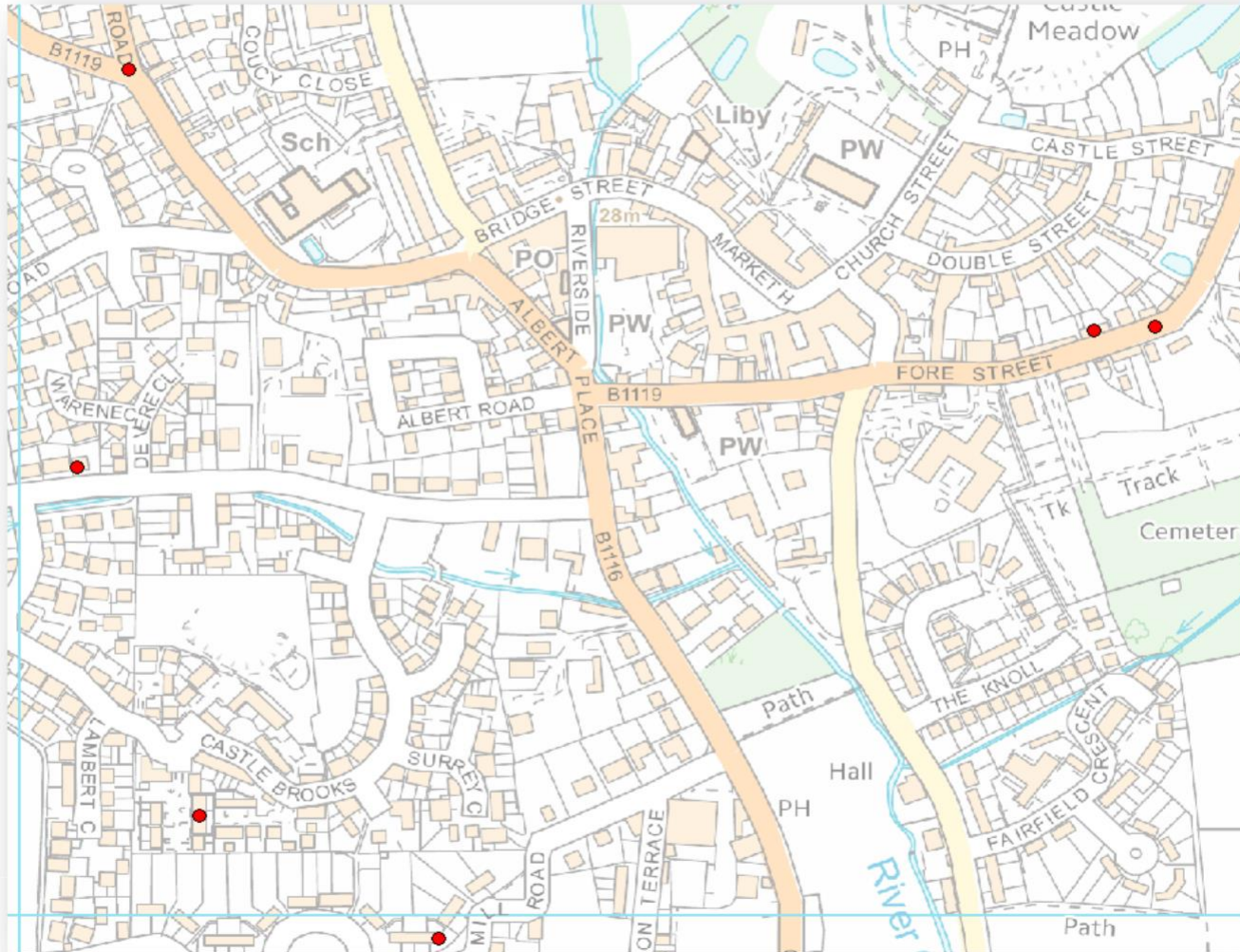
## Kesgrave





# Alcohol related CADS

## Framlingham



# Alcohol related CADS

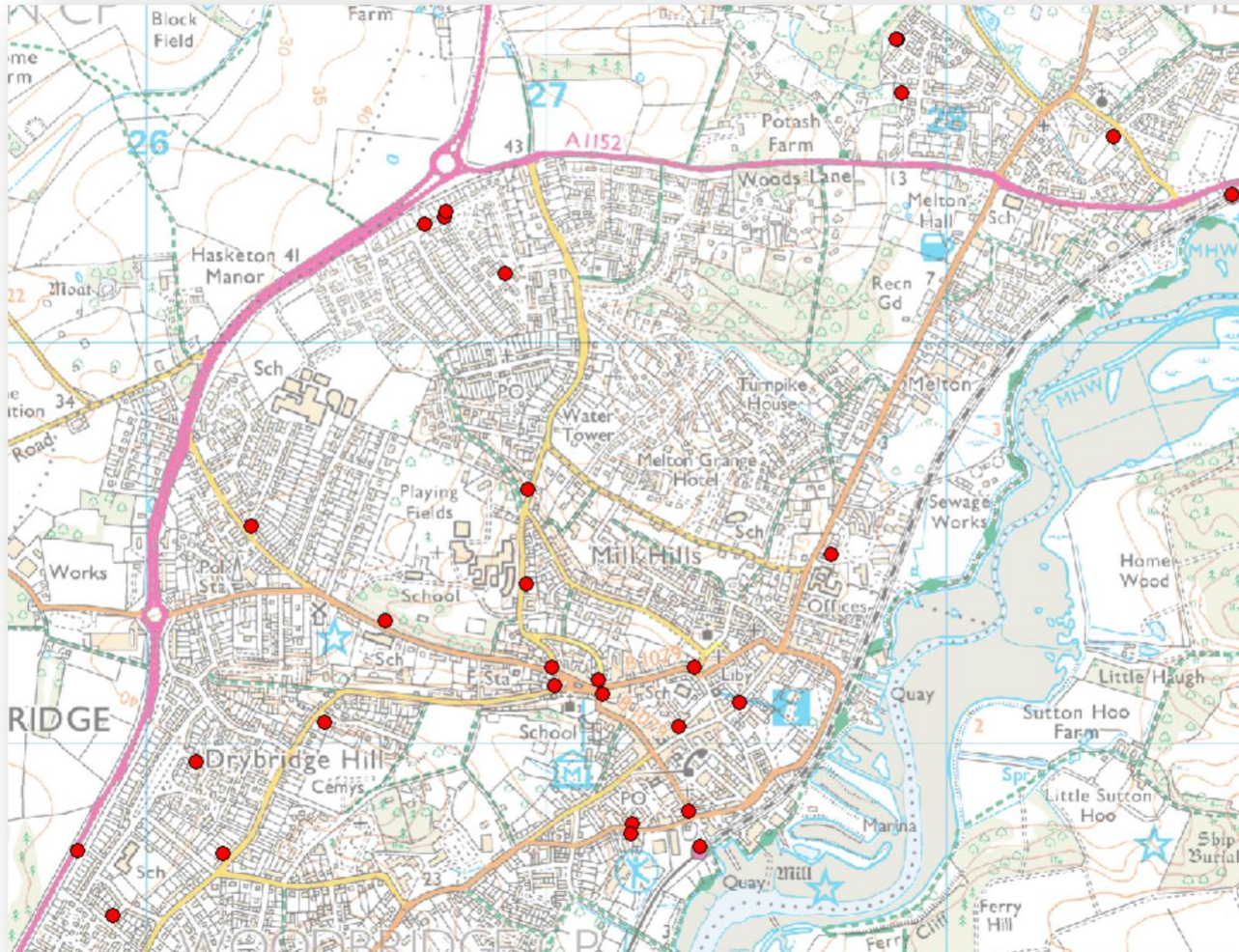
## Leiston





# Alcohol related CADS

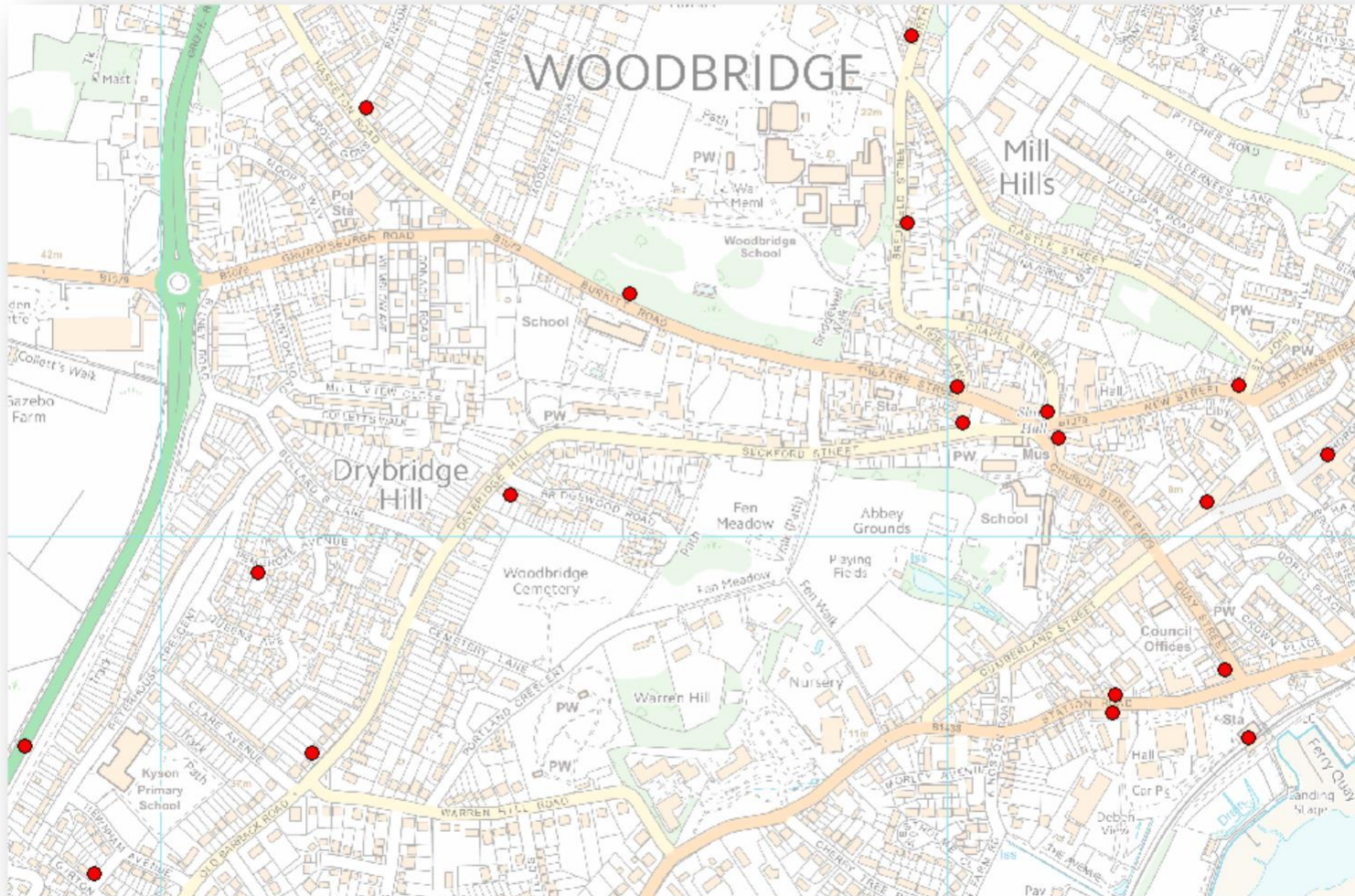
## Woodbridge





# Alcohol related CADS

## Woodbridge (South)







**CABINET**

Tuesday 3 September 2019

**FELIXSTOWE LEISURE CENTRE REDEVELOPMENT OPTIONS**

**EXECUTIVE SUMMARY**

1. This report outlines the options appraisal undertaken by The Sports Consultancy (TSC) for the redevelopment of Felixstowe’s leisure centres. This is the fourth project of the overarching programme of works to redevelop the former Suffolk Coastal District Council’s six ageing leisure facilities. There are two facilities in Felixstowe, Felixstowe Leisure Centre and Brackenbury Leisure Centre.
2. Cabinet is asked to endorse the option to pursue and explore a new destination Felixstowe Leisure Centre in North Felixstowe to replace the existing two facilities.
3. Pulse Design and Build (Rock Merchanting Limited), were procured in 2014 as the Council’s development partner for the leisure centre redevelopment programme. Cabinet is requested to authorise officers to provide a New Project Notice to Pulse Design and Build for a new Felixstowe Leisure Centre to replace the two ageing facilities.
4. Cabinet is requested to ask officers to complete a business plan for a new ‘destination’ Felixstowe Leisure Centre, including a full build programme and a 20 year business case to support the project.

Is the report Open or Exempt?	Open
Category of Exempt Information and reason why it is <b>NOT</b> in the public interest to disclose the exempt information.	

<b>Wards Affected:</b>	Eastern Felixstowe, Western Felixstowe, Orwell and Villages
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<b>Cabinet Member:</b>	Councillor Letitia Smith Cabinet Member with responsibility for Communities, Leisure and Tourism Councillor Stephen Burroughes Cabinet Member with responsibility for Customer Services and Operational Partnerships
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<b>Supporting Officer:</b>	Tim Snook Commercial Contracts Manager - Leisure 01394 444210 tim.snook@eastsoffolk.gov.uk
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## 1 INTRODUCTION

1.1 On 2<sup>nd</sup> April 2013, a Leisure Facilities Options Review was taken to Cabinet (CAB12/13) as the contract with the then Suffolk Coastal District Council's existing leisure partner, to operate the Council's four leisure centres, was due to expire in March 2014. Cabinet agreed that the Council's leisure centres were not fit for the next 15-20 years of service and, if they were not refurbished or significantly upgraded, would be a significant financial drain on the Council's resources moving forward. To this end it was agreed that a Leisure Programme Board would be formed and given delegated responsibility for the phased programme of works that was to follow. The phases in this programme were:

- **Phase One:** Procure a leisure operating partner;
- **Phase Two:** Procure a leisure development partner to assist with the redevelopment of the districts four aging leisure centres;
- **Phase Three:** Develop a programme of works to redevelop the Council's four leisure centres;

1.2 Phases One and Two have been completed. For Phase One, Cabinet approved the appointment of Places for People Leisure to operate the Council's four leisure centres in November 2013 (CAB50/13), delivering an annual operational saving of £500k. For Phase Two, Pulse Design and Build (Rock Merchanting Limited) were procured in 2014 as the Council's development partner for the leisure centre redevelopment programme.

1.3 The leisure programme is now in Phase Three with the Leisure Redevelopment Programme to the south of the district split into three distinct projects: Deben Leisure Centre; Leiston Leisure Centre; and Felixstowe Leisure Centres.

1.4 The Deben and Leiston Leisure Centres are now complete and opened in June 2018 and June 2019.

1.5 The first two projects, Deben and Leiston Leisure Centres, cost circa £3.5m and £4.2m and are facilities that generally service the local community. With the merger of Suffolk Coastal and Waveney District Councils, Bungay Leisure Centre is also being redeveloped, with a £3.4m ten month programme commencing on 16<sup>th</sup> September 2019. Attention is now focused on the redevelopment options for the Felixstowe facilities, i.e. Felixstowe Leisure Centre and the Brackenbury Leisure Centre. The Felixstowe Leisure Centre is a facility of significant size, with which comes significant running costs. This, coupled with the fact that operating two separate sites within Felixstowe means that costs are also duplicated, has raised the option that there is potential to deliver a single destination facility in the town, which will serve the community and also attract people from further afield.

1.6 The existing Felixstowe Leisure Centre was built in 1985 and consequently is reaching the end of its intended life. Brackenbury Leisure Centre was taken on by the Council in the early 1990s. The two existing facilities in Felixstowe include the following:

### **Felixstowe Leisure Centre:**

- 25m x 6 lane Swimming Pool
- 96m square Leisure Pool
- 12m x 3 m Learning Pool
- 41 station Health and Fitness Gym
- Activity Hall
- 4 rink Indoor Bowls Hall
- 1 Dance Studio

### **Brackenbury Sports Centre:**

- 5 Court Sports Hall
- Studio
- Squash Courts
- Tarmac floodlit/football/netball area

- 1.7 The Felixstowe Leisure redevelopment programme has progressed in parallel with the Council's separate promotion of development opportunities in North Felixstowe as part of the draft Suffolk Coastal Local Plan.
- 1.8 This was first through the production the 'Felixstowe Leisure Vision' in October 2017 as part of the draft Local Plan Issues and Options consultation. Through a masterplanned approach, involving surrounding land and connections with the town, this work set out the concept of redevelopment of existing facilities and the opportunity for a new facility in the north of the town, surrounded by housing, community facilities and open spaces.
- 1.9 In September 2018 the draft Local Plan progressed to the regulation 18 and regulation 19 stages of the Local Plan process with consultations seeking to refine draft allocations in the plan down to preferred sites, this included the preferred strategic allocation of 2,000 homes in north Felixstowe led by the delivery of a new Leisure Centre. The Local Planning Authority titled this draft allocation as the 'North Felixstowe Garden Neighbourhood'.
- 1.10 The Council as a landowner responded to this consultation with further masterplanning and evidence of the deliverability of development of this scale across our own land and third party land. This further refined the possible location and scale of a new Leisure Centre and how that may sustainably relate to the existing community and new areas of development, particularly focussing on the creation of strong pedestrian and cycling links. The draft Local Plan has now been submitted for examination by the Planning Inspectorate, taking place between 20<sup>th</sup> August and 20<sup>th</sup> September this year and it should then be adopted in early 2021.
- 1.11 The pace of the Council's promotion of the North Felixstowe Garden Neighbourhood and Leisure Centre relocation is slightly ahead of the Leisure Strategy for the town and is guided by the progress of the Local Plan Review and its consultations. North Felixstowe Garden Neighbourhood documents already published have made some assumptions on the potential to accommodate a leisure centre in north Felixstowe.
- 1.12 These documents have been clear that a position on Leisure Redevelopment programme has yet to be confirmed and the Council's potential location for such a facility would be informed by evidence and engagement, including the conclusions reached through this Cabinet report. The evidence includes the work done by the Sports Consultancy and studies of walking and cycling connectivity and vehicular access options, which are essential to a deliverable and sustainable proposal. This has fed into an informed masterplan which will enable the Council to plan comprehensively leisure, residential and other community uses sustainably for the town.
- 1.13 The draft Local Plan, based on information and plans promoted by the Council as landowner also addresses the re-development opportunities for the existing Seafront and Brackenbury sites. The draft Local Plan also allocates these sites for redevelopment and proposes uses which could take place in those locations and the scale of development which could be achieved. For all three areas, the Council will need to prepare and submit detailed planning applications for development, and prior public engagement, after the adoption of the Local Plan.

## **2 REDEVELOPMENT OPTIONS**

- 2.1 In May 2017, The Sports Consultancy (TSC) was appointed by the Council to undertake an initial options appraisal for the proposed redevelopment of Felixstowe Leisure Centres. The



Council wishes to exploit the potential tourism opportunity that a new leisure centre could bring, using the centre as a “gateway” for further activities within Felixstowe.

- 2.2 The Council feels there is an opportunity in Felixstowe to develop its leisure facilities to become a destination of choice for both residents and tourists, offering the best and appropriate facilities to meet their needs, which also creates an income revenue stream for the Council. A range of options were considered under this remit, including a new combined facility and the refurbishment of the existing sites.
- 2.3 The scope of work was based on an initial (RIBA Stage 1) options appraisal study. This enables the options to be developed and refined to the point where the feasibility can be tested at a reasonable level of detail. In particular, design, capital costs and revenue implications can be refined, meaning that risks to the Council can be mitigated, giving greater cost certainty. This approach reduces the Council’s exposure to potentially abortive professional fees that would be incurred if it went straight to more detailed design and cost work.
- 2.4 The brief from the Council set out the overall aspirations for the preferred option:
- Provide a financial return to the Council;
  - Offer additional revenue opportunities on the site(s) – from both leisure activities and wider opportunities;
  - Take into consideration that the Council wishes leisure facilities in Felixstowe to be destination site(s);
  - Offer activities for all age ranges, with particular emphasis on family entertainment for ‘rainy’ days; and
  - Take into consideration the needs of the main sports bodies and clubs locally (football, swimming, bowls etc.).
- 2.5 As part of the options appraisal, TSC also undertook initial consultation with a number of key stakeholders, including the Council’s operator (Places Leisure), Development partner (Pulse Design and Build), Suffolk Sport, Felixstowe Town Council, Sport England and three national governing bodies (Swim England, England Netball and Badminton England). In addition, TSC also reviewed the Council’s built facilities assessment and playing pitch strategy and commissioned a health and fitness Latent Demand Report from The Leisure Database Company.
- 2.6 Following consultation with the Council at the outset of the project, the six options (a mix of refurbishment and new build) that formed the basis of the study were as follows:
- A: Do nothing;
  - B: Refurbishment of Felixstowe Leisure Centre and Brackenbury Leisure Centre;
  - C: Rebuilding of Felixstowe Leisure Centre on the existing seafront site (and closure of Brackenbury Leisure Centre);
  - D: Rebuilding of Brackenbury Leisure Centre on the existing site (and closure of Felixstowe Leisure Centre);
  - E: New build leisure centre at Eastwood Ho! and closure of Felixstowe Leisure Centre and Brackenbury Leisure Centre; and
  - F: New build leisure centre at North Felixstowe and closure of Felixstowe Leisure Centre and Brackenbury Leisure Centre.
- 2.7 For the new build options, TSC assessed three facility mixes, ranging from a minimum replacement of the existing provision to a destination venue. The analysis took into account the consultation undertaken, a review of existing Council policies and strategies, the Latent Demand Report, the estimated likely capital cost, long-term revenue implications and overall

affordability position. It settled on the maximum facility mix as the preferred facility mix. For clarity, it is as follows:

- 25m, 8-lane swimming pool (can be reduced to 6 dependent upon cost)
- 15m x 8.5m learner pool with moveable floor
- 6-court sports hall (can be reduced to 4 dependent upon cost)
- 100-station gym
- 2 x dance studios
- 1 x spin studio
- 1 x multi-purpose room
- Thermal suite (sauna and steam)
- Café for 40–50 people.
- Full sized 3rd generation football pitch
- 250 free car parking spaces

2.8 It was also subsequently further tested the options through engagement with Sport England and the commissioning of an updated Facilities Planning Assessment modelling exercise from them. Sport England has also outlined its new Strategic Planning Guidance for sports facilities, which the Council will need to demonstrate they have followed if they wish to be considered for funding by Sport England. Much of the work already undertaken will support the evidence base required for any such funding application. An illustration of the process Sport England recommend can be found in Appendix 1.

2.9 Having established the six options to be assessed and the preferred facility mix for the new build options with them, an appraisal was undertaken against a series of common criteria as follows:

- Capital cost
- Ongoing revenue cost
- Site capacity
- Strategic fit
- Council ownership and availability
- Accessibility (Private Car)
- Accessibility (Public Transport)
- Continuity of service for existing facilities' users
- Planning issues
- Visibility of the site/potential frontage
- Synergies with surrounding land use/activities
- Future extension potential
- Delivery of a long-term solution

2.11 A summary of the evaluation is presented in Section 3. Further details can be found in Appendix 2.

### **3 OUTCOME OF OPTIONS**

#### **3.1 Option A – Do nothing**

**Pros:**

- It would incur a lower up-front cost than all of the other options.
- The facilities are already operational, so there would be no disruption to service.

**Cons:**

- It would not address the existing long-term revenue cost of the two existing facilities.
- It would not meet any of the Council's aspirations or objectives for leisure.
- It would continue the inefficient provision of two separate facilities in the town.
- It would not accommodate the additional future demand from a growing population.
- It would not address the known accessibility/disability access issues at both existing centres.
- It would not address the known issues with energy efficiency at both existing centres.

#### **Option B – Refurbishment of Felixstowe Leisure Centre and Brackenbury Leisure Centre**

**Pros:**

- While a refurbishment option would improve the existing facilities to some extent, given their age, it would not provide a long-term solution for the Council.

**Cons:**

- It would not meet the Council's long-term objective for leisure facilities.
- It would continue the provision of two facilities in the town. This is not an efficient way to deliver facilities and is not supported by Sport England.
- Refurbishment would also inevitably entail some disruption to service at both sites.
- Although it might address them in part, it is unlikely to be able to address in full the known accessibility/disability access issues at both existing centres.
- Although it might address them in part, it is unlikely to be able to address in full the known issues with energy efficiency at both existing centres.
- Refurbishment schemes by their nature carry a much higher risk than new-build projects.

#### **Option C – Rebuilding of Existing Felixstowe Leisure Centre on the existing seafront site (and closure of Brackenbury Leisure Centre)**

**Pros:**

- It would deliver a new build facility, which would improve the quality of provision in the town.
- It would significantly improve the long-term revenue position for the Council compared to the existing facilities.
- It would address the known accessibility/disability access issues at both existing centres.
- It would address the known issues with energy efficiency at both existing centres.
- The site is owned by the Council, so there would be no land purchase costs.
- There is the potential for a capital receipt from the sale of the Brackenbury site, which would then contribute to the overall project cost.

**Cons:**

- As a seafront site, it is not ideal in that the potential catchment area for this site is reduced in size (one side of it is the sea).
- The site is not easily accessible for those travelling from the north of the town.
- The size of the site is constrained and it is unlikely that the Council's full facility aspiration could be accommodated.
- Given the constrained nature of the site, there would inevitably be disruption to service while the development takes place. It is likely that this could be for approximately 18 months to 2 years.

**Option D – Rebuilding of Brackenbury Leisure Centre on the existing site (and closure of Felixstowe Leisure Centre)****Pros:**

- It would deliver a new build facility, which would improve the quality of provision in the town.
- It would significantly improve the long-term revenue position for the Council compared to the existing facilities.
- It would address the known accessibility/disability access issues at both existing centres.
- It would address the known issues with energy efficiency at both existing centres.
- The site is owned by the Council, so there would be no land purchase costs.
- The location of the site away from the sea front would increase the catchment population, bringing the centre within reach of a greater number of people.
- The site is large enough to accommodate the Council's full facility aspiration and future expansion potential.
- There is the potential for a capital receipt from the sale of the Felixstowe site, which would then contribute to the overall project cost.

**Cons:**

- The location of the site within a residential area away from the main routes into/out of Felixstowe means that it would not have visual presence within the town, something that is considered crucial to attracting members.
- There would be no scope to generate a capital receipt from the Brackenbury site.
- As development would be on one of the two existing facility sites, continuity of service would be difficult to achieve.

**Option E – New build leisure centre at Eastwood Ho and closure of Felixstowe Leisure Centre and Brackenbury Leisure Centre****Pros:**

- It would deliver a new build facility, which would improve the quality of provision in the town.
- It would significantly improve the long-term revenue position for the Council compared to the existing facilities.
- It would address the known accessibility/disability access issues at both existing centres.
- It would address the known issues with energy efficiency at both existing centres.
- Being a new site, continuity of service could be achieved.



- The site is owned by the Council, so there would be no land purchase costs.
- The location of the site away from the sea front would increase the catchment population (by about 80,000 compared to the sea front site), bringing the centre within reach of a greater number of people.
- The site is large enough to accommodate the Council's full facility aspiration and future expansion potential.
- There is the potential for capital receipt from the sale of both the Felixstowe and Brackenbury sites, which would then contribute to the overall project cost.

**Cons:**

- The site is not prominent, being located away from the main A154 into the town and therefore the centre would lack visible presence.

**Option F: New build leisure centre at North Felixstowe and closure of Felixstowe Leisure Centre and Brackenbury Leisure Centre**

**Pros:**

- It would deliver a new build facility, which would improve the quality of provision in the town.
- It would significantly improve the long-term revenue position for the Council compared to the existing facilities.
- It would address the known accessibility/disability access issues at both existing centres.
- It would address the known issues with energy efficiency at both existing centres.
- The location of the site away from the sea front would increase the catchment population (by about 80,000 compared to the sea front site), bringing the centre within reach of a greater number of people.
- The site is large enough to accommodate the Council's full facility aspiration and future expansion potential.
- There is the potential for capital receipt from the sale of both the Felixstowe and Brackenbury sites, which would then contribute to the overall project cost.
- The site occupies a prominent position on the main A154 into the town, so the centre would have a very visible presence and be easily accessible to a wide population.

**Cons:**

- The Council does not own the site, so arrangements to acquire the land informed by the masterplanned allocation need to be negotiated.

3.2 The table below summarises the evaluation scores for the six options. As can be seen, option 6 emerges from it as the preferred option. Option 5 also delivers many of the same benefits; however, the prominence of the location for option 6 is a very important factor in maximising visitors and thus delivering a strong financial outcome to the Council.

No.	Scored criteria (0=no score, as not possible to meet the criteria, low fit = 1, medium fit = 2, high fit = 3)	Option A: Do Nothing	Option B: Refurbishment of Felixstowe Leisure Centre &	Option C: Combined new-build leisure centre on	Option D: Combined new-build leisure centre on	Option E: Combined new-build leisure centre at Eastwood	Option F: Combined new-build leisure centre in North
1	Capital cost	3.0	1.0	2.0	3.0	3.0	3.0
2	Ongoing revenue cost	1.0	1.0	2.0	3.0	3.0	3.0
3	Site capacity	3.0	3.0	1.0	3.0	3.0	3.0
4	Strategic fit	1.0	2.0	2.0	2.0	3.0	3.0
5	Council ownership and availability	3.0	3.0	3.0	3.0	3.0	2.0
6	Accessibility (Private Car)	2.0	2.0	1.0	1.0	3.0	3.0
7	Accessibility (Public Transport)	2.0	2.0	2.0	2.0	2.0	2.0
8	Continuity of service for existing facilities' users	3.0	1.0	2.0	3.0	3.0	3.0
9	Planning issues	3.0	3.0	1.0	2.0	2.0	3.0
10	Visibility of the site/potential frontage	1.0	1.0	1.0	1.0	2.0	3.0
11	Synergies with surrounding land use/activities	2.0	2.0	2.0	1.0	2.0	3.0
12	Future extension potential	1.0	1.0	1.0	2.0	3.0	3.0
13	Long-term solution	1.0	1.0	2.0	3.0	3.0	3.0
	<b>Total</b>	<b>26.0</b>	<b>23.0</b>	<b>22.0</b>	<b>29.0</b>	<b>35.0</b>	<b>37.0</b>
	<b>Ranking</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>1</b>

#### 4 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?

4.1 The Felixstowe Leisure Centre options would meet two specific actions within the East Suffolk business plan:

- Enhance and re-develop modern Leisure Centre and Sports Hub facilities in the District.
- Deliver greater financial self-sufficiency for leisure services.

4.2 The re-development options would also contribute to two of three of the East Suffolk Business Plan corporate priorities:

**Enabling Communities:** Develop a quality, modern centre that provide communities with easy access to affordable facilities enabling people to increase their health and fitness in a welcoming, non threatening environment.

**Financial Self-Sufficiency:** Invest in modern facilities in order to save the Council operating cost and capital liabilities maintenance fees, whilst developing an offering in which participation will increase, therefore, generating an increase in leisure revenue.

4.3 The business case for redeveloping the Felixstowe Leisure facilities will meet 8 out of 10 of the East Suffolk Business plans Critical Success Factors:

- **Economic Development and Tourism:** *helps develop a dynamic local economy offering by offering communities with more stable, high quality and high value jobs.*
- **Leisure:** *increases access to quality leisure facilities and activities that support the delivery of key services, with increased access for all.*
- **Planning:** *development of a well managed sustainable building that preserves the centres historical and natural surroundings.*
- **Customers:** *a development that puts its customers first, planning the range of services to meet the needs and demands of the local communities. Ensuring information is easily accessible and available through a range of communication channels.*
- **Communities:** *provides communities with a forum to engage with and a centre to find out about community services such as summer holiday activities, volunteer groups etc.*
- **Community Health:** *provides communities with a centre in which to take responsibility of their own mental and physical health and wellbeing, helping them to live active and healthy lives.*

- **Green Environment:** *development of a modern building that makes significant energy and environmental sustainability improvements, drastically reducing the centres current carbon footprint.*
- **Resources:** *development of a facility that has the ability to deliver a more business like approach to management whilst providing the best possible quality and performance to its range of services.*

## 5 FINANCIAL AND GOVERNANCE IMPLICATIONS

- 5.1 TSC provided initial 20-year income and expenditure projections and capital cost estimates for the three new facility options. These were a new facility costing circa £15m (minimum replacement of existing provision), £17m (enhanced provision) and £20m (leisure destination). If it is agreed to pursue the option for a new facility, officers will provide full design plans and costs along with a business plan and present this to Cabinet at a later date.
- 5.2 Provision has been made in the capital programme for the proposed redevelopment of the Felixstowe's leisure centres. Additional funding would come from the sale of the existing sites, borrowing (financed by the improved management fee for the new centre) and, potentially, grant support from Sport England's *Strategic Fund*. This could be in the region of £1m-£2m and would be a solicited bid. In order to be eligible for consideration, the Council must demonstrate that their plans are the outcome of following Sport England's best practice approach to delivering new sports facilities.
- 5.3 For this reason, the Council has already started the process of engagement with Sport England. In addition, it should be noted that Sport England has already provided support for the Council's developments at Deben. The Council has also promoted the new Leisure Centre site through the draft Local Plan alongside major housing development opportunities on Council owned land and development opportunities on existing sites. Whilst the development income to the Council from its development land cannot be fully appraised at present and the delivery of the funding of the new leisure centre is not reliant on that, it should be recognised that the council is pursuing options which provides the best value to Council.
- 5.4 In order to take the project forward, the next step would be to undertake a detailed (RIBA Stage 2) feasibility study on the preferred option. The estimated cost of this is £250,000. Once completed, officers would aim to present the findings to Cabinet in March 2020 and seek approval to move onto the next stage of the design process (RIBA Stages 3 and 4). The £250,000 will come from the £1m already set aside in the capital programme for 2019/20 for this work.
- 5.5 In addition, to support the ongoing project development and evidence base for the proposals, officers are seeking a budget of £25,000 to enable the updating of the existing Built Facilities and Playing Pitch Strategies.

## 6 OTHER KEY ISSUES

- 6.1 This report has been prepared having taken into account the results of an Equality Impact Assessment.

## 7 CONSULTATION

- 7.1 An online public consultation survey was held using a Survey Monkey platform between 19<sup>th</sup> February and 30<sup>th</sup> April 2018. 996 individuals completed the survey.
- 7.2 Furthermore, the Leisure Team attended and presented at several events during the same period. The presentations were made to the following groups and organisations: Felixstowe Town Council, Level Two Youth, Felixstowe Society, Felixstowe Sports Council, Felixstowe

Business Breakfast, Felixstowe Chamber of Commerce, Visit Felixstowe Season Launch, Felixstowe Youth Forum and the Felixstowe Rotary.

7.3 The analysis of the public consultation can be seen in Appendix C. The questions were designed to understand what was important to the community in a leisure centre, so that this could be added to the initial options appraisal.

7.4 The questions asked were as follows:

1. Do you currently use sports facilities located outside of Felixstowe?
2. What are your top 3 preferred leisure activities?
3. How do you usually travel to the existing leisure centres?
4. How far would you be prepared to travel to a new leisure centre in Felixstowe?
5. What day or days of the week do you typically visit the existing leisure centres?
6. What time of the day do you typically visit the existing leisure centre?
7. How do you typically visit the Council's existing leisure facilities in Felixstowe?
8. Thinking of location, what is most important to you in terms of leisure facility provision in Felixstowe?
9. What would be your most important requirements for a new centre (sports facilities)?
10. What would be your most important requirements for a new centre (other facilities)?
11. What else in your opinion should the Council consider to help improve its leisure provision in Felixstowe?

7.5 Headline outcomes from the survey show:

- 65% of respondents do not use sports facilities outside of Felixstowe.  
This underlines the importance of having a facility that is accessible to as many residents of the town as possible (as well as those from further afield).
- The 5 most popular activities were:  
Leisure swimming;  
Swimming to keep fit;  
Gym/health and fitness activities;  
Exercise classes; and  
Racketsports.  
All of these sports are covered by the facility mixes proposed.
- 68% of respondents travel to the leisure centre by car.  
This underlines the importance of an accessible site with sufficient space for adequate car parking.
- 48% of respondents would be prepared to travel 5 to 10 minutes to a new leisure centre.  
This underlines the need to maximise the reach of the 5-10 minute drivetime catchment.
- 51% of respondents prioritised the proximity of facilities to a free car park with 51% ranking this as the most important. It was not so important for leisure facilities to be located near a school.
- Many respondents felt the current facilities were inadequate.



This underlines the need for a fundamental redevelopment of the Council’s facilities, rather than short-tern upgrades of the existing buildings.

## 8 REASON FOR RECOMMENDATION

8.1 Officers recommend the following:

- The Council pursues Option 6, the delivery of a new wet and dry destination facility in north Felixstowe.
- Felixstowe Leisure Centre and Brackenbury Leisure Centre are closed when the new centre opens.
- A budget of £250,000 is allocated to enable the design and planning of the new centre to progress through RIBA Stage 2.
- A budget of £25,000 is allocated to enable officers to update the existing Built Facilities and Playing Pitch Strategies.
- That officers report back to Cabinet once the RIBA Stage 2 design work is complete.

8.2 To assist with the financial planning of the East Suffolk capital programme.

8.3 To assist with the delivery of key corporate actions within the council’s leisure strategy.

8.4 To provide quality leisure and health facilities/services that are accessible and available to residents and visitors of the area for generations to come, whilst ensuring the best interests of the council are met.

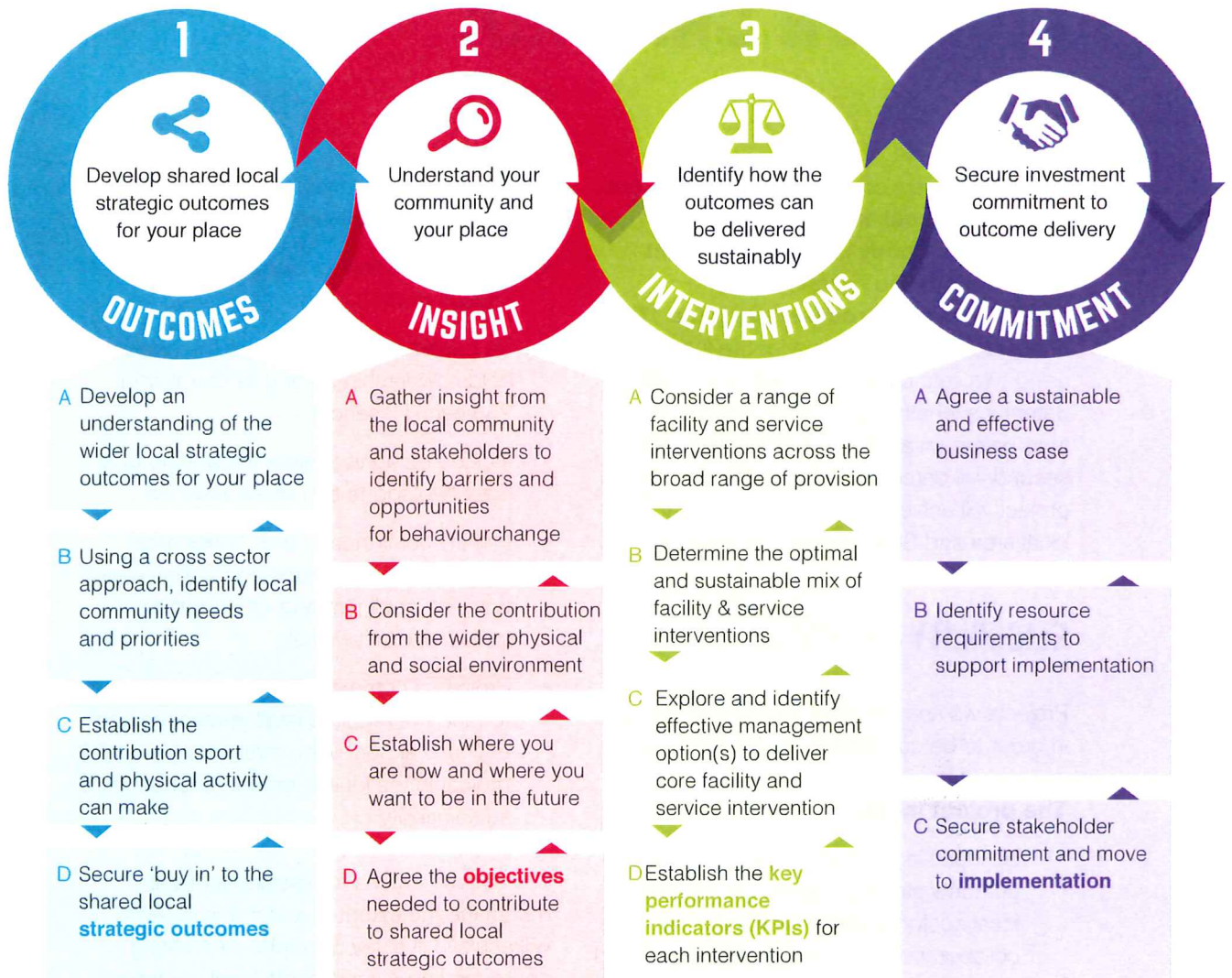
8.5 To secure the appropriate resources to ensure delivery of the redevelopment of a quality, modern, fit for purpose leisure centre, meeting the needs of local communities and supporting the councils invest to save aspirations.

### RECOMMENDATIONS

1. That Cabinet is asked to endorse the option to pursue and explore a new destination Felixstowe Leisure Centre in North Felixstowe to replace the existing two facilities.
2. That Cabinet is requested to provide delegated authority to the Strategic Director to provide a New Project Notice to Pulse Design and Build to provide designs and costs to RIBA 2 for a new Felixstowe Leisure Centre to replace the two ageing facilities.
3. That Cabinet is requested to ask officers to complete a business plan for a new ‘destination’ Felixstowe Leisure Centre, including a full build programme and a 20 year business case to support the project and aim to present to Cabinet in March 2020.
4. That Cabinet agrees the amount of £25,000 for officers to procure the updating of the Built Facility and Playing Pitch Strategies and produce an overall East Suffolk strategy for each.

<b>APPENDICES (List the title of each separate Appendix below)</b>	
<b>Appendix A</b>	Sport England Strategic Planning Guidance for sports facilities
<b>Appendix B</b>	Facility Mix Appraisal

**BACKGROUND PAPERS:** None.



Scored criteria (0=no score, as not possible to meet the criteria, low fit = 1, medium fit = 2, high fit = 3)	Weighting (1 = low, 2 = medium, 3 = high)	Felixstowe Leisure Centre site	Brackebury Leisure Centre site	North Development Site - Council land	North Development Site options
<b>1 - Site capacity</b>					
Does the site have adequate capacity to accommodate the building and car parking required? (capacity to accommodate all options fully = 3, insufficient capacity to accommodate any options fully = 0)	1.0	1.0	3.0	3.0	3.0
<b>Score</b>	<b>Sub Total</b>	<b>1.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>
<b>2 - Strategic fit</b>					
Would development of a new centre on the site fit well with the Council's vision for Felixstowe and the leisure strategy? (strong fit = 3, poor fit = 0)	1.0	2.0	1.0	2.5	3.0
<b>Score</b>	<b>Sub Total</b>	<b>2.0</b>	<b>1.0</b>	<b>2.5</b>	<b>3.0</b>
<b>3 - Council ownership and availability</b>					
Is the site in the ownership of the Council or a willing partner and available for development, therefore minimising the capital cost and improving deliverability? (the site is owned by the Council and available for development swiftly = 3, the site is not in Council ownership = 1)	1.0	3.0	3.0	3.0	2.0
<b>Score</b>	<b>Sub Total</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>2.0</b>
<b>4 - Accessibility (Private Car)</b>					
How well is the site served by road access for cars & coaches including parking?	1.0	1.0	1.0	3.0	3.0
<b>Score</b>	<b>Sub Total</b>	<b>1.0</b>	<b>1.0</b>	<b>3.0</b>	<b>3.0</b>
<b>5 - Accessibility (Public Transport)</b>					
How easily accessible is the site by public transport, cycling and walking?	1.0	2.0	2.0	2.0	2.0
<b>Score</b>	<b>Sub Total</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>
<b>6 - Continuity of service for existing facilities' users</b>					
Ability to offer continuous service to users of the existing facilities during construction with minimal disruption.	1.0	0.0	2.5	3.0	3.0
<b>Score</b>	<b>Sub Total</b>	<b>0.0</b>	<b>2.5</b>	<b>3.0</b>	<b>3.0</b>
<b>7 - Planning issues</b>					
Impact of planning issues likely to affect/restrict the proposed development	1.0				
<b>Score</b>	<b>Sub Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>8 - Possible site constraints e.g. flood risk, poor ground conditions, environmental, archaeology etc.</b>					
Impact of site issues likely to affect/restrict the proposed development or cost/delivery of the programme	1.0				
<b>Score</b>	<b>Sub Total</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>9 - Visibility of the site / potential frontage</b>					
Is the site in a visible location that will help attract new users to the site.	1.0	2.0	1.0	2.0	3.0
<b>Score</b>	<b>Sub Total</b>	<b>2.0</b>	<b>1.0</b>	<b>2.0</b>	<b>3.0</b>
<b>10 - Synergies with surrounding land use/activities</b>					
The extent to which use of the site will complement other related activities on neighbouring sites	1.0	2.0	1.0	2.0	2.0
<b>Score</b>	<b>Sub Total</b>	<b>2.0</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>
<b>11 - Future extension potential</b>					
The extent to which use of the site offers scope to provide future expansion to meet changing leisure needs	1.0	1.0	2.0	3.0	3.0
<b>Score</b>	<b>Sub Total</b>	<b>1.0</b>	<b>2.0</b>	<b>3.0</b>	<b>3.0</b>
<b>Total Score</b>		<b>14.0</b>	<b>16.5</b>	<b>23.5</b>	<b>24.0</b>
<b>Ranking</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

Site	Total Score	Ranking
Felixstowe Leisure Centre site	14.0	4
Brackebury Leisure Centre site	16.5	3
North Development Site - Council land	23.5	2
North Development Site - wider options	24.0	1

**Agenda Item 8  
ES/0120**



Criteria	Felixstowe Leisure Centre site	Brackenbury Leisure Centre site	North Development Site - Council land	North Development Site - wider options
1 - Site capacity	The area of the site is approximately 6,500 sqm. Therefore, it is unlikely to be large enough to accommodate the core facility mix and desired number of parking spaces. It is also unlikely to be able to accommodate the optional facilities.	The area of the site is approximately 17,000 sqm. Therefore, it should be large enough to accommodate the preferred facility mix, optional facilities and car parking. It should also allow the retention of the existing centre/the facilities it includes.	The site covers a significant area so should be able to accommodate the preferred facility mix, optional facilities and car parking.	The site covers a significant area so should be able to accommodate the preferred facility mix, optional facilities and car parking.
2 - Strategic fit	The development of a new centre on this site would fit with the Council's objective to encourage growth. However, allocating the site to develop the seafront could target tourism more and would therefore suit the Council's strategy to be a leading coastal town.	The site is in a residential area, therefore less likely to act as a gateway for tourism or promote Felixstowe.	The council would like the new Leisure Centre to act as a gateway for tourists, therefore the positioning of this site (on the outskirts of the town) suits the gateway vision. However, the location of the Council-owned land within the site would compromise the potential of a very prominent location.	The council would like the new Leisure Centre to act as a gateway for tourists, therefore the positioning of this site (on the outskirts of the town) suits the gateway vision. Depending on the exact location within the North Development Site, the centre has the potential to occupy a very prominent position.
3 - Council ownership and availability	The site is owned by the Council.	The site is owned by the Council.	The site is owned by the Council.	The various sites are not own by the Council, so it would require a land purchase or swap with Council land within the site. This is likely to be achievable; however, there may be a cost implication for the Council.
4 - Accessibility (Private Car)	The site is accessible by private car, however involves driving through the town (therefore has the potential to increase congestion) and has no main roads leading up to it. In terms of population, a total of 88,000 (48,500 aged 16-59) live within a 15-minute drive.	The site is accessible by private car however is not off a main road and is located in a residential area. In terms of population, a total of 100,000 (55,000 aged 16-59) live within a 15-minute drive. <a href="#">Click to see 15-minute drivetime</a>	The site is accessible off Links Avenue (which leads from the A154) or Gulpher Road. Links Avenue is a residential road, therefore creating an access point could be an issue. Gulpher road is single lane narrow road therefore may not have the capacity to accommodate for the traffic from a new leisure centre. In terms of population, a total of 167,000 (95,000 aged 16-59) live within a 15-minute drive. <a href="#">Click to see 15-minute drivetime</a>	The site is accessible by main road (A14 and A154) therefore easy to reach by car. The A14 comes in from Ipswich therefore has the potential to attract members from the Ipswich area (about 20 minute drive time from central Ipswich). The site is also easily accessible from Felixstowe High Street. In terms of population, a total of 167,000 (95,000 aged 16-59) live within a 15-minute drive. <a href="#">Click to see 15-minute drivetime</a>
5 - Accessibility (Public Transport)	The site is a 20 minute walk from the rail station and the 77 Ipswich bus stops just within a 4 minute walking distance from the site. The site is also accessible from Old Felixstowe via the 173 Woodbridge bus, however requires an additional 20 minutes walking. Therefore, the site has reasonable access by public transport but could restrict those with limited mobility due to the additional walking required.	The site is a 15 minute walk from the rail station and the 76 Ipswich bus stops just within a 2 minute walking distance from the site. Therefore, the site has a reasonable access by public transport.	The site is a 15 minute walk from the rail station (to Links Avenue) and the 76 bus stops within a short walking distance from the site. However, if the site's access point is located on Gulpher Road, there will be very limited access by public transport as there are currently no buses that travel along the road or leading up to it.	The site is a 20 minute walk from the rail station however there are no buses along the A154.
6 - Continuity of service for existing facilities' users	The current facilities at the existing leisure centre would need to be demolished and then rebuilt, therefore there would be no continuity of service.	The current facilities at the existing leisure centre would still be able to be used whilst building on this site, however the dry side facilities on this site might need to be demolished before building the new leisure centre, therefore could cause disruption for users. The site is fairly large and it may be possible to keep the facilities running whilst the new leisure centre is built on a different section of the site.	The current leisure centre could continue to provide services until the new leisure centre is built on this site.	The current leisure centre could continue to provide services until the new leisure centre was built on this site.
7 - Planning issues				
8 - Possible site constraints e.g. flood risk, poor ground conditions, environmental, archaeology etc.				
9 - Visibility of the site / potential frontage	The site is located on the seafront, therefore may be able to attract people who are visiting the seafront/beach area. However, the site is fairly hidden from those visiting Felixstowe for the first time or just passing through.	The site is located in a residential area with poor frontage.	The site potentially has reasonable frontage, however depends largely on where the centre is located within the site.	The site has very good frontage as it is located on the main road leading up to Felixstowe.
10 - Synergies with surrounding land use/activities	The site has the potential to complement the activities in the neighbouring area, however it will depend largely on the seafront development plans.	The site will not complement the area, as it is located in a largely residential area with few complementary commercial opportunities.	The site has the potential to complement the activities in the area (there was a suggestion of co-located the leisure centre and a new school on this site) however depends largely on the development plans.	The site has potential to complement the activities in the area (there was a suggestion of co-located the leisure centre and a new school on this site) however depends largely on the development plans.
11 - Future extension potential	The site's size (6,500 sqm) means that future extension potential is very limited.	The site is large (17,000 sqm), therefore there is some potential for future extension. However, the site is constrained by the residential housing and extending the centre in the future could be an issue with local residents.	The site is large and has good extension potential.	The site is large and has good extension potential.



**Felixstowe Leisure Centre**  
**Site Options Appraisal**  
 Scoring Summary

Site	Total Score
Felixstowe Leisure Centre site	14.0
Brackenbury Leisure Centre site	16.5
North Development Site - Council land	23.5
North Development Site - wider options	24.0

Scored criteria (0=no score, as not possible to meet the criteria, low fit = 1, medium fit = 2, high fit = 3	Felixstowe Leisure Centre site
1 - Site capacity	1.0
2 - Strategic fit	2.0
3 - Council ownership and availability	3.0
4 - Accessibility (Private Car)	1.0
5 - Accessibility (Public Transport)	2.0
6 - Continuity of service for existing facilities' users	0.0
7 - Planning issues	0.0
8 - Possible site constraints e.g. flood risk, poor ground conditions, environmental, archaeology etc.	0.0
9 - Visibility of the site / potential frontage	2.0
10 - Synergies with surrounding land use/activities	2.0
11 - Future extension potential	1.0
<b>Total</b>	<b>14.0</b>
<b>Ranking</b>	<b>4</b>

Ranking
4
3
2
1

Brackenbury Leisure Centre site	North Development Site - Council land	North Development Site - wider options
3.0	3.0	3.0
1.0	2.5	3.0
3.0	3.0	2.0
1.0	3.0	3.0
2.0	2.0	2.0
2.5	3.0	3.0
0.0	0.0	0.0
0.0	0.0	0.0
1.0	2.0	3.0
1.0	2.0	2.0
2.0	3.0	3.0
<b>16.5</b>	<b>23.5</b>	<b>24.0</b>
<b>3</b>	<b>2</b>	<b>1</b>

**Felixstowe Leisure Centre**  
**Site Options Appraisal**  
Accessibility Population Statistics

<b>Felixstowe</b>							
ID	From	To	Population	Male	Female	Age <5	
1	0	5	13,547	6,463	7,084	611	
2	5	10	16,879	8,285	8,594	961	
3	10	15	57,764	28,375	29,389	3,799	
			88,190	43,123	45,067	5,371	
						Under 5	

<b>Brackenbury</b>							
ID	From	To	Population	Male	Female	Age <5	
1	0	5	14,817	7,076	7,741	691	
2	5	10	17,997	8,853	9,144	1,016	
3	10	15	66,802	32,838	33,964	4,408	
			99,615	48,767	50,848	6,115	
						Under 5	

<b>North Development Site</b>							
ID	From	To	Population	Male	Female	Age <5	
1	0	5	22,277	10,737	11,540	1,127	
2	5	10	34,932	17,162	17,770	2,198	
3	10	15	110,236	54,437	55,799	7,122	
			167,445	82,336	85,109	10,448	
						Under 5	

	Felixstowe	Brackenbury	North Development Site
Total	88,190	99,615	167,445
Male	43,123	48,767	82,336
Female	45,067	50,848	85,109
Under 5	5,371	6,115	10,448
5-15	11,460	12,856	21,283
16-59	48,549	55,206	94,941
60 and over	22,810	25,438	40,773

<b>Age 5-7</b>	<b>Age 8-9</b>	<b>Age 10-14</b>	<b>Age 15</b>	<b>Age 16-17</b>	<b>Age 18-19</b>	<b>Age 20-24</b>	<b>Age 25-29</b>
400	239	713	164	317	281	605	532
592	371	1,046	215	447	378	824	787
2,174	1,312	3,510	725	1,508	1,246	3,138	3,697
3,166	1,922	5,269	1,104	2,272	1,905	4,567	5,016
5-15	5-15	5-15	5-15	16-59	16-59	16-59	16-59

<b>Age 5-7</b>	<b>Age 8-9</b>	<b>Age 10-14</b>	<b>Age 15</b>	<b>Age 16-17</b>	<b>Age 18-19</b>	<b>Age 20-24</b>	<b>Age 25-29</b>
449	268	786	181	349	313	681	598
633	400	1,137	231	484	399	860	833
2,480	1,484	3,983	826	1,711	1,468	3,760	4,437
3,562	2,152	5,905	1,237	2,544	2,180	5,302	5,868
5-15	5-15	5-15	5-15	16-59	16-59	16-59	16-59

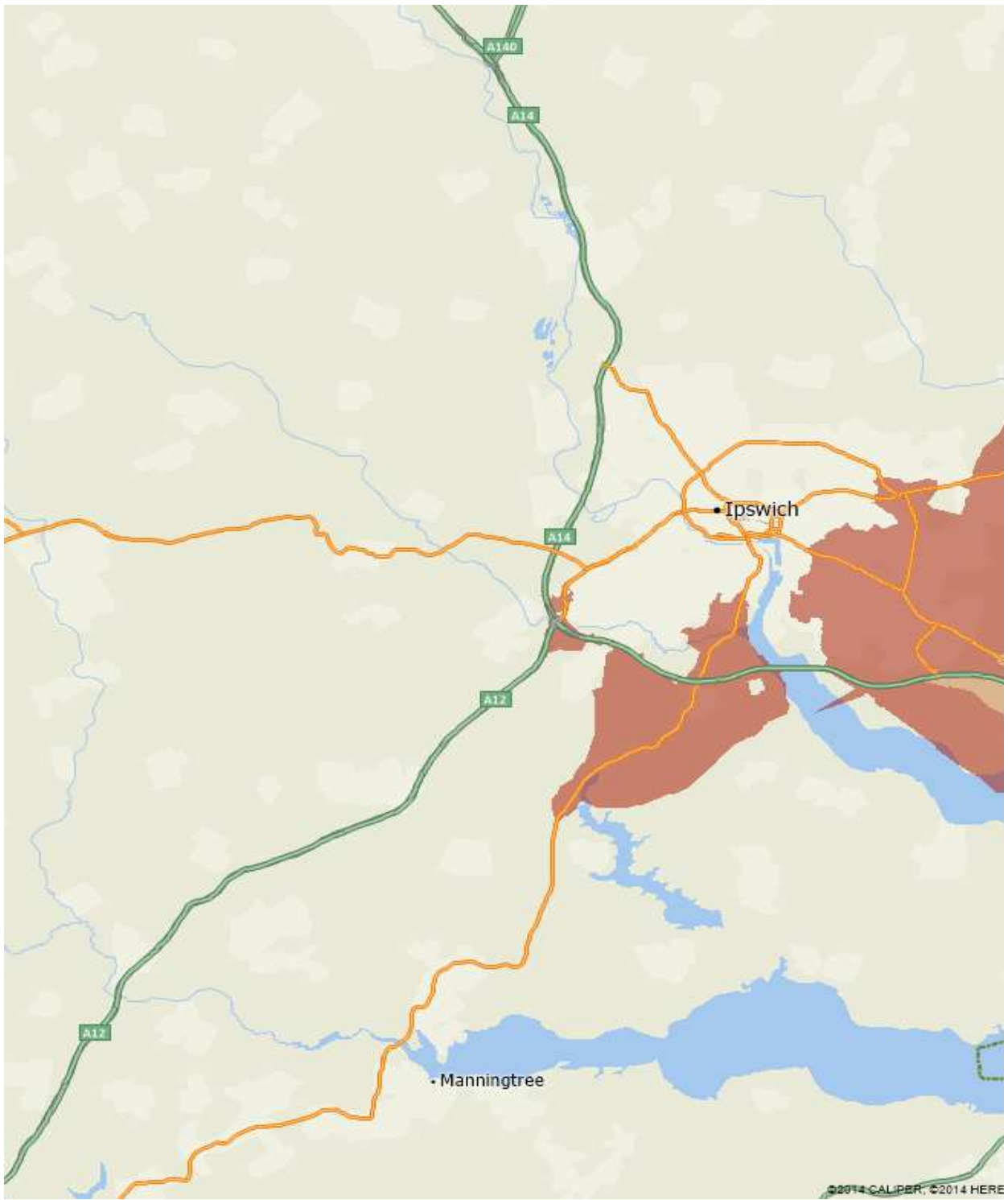
<b>Age 5-7</b>	<b>Age 8-9</b>	<b>Age 10-14</b>	<b>Age 15</b>	<b>Age 16-17</b>	<b>Age 18-19</b>	<b>Age 20-24</b>	<b>Age 25-29</b>
711	426	1,237	273	544	492	1,080	969
1,346	844	2,262	459	977	750	1,702	1,903
3,834	2,279	6,299	1,311	2,805	2,705	7,020	7,864
5,892	3,550	9,797	2,044	4,326	3,947	9,802	10,736
5-15	5-15	5-15	5-15	16-59	16-59	16-59	16-59



<b>Age 30-44</b>	<b>Age 45-59</b>	<b>Age 60-64</b>	<b>Age 65-74</b>	<b>Age 75-84</b>	<b>Age 85-89</b>	<b>Age 90+</b>
2,062	2,772	1,120	1,798	1,271	402	259
3,175	3,698	1,217	1,633	1,097	285	152
11,908	11,174	3,574	4,899	3,614	947	541
17,145	17,643	5,911	8,330	5,982	1,634	953
16-59	16-59	60 and over	60 and over	60 and over	60 and over	60 and over

<b>Age 30-44</b>	<b>Age 45-59</b>	<b>Age 60-64</b>	<b>Age 65-74</b>	<b>Age 75-84</b>	<b>Age 85-89</b>	<b>Age 90+</b>
2,300	3,031	1,206	1,921	1,351	424	268
3,401	3,965	1,288	1,728	1,171	294	157
13,850	12,764	4,092	5,613	4,153	1,120	653
19,552	19,760	6,586	9,262	6,675	1,837	1,078
16-59	16-59	60 and over	60 and over	60 and over	60 and over	60 and over

<b>Age 30-44</b>	<b>Age 45-59</b>	<b>Age 60-64</b>	<b>Age 65-74</b>	<b>Age 75-84</b>	<b>Age 85-89</b>	<b>Age 90+</b>
3,715	4,667	1,738	2,605	1,808	549	336
7,026	7,140	2,268	3,069	2,178	533	273
22,636	20,944	6,610	9,118	6,727	1,856	1,107
33,378	32,751	10,616	14,792	10,712	2,937	1,716
16-59	16-59	60 and over	60 and over	60 and over	60 and over	60 and over

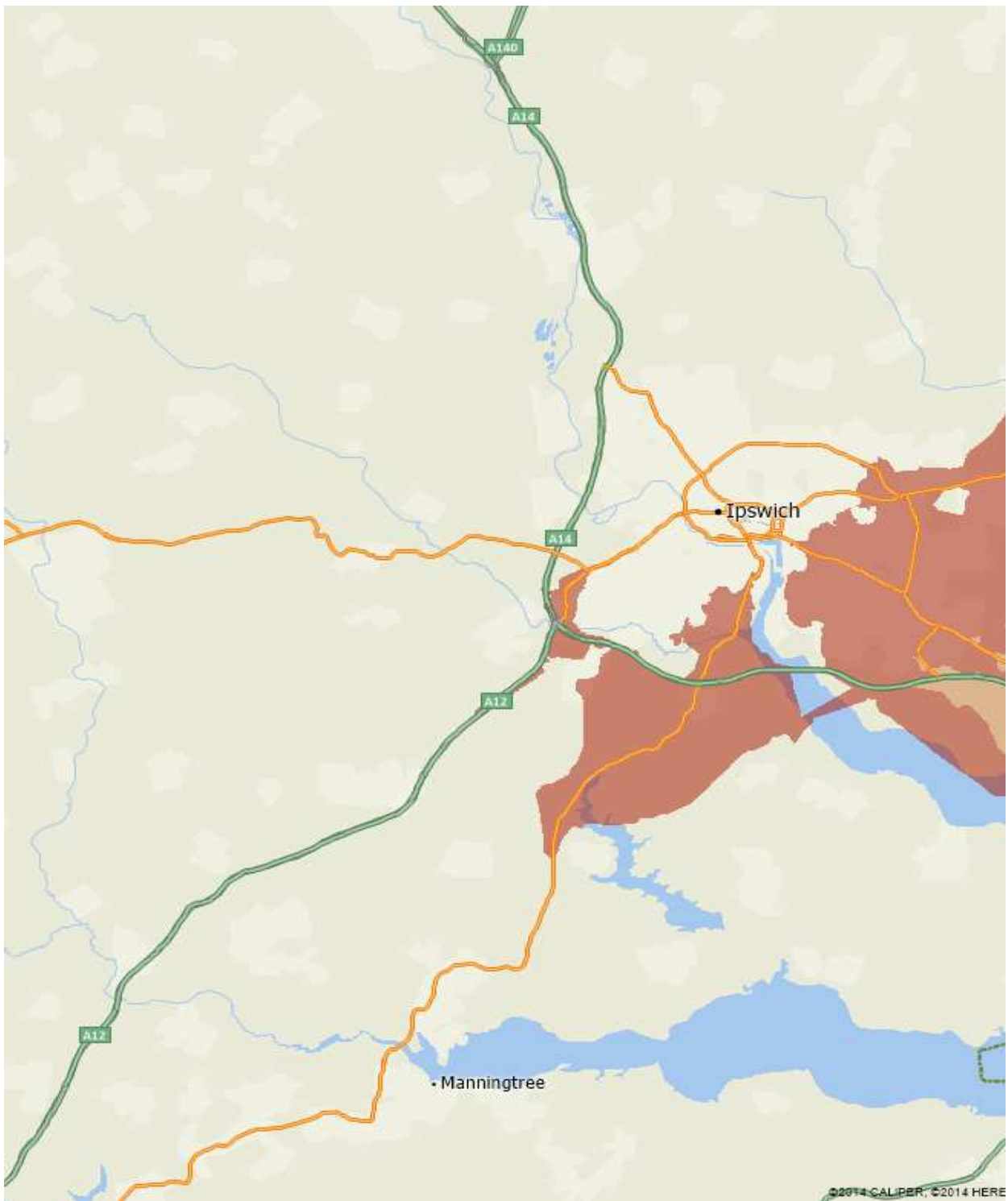


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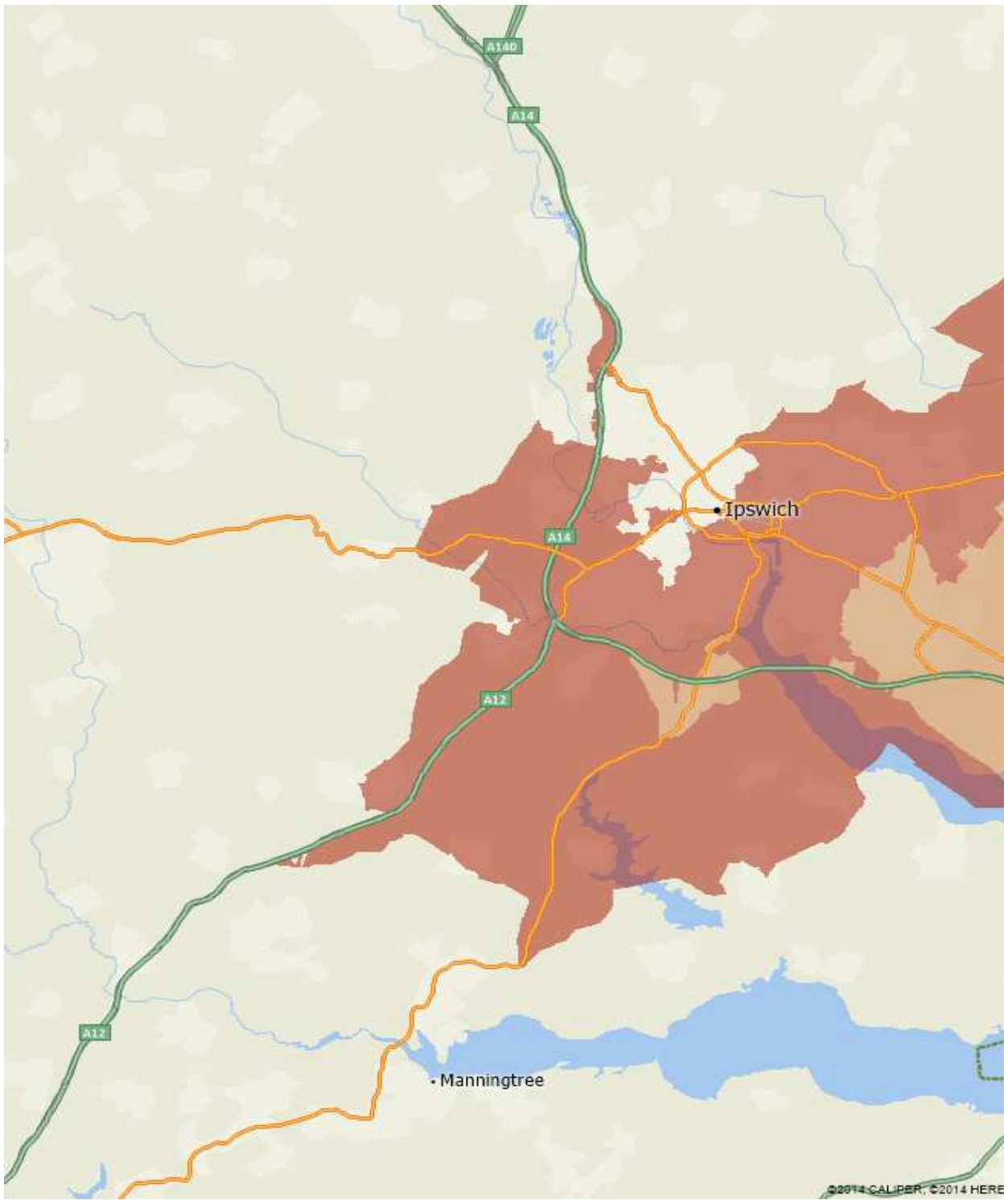




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**CABINET**

Tuesday 3 September 2019

**EAST SUFFOLK ENVIRONMENT TASK GROUP**

**EXECUTIVE SUMMARY**

1. This report seeks Cabinet approval to establish an East Suffolk Environment Task Group, with cross party representation, on agreed terms of reference, which will report to Cabinet.

Is the report Open or Exempt?	Open
Category of Exempt Information and reason why it is <b>NOT</b> in the public interest to disclose the exempt information.	

<b>Wards Affected:</b>	All
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<b>Cabinet Member:</b>	<p>CLlr James Mallinder</p> <p>Cabinet Member for the Environment</p>
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<b>Supporting Officer:</b>	<p>Phil Gore</p> <p>Head of Environmental Services &amp; Port Health</p> <p>Tel: 01394 444286</p> <p>Email address: phil.gore@eastsoffolk.gov.uk</p>
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## **1 INTRODUCTION**

- 1.1 On 24 July 2019 (Full Council agenda item 9(a)), after considering a notice of motion about climate change, the Council resolved unanimously to:

Declare a climate emergency

Set up a Cross Party Task Group, commencing by October 2019, to investigate ways to cut East Suffolk Council's carbon and harmful emissions on a spend to save basis, with ambition to make East Suffolk Council (including all buildings and services) carbon neutral by 2030. The Cross Party Task Group will report on their progress on a quarterly basis.

To work with Suffolk County Council and other partners across the county and region, including the LEP and the Public Sector Leaders, towards the aspiration of making the county of Suffolk carbon neutral by 2030.

To work with the government to:

a) deliver its 25 year Environmental Plan and

b) increase the powers and resources available to local authorities in order to make the 2030 target easier to achieve.

## **2 EAST SUFFOLK ENVIRONMENT TASK GROUP**

- 2.1 "The implementation of Environmental Policy" is something for which the Cabinet has responsibility. See item 25 on the list of services and functions within the Cabinet's responsibilities on page 32 of the Council's Constitution. Therefore, it is appropriate that the Task Group be set up by Cabinet, and report back to it.

- 2.2 It is proposed that the Task Group be comprised of nine elected members, being seven from the Conservative, one from the GLI Group and one Labour member. The Task Group will meet at least every quarter but potentially more frequently than that in the early stages of its work. Task Groups are not formal meetings of the Council and do not usually meet in public. The meetings of the Task Group will be internal to the Council, will be chaired by the Cabinet Member for the Environment and, at the Chairman's discretion, some of the meetings will be open to all members of the Council to attend, particularly those to which outside speakers have been invited, to ensure wide engagement across the organisation. The meetings will be an opportunity to hear from external experts on a wide range of environmental matters including climate change, to allow discussion and debate around the Council's response. From this information, research and review, the Task Group will formulate recommendations which will be presented to Cabinet for consideration.

- 2.3 The Terms of Reference for the Task Group are set out in Appendix A to this report.

- 2.4 At its first meeting, the Task Group will draw up a work programme of priority areas for consideration. It will also receive a report on the results of an external review of the Council's own carbon emissions which is currently being undertaken.

- 2.5 The Council has an important community leadership role to play regarding the climate change agenda. Already, it has a good community network, the Greenprint Forum, by which it has gained community support and the ability to take local action. East Suffolk's new Community Partnerships will be a further opportunity to gain widespread support for the climate change agenda across east Suffolk; by encouraging small changes at a local level we can make a big difference.

- 2.6 For some areas of the climate change agenda, the Council has direct responsibility and control. For others, the Council will need to work with partners, across the county and region. This includes working with the Suffolk Climate Change Partnership, which the



Council has been a member of since 2007, to help it achieve the biggest environmental impacts, and to influence others, including government.

### **3 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

- 3.1 The Council's current Business Plan sets out our vision to maintain and sustainably improve the quality of life for everyone growing up in, living in, working in and visiting east Suffolk.
- 3.2 Within this overarching vision, there are three key strategic themes. Firstly, that of enabling communities, and specifically supporting communities to look after their land, food, water, energy, services, jobs and housing. Secondly, within the economic growth theme, the Council is committed to encouraging and supporting sustainable growth. Thirdly, in terms of financial self-sufficiency, the climate change agenda offers opportunities for the Council to reduce its costs and carbon emissions, by improving energy efficiency and looking at clean energy generation.
- 3.3 A review of the Business Plan is scheduled in October 2019 and, as a result, the environment is likely to feature more prominently. The creation of an East Suffolk Environment Task Group will help the Council to prioritise activities which protect and maintain our environment, and to monitor progress on the Council's commitment to provide carbon neutral services by 2030.

### **4 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 4.1 The only direct financial implications arising from these proposals are the administrative costs associated with running the Task Group. These costs can be absorbed within existing budgets. Any recommendations arising from the work of the Task Group which might give rise to additional costs will be referred to Cabinet, with a full business case, for approval.
- 4.2 The Chairman of the Task Group will report directly to Cabinet about the work being carried out, with quarterly up-dates.

### **5 OTHER KEY ISSUES**

- 5.1 An Equality Impact Assessment is not required for this proposal.

### **6 CONSULTATION**

- 6.1 No external consultation required for the setting up of this Task Group.

### **7 OTHER OPTIONS CONSIDERED**

- 7.1 Council resolved, at its meeting on 24 July 2019, to set up an Environmental Task Group, therefore, no other options have been considered.

### **8 REASON FOR RECOMMENDATION**

- 8.1 To establish an East Suffolk Environment Task Group as recommended by Council on 24 July 2019.

#### **RECOMMENDATIONS**

That Cabinet approves;-

- a) the establishment of a cross party East Suffolk Environment Task Group of nine Members, being seven from the Conservative Group, one from the GLI Group and one from the Labour Group.
- b) the terms of reference for the East Suffolk Environmental Task Group, as set out in Appendix A.

<b>APPENDICES</b>	
<b>Appendix A</b>	East Suffolk Environment Task Group – Terms of Reference

## East Suffolk Environment Task Group

### Terms of Reference

The East Suffolk Environment Task Group (the Task Group) will consist of nine members (seven Conservatives, one GLI and one Labour).

The terms of reference for the Task Group are:

- I. To make recommendations to Cabinet on areas for improvement following the review of existing policies which impact on the environment and to identify and make recommendations on developing new environmental policies, where required, which will help to protect and enhance the environment.
- II. To recommend to Cabinet appropriate action plans and targets to help deliver the Council's environmental ambitions, including becoming carbon neutral by 2030.
- III. To consider and comment on the business case for investment and project delivery plans developed as part of the environment action plan before consideration by Cabinet.
- IV. To monitor progress with delivering the action plans and achieving targets and report on progress to Cabinet on a quarterly basis.
- V. To consider government consultation documents relating to environmental matters and assist Cabinet in formulating its response.
- VI. For members of the Task Group to act as Environmental Champions for the East Suffolk Council and their parish councils, leading by example and advocating for good environmental stewardship.
- VII. To identify areas for further research and invite presentations, workshops and discussions with experts in a wide range of environmental issues, as appropriate, to help inform the Council's policies and action plans.
- VIII. To consider the best way of engaging with key partners of the Council on environmental issues
- IX. To consider and help formulate a communication strategy to promote the Council's activities relating to environmental issues.



**CABINET**

Tuesday 3 September 2019

**EAST SUFFOLK FOOD AND HEALTH AND SAFETY SERVICE PLAN 2019/2020**

**EXECUTIVE SUMMARY**

1. The Council is required to produce a Food and Health and Safety Service Plan in the format prescribed by the Food Standards Agency (FSA) in its Framework Agreement on Local Authority Law Enforcement and as required by the Health and Safety Executive (HSE), as set out in the National Local Authority Enforcement Code – Health & Safety at Work England, Scotland and Wales.
2. The Service Plan must be submitted for member approval and must be reviewed to identify the Council's performance against the Service Plan, any variance from the plan and areas for improvement in the service.
3. This year's Service Plan includes information on the Council's performance in meeting targets, set out in the Service Plan for 2018/19, and recommends to Council the approval of a Food and Health and Safety Service Plan for 2019/20.

Is the report Open or Exempt?	Open
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<b>Wards Affected:</b>	All
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<b>Cabinet Member:</b>	Councillor Mary Rudd, Cabinet Member for Community Health
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**Supporting Officer:**

Phil Gore

Head of Environmental Services and Port Health

01394 444286

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## **1 INTRODUCTION**

- 1.1 The Food Standards Agency (FSA) Framework Agreement and Health and Safety Executive (HSE) National Local Authority Enforcement Code require the Council to review its performance against the 2018/19 Food and Health and Safety Service Plan, identify any variance from the plan and areas for service improvement.
- 1.2 As well as reviewing past performance the Council is also required to approve a new Food and Health and Safety Service Plan for 2019/20 (Appendix A).

## **2 REVIEW OF SERVICE PLAN 2018/19**

- 2.1 The Council's performance in meeting targets identified within the 2018/19 Service Plan, and any variance, is contained in paragraphs 7.1, 13.1 and 19.1 of this year's Service Plan, which is attached as Appendix A to this report.
- 2.2 Members' attention is also drawn to the key achievements delivered in 2018/19, which are set out in paragraphs 7.2, 13.2 and 19.2
- 2.3 Areas for service improvement are set out in paragraphs 8, 14 and 20.
- 2.4 The Council's performance in 2018/19 shows a small reduction in the percentage of food businesses broadly compliant with food safety requirements but the overall figure remains high and above the national average. The number of food businesses rated 0 or 1 under the Food Hygiene Rating Scheme (urgent or major improvement necessary) has decreased but there has also been a small reduction in the number of 5 rated premises (very good). Given the overall high levels of compliance, achieving further sustained improvement is challenging and some small fluctuations up and down are to be expected.
- 2.5 As in previous years the team's performance in meeting the intervention programme remains very strong. This has been achieved along with the additional work necessary to prepare for the creation of a single authority and following the departure of two long-serving members of staff who retired in 2018/19.
- 2.6 In 2017 members asked for some comparative national data to benchmark the Council's performance against. At the time of drafting this report the FSA were still to publish national performance data for 2018/19 and so the national performance data in the following table is derived from the 2017/18 information published on the FSA website.

	<b>East Suffolk Performance 2018/19</b> (compared with 2017/18)	<b>National Performance 2017/18</b> (compared with 2016/17)
% food businesses Broadly Compliant	97%	90%
% Businesses Registered but Not Rated	1.6% (down from 2.1%)	90% LAs have less than 10% of businesses registered but unrated
% Change in Full-Time Equivalents dealing with food hygiene	0% (no change in establishment but some posts remained vacant due to recruitment difficulties)	-1.0%
% Food Hygiene Interventions achieved	97.0%	87%
% Change in Hygiene Complaints	+28.9%	-2.5%
% Change in food sampling	-38%	-10%

### **3 FOOD STANDARDS AGENCY REGULATING OUR FUTURE PROGRAMME**

- 3.1 The FSA's Register a Food Business digital service, which went live in September 2018, is continuing to connect local authorities to the service. The service captures registration data from food business operators and provides guidance to support food businesses and help them understand their responsibilities for producing food that is safe and described correctly.
- 3.2 The new service is being tested with early adopting local authorities and East Suffolk Council has recently signed up for the service and will provide feedback to inform the future development of the system.
- 3.3 The service has been developed by the FSA with food business operators in mind and will enable central oversight by the agency of all food businesses registered in the UK. At present food business registration is coordinated and controlled by individual local authorities.
- 3.4 National Inspection Strategies (NIS) are also being developed by the FSA and Primary Authorities and their partner food businesses which have multiple outlets in a number of local authority areas are working together to develop National Inspection Strategies for those businesses. The FSA intend to 'go live' with two NIS for multi-site retailers soon. These will be the first NIS covering food hygiene so they will be treated as extended trials / pathfinders and will evolve as necessary. The FSA also plan further consultation on how the NIS will work alongside the National Food Hygiene Rating Scheme.

#### **4 EAT OUT AND TAKE OUT EAT WELL HEALTHIER FOOD AWARDS**

- 4.1 In 2018 east Suffolk councils worked with the Public Health Team and other Suffolk local authorities on the launch of the Take out Eat Well scheme which builds on the success of the Eat out Eat Well Scheme both of which are designed to encourage and reward food businesses that provide healthy food choices on their menu.
- 4.2 The Council continues to promote both schemes through its website, through publicity on social media and during inspections. East Suffolk currently has 12 award winning takeaway premises and 43 premises holding an award in the Eat out Eat Well scheme. The schemes encourage food businesses to offer customers food which is low in fat, sugar and salt content with fruit and vegetables widely available on their menu and offering some main meals which are high in starchy carbohydrates.

#### **5 PORT HEALTH SERVICE**

- 5.1 The Port Health Team has continued to work with government departments, the FSA, Defra, Port of Felixstowe, ferry operators and importers to plan for the consequences of a no deal Brexit. This has involved further development of the PHILIS (Port Health Interactive Live Information System) online module as a possible national contingency for Traces, the European import declaration system. Officers have also provided input into various Brexit related steering groups and have sat on the IPAFFS (the UK import / export system) project delivery group which has overseen the development of a new UK declaration system.
- 5.2 2018/19 has also seen a major restructuring of the Management Team at Port Health helping the service to achieve a more businesses structured approach. The management restructure was a recommendation arising from an external review of the service and has now been fully implemented with some excellent new appointments. The team are currently working on the next phase of the review which recommended the implementation of a competency framework and the My Conversation staff appraisal scheme.

#### **6 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

- 6.1 One of the Council's three priorities within the East Suffolk Business Plan is economic growth and recognition that a strong local economy is essential for vibrant local communities. Given the importance of local food production, preparation and sale to local tourism, the food and safety service provides essential advice, guidance, training and regulation to ensure that local food businesses provide safe food and can prosper.
- 6.2 One of the critical success factors underpinning the Vision in the Business Plan is enabling people to take responsibility for their own mental and physical health and well-being, helping them to live active and healthy lives, while remaining safe within their homes and communities. To achieve this the service is not only focussing on the safety of food on offer in the district but is supporting wider public health objectives designed to tackle obesity by

encouraging food businesses to offer healthy food options. The service has been working closely with the other Suffolk local authorities and the Health & Wellbeing Board on the Eat out Eat Well and the Take out Eat Well healthier food award schemes.

## **7 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 7.1 There are no new financial implications for the Council from the proposals within this year's Service Plan. Targets and service improvements will be met from budgets already approved for the delivery of the services in 2019/20.

## **8 CONSULTATION**

- 8.1 Scrutiny Committee was consulted on the Service Plan at its meeting on 25 July 2019 and recommended the Plan to Council.

## **9 OTHER OPTIONS CONSIDERED**

- 9.1 The FSA Framework Agreement and HSE National Local Authority Enforcement Code set out in detail the requirements of local authority Food Safety and Health and Safety Service Plans and the framework and guidance has been used in the drafting of the Service Plan attached to this report. No other options were considered.

## **10 REASON FOR RECOMMENDATION**

- 10.1 The Council is required under the FSA Framework Agreement and HSE National Local Authority Enforcement Code to approve a Food and Health and Safety Service Plan for 2019/20 and review its performance in 2018/19.

### **RECOMMENDATIONS**

1. It is recommended that Cabinet:
- a) Notes the Food Safety and Health and Safety performance against the Service Plan for 2018/19, and
  - b) Considers and comments on the Service Plan for 2019/20 prior to consideration by Council on 25 September 2019.

### **APPENDICES**

#### **Appendix A**

East Suffolk Food and Health and Safety Service Plan 2019/20



## BACKGROUND PAPERS

Date	Available From
April 2010	FSA Framework Agreement <a href="http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf">http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf</a>
May 2013	National Local Authority Enforcement Code <a href="http://www.hse.gov.uk/lau/publications/national-la-code.pdf">http://www.hse.gov.uk/lau/publications/national-la-code.pdf</a>



# East Suffolk Food and Health and Safety Service Plan

## 2019/20

Approved by

Scrutiny on XX/XX/XXXX  
Cabinet on XX/XX/XXXX  
East Suffolk Council on XX/XX/XXXX

**EAST SUFFOLK COUNCIL**  
**EAST SUFFOLK FOOD AND HEALTH AND SAFETY SERVICE PLAN 2019/2020**

**1. SERVICE AIMS AND OBJECTIVES**

1.1 Aims and Objectives

1.1.1 Food and Safety Service

To ensure that all food businesses comply with the relevant standards, are hygienic and have adequately trained staff.

To ensure that food is fit for human consumption and that any outbreaks of food poisoning and other infectious diseases are controlled.

To secure and maintain a safe and healthy environment, for employees and members of the public, in those establishments for which we have an enforcement responsibility.

1.1.2 Port Health Service

The protection of public and animal health at the border by:

- Ensuring the control of infectious diseases into the United Kingdom via the Port of Felixstowe.
- Ensuring that all vessels within the Port Health District comply with international and United Kingdom health requirements, and are maintained in a hygienic condition.
- Operating the Border Inspection Post at the Port of Felixstowe and enforcing the Trade in Animals and Related Products Regulations 2011.
- Operating the Designated Point of Entry for products not of animal origin and enforcing of The Official Feed and Food Controls (England) Regulations 2009, The Contaminants in Food (England) Regulations 2013 and relevant European Union (EU) legislation at Felixstowe.
- Controlling melamine and Polyamide kitchenware from China in accordance with The Plastic Kitchenware (Conditions on Imports from China) (England) Regulations 2011.

- Ensuring the safety of products not of animal origin imported through Harwich International Port, Harwich Navyard and Mistley Quay in accordance with the Agreement made between Tendring District Council and East Suffolk Council.
- Delivering the port health service at the Port of Ipswich in accordance with the agreement made between Ipswich Borough Council and East Suffolk Council.
- Ensure the safety of high risk animal feed imported through Felixstowe in accordance with the agreement made between Suffolk County Council and East Suffolk Council.
- Support and further developing of the Port Health Interactive Live Information System (PHILIS).

## 1.2 Links to Council Objectives and Plans

In April 2019 the new East Suffolk Council was launched. One of its early priorities will be to agree a new Business Plan for the new Council. Until then the existing East Suffolk Business Plan 2015 -2023<sup>1</sup> remains in place.

The Business Plan sets out the vision of the council and its commitment to improving the quality of life for everyone living in, working in, and visiting east Suffolk and encapsulates how the Council seeks to achieve this.

The Plan has three key strands:

- Economic growth
- Enabling communities
- Financial self sufficiency.

For each of these strands the Plan sets out critical success factors and for community health this is:

Enabling people to take responsibility for their own mental and physical health and well-being, helping them to live active and healthy lives, while remaining safe within their homes and communities.

Sitting beneath the critical success factors are a range of actions to help deliver the vision in the Plan. These include:

- Develop and launch 'Eat Out Eat Well', a healthy food award scheme, to encourage food businesses in Suffolk to offer healthy food choices. This has been completed but work continues to promote the scheme and encourage more food businesses to provide healthy food options on their menu. The scheme has recently been extended to take-away food businesses.

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<sup>1</sup> <http://www.eastsuffolk.gov.uk/assets/Your-Council/Business-Plan/East-Suffolk-Business-Plan.PDF>

- Continue to work, with partners, to ensure east Suffolk remains a safe place for our communities.
- Further improve the efficiency, effectiveness and marketing of the Council owned Port Health service software. During 2017/18 work on adapting the software for use at Heathrow Animal Reception Centre has been completed and the software successfully launched.
- Complete a pilot project to inform HMRC's One Government at the Border programme for the control of the movement of goods. This pilot has been completed and government departments are now focusing on a successful exit from the EU.

1.3 All of these actions have been delivered and this will be reflected in the new Council's Business Plan which will identify new actions to support the revised Plan when published later this year.

1.4 Corporate Team Service Plans for Food and Safety Services and Port Health have been agreed for 2019/20 and are posted on the Council's intranet and are updated throughout the year. The Council's performance against the East Suffolk Business Plan will be reported to both Cabinets on a quarterly basis and will be published separately in the Council's Annual Reports.

1.5 Budget Plans have also been prepared for each service area matching resources to anticipated workloads. These are set out in East Suffolk's Budget Book 2019/20<sup>2</sup>.

1.6 Regular performance review meetings are held between Heads of Service, their Cabinet Member and the team to monitor performance against targets and to assist in identifying areas for improvement within the service.

## 2. BACKGROUND

### 2.1 Profile of the Local Authority

The profile of East Suffolk is set out in the published East Suffolk Economic Growth Plan, 2018-2023<sup>3</sup>. The plan sets out:

- East Suffolk – in numbers
- Profile of East Suffolk
- Summary SWOT analysis
- Strategic context for the refreshed Growth Plan
- East Suffolk Economic Growth Plan, 2018-23: Vision and Strategy
- Key sectors
- Place-based and regeneration priorities

<sup>2</sup> <https://www.eastsuffolk.gov.uk/assets/Your-Council/Financial-Information/Budgets/East-Suffolk-Budget-Book-2019-20.pdf>

<sup>3</sup> <http://www.eastsuffolk.gov.uk/assets/Business/East-Suffolk-Growth-Plan.pdf>



- Delivering the Plan
- Measuring progress and KPIs
- Annex A: Looking back – and projecting forward.

## 2.2 Organisational Structure

### 2.2.1 The Council

On 1 April 2019 East Suffolk Council came into being and on 2 May elections were held. The new Council has 55 members, and the Conservative Group holds the majority of seats. The Council operates a Leader and Cabinet structure and the Cabinet Member with responsibility for food safety matters is Councillor Mary Rudd.

The Council comprises of 11 Service Areas:

- Legal and Democratic Services
- Planning and Coastal Management Services
- ICT Services
- Economic Development and Regeneration Services
- Environmental Services and Port Health
- Financial Services
- Housing Operations and Landlord Services
- Operations
- Communities
- Customer Services and
- Audit Partnership.

We work in partnership with Norfolk County Council to provide operational functions such as property maintenance, refuse collection and grounds maintenance.

Each Service Area has a Head of Service, Phil Gore being the Head of Environmental Services and Port Health.

The Corporate Management Team comprises the Chief Executive, two Strategic Directors and 11 Heads of Service. The Chief Executive, Stephen Baker, has overall responsibility for the efficient management and execution of the Council's functions. See Appendix 1 for further information on the management structure.

### 2.2.2 Service Area for Environmental Services and Port Health

The Service Area for Environmental Services and Port Health comprises six teams:

- Food and Safety
- Port Health
- Environmental Protection

- Environmental Sustainability
- Emergency Planning and
- Corporate Health & Safety.

The Food and Safety, Port Health and Corporate Health & Safety Teams contribute to the Council's aims through activities that include:

- food safety
- imported food controls
- food hygiene regulation and promotion
- health and safety regulation and promotion
- the monitoring and control of infectious diseases including food poisoning
- the management of health, safety and welfare within the Council and
- joint working with others on environmental sustainability.

The Port Health Team is responsible for protecting public and animal health by monitoring the standards of safety of all products of animal origin, non-animal origin products and plastic kitchenware imported into the European Union and the United Kingdom at the Port of Felixstowe and for ensuring the control of hygiene and infectious disease on board vessels. The food and safety service undertakes port health work as Lowestoft Port Health Authority.

The structures of the Food and Safety, Port Health and Corporate Health & Safety Teams are provided in Appendix 2.

The Food and Safety Manager, one Port Health Technical Lead and Port Health Manager have been appointed as Lead Officers for food hygiene and food safety matters, in accordance with the Food Safety Act Food Law Code of Practice. A letter of appointment is contained in Appendix 3.

The Clinical Microbiology Laboratory, Ipswich Hospital and Public Health England (PHE), Colindale Food, Water and Environmental Laboratory (United Kingdom Accreditation Service (UKAS) Testing Laboratory No. 1734) provide specialist services in food microbiology and pathology. The laboratory services provided by PHE have been formalised in Service Level Agreements. The Council has appointed a number of Public Analysts to provide specialist advice on food composition, labelling, and chemical and physical contaminants of food. Public Analysts are listed in Appendix 4. Port Health has regular meetings with our Public Analysts to exchange information about forthcoming requirements and developments and to keep procedures and performance under review. Port Health identified which Public Analyst is used based on a number of factors including the ability to undertake the required analysis, the service delivery timelines and costs.

The Food and Environment Research Agency (FERA) analyse antimicrobial residue samples submitted by the Authority. Samples of fishmeal which are checked for the presence of

mammalian bone are submitted to the Veterinary Laboratories Agency at Luddington which is now part of the Animal and Plant Health Agency (APHA\*) as advised by the Department of Environment, Food and Rural Affairs (DEFRA).

The review of the legislation covering foodstuffs at risk of contamination from mycotoxins and pesticides and the introduction of the high risk product legislation has seen an increase in the number of non animal origin samples taken and submitted to the Public Analysts.

We are a member of Campden BRI and as such have access to technical support on food and safety related matters.

### 2.3 Compliance and Enforcement Policy

We readopted our Compliance and Enforcement Policy in April 2019 covering all of the regulatory services delivered by the Council including the food safety, health and safety and port health services.

The policy reflects changes brought about by the Regulators' Code which establishes how non-economic regulators should interact with those they are regulating. The code requires regulators to:

- carry out their activities in a transparent way that helps those they regulate to comply and grow
- design simple and straightforward ways to engage with and hear the views of those they regulate
- base their regulatory activities on risk and share information about compliance and risk
- ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities.

Officers, including those with responsibility for the enforcement of food and health and safety laws, must have regard to the policy when making enforcement decisions.

## 3. **FOOD SAFETY SERVICE**

### 3.1 Scope of the Food Safety Service

East Suffolk's Food and Safety Team carry out all functions relating to food safety eg:

- carry out interventions, inspections and other visits at food establishments
- contribute to the national Food Hygiene Rating Scheme
  - provide advice to food business operators including help on implementing the FSA's Safer Food, Better Business food safety management system
  - make checks on inland imported food control at retail and catering establishments etc.

- register and where appropriate, approve food establishments
- issue Export Health Certificates and Food Safety Premises Endorsements for Export
  - investigate complaints concerning food, food establishments and food handling practices
- investigate cases of suspected and confirmed food poisoning
  - deliver a food safety education programme, including the level 2 Award in Food Safety in Catering and
  - the Lowestoft Port Health Authority service carries out all functions relating to food safety at ports eg inspect ships and issue Ship Sanitation Control Certificates.

### 3.2 Demands on the Food Safety Service

The numbers of food establishments approved/registered under food safety legislation in East Suffolk is 2,518. A profile of registered/approved food establishments classified in accordance with the FSA's main use codes is given in table 1.

Table 1. Profiles of registered/approved food establishments in East Suffolk. Source: Suffolk Coastal and Waveney aggregated LAEMS returns 2018/19.

FSA Category	Number of establishments in East Suffolk
Primary producers	16
Manufacturers and Packers	99
Importers/Exporters	7
Distributors/transporters	18
Retailers	610
Restaurants and caterers	1,768
Total	2,518

There are 34 food establishments in East Suffolk that are approved/conditionally approved under EU Regulation 853/2004 producing fish, meat and dairy products etc. We have wholesale fish businesses, together with a variety of other fish-related businesses eg smokehouses and two shellfish producers with harvesting and depuration facilities. We also have a dairy that pasteurises milk and produces cream, yogurt and ice cream. Two establishments supply raw cows' drinking milk. We are the originating authority for a large frozen food manufacturer and we also have food businesses that manufacture and export yeast for the bakery industry, mill rice, and one that manufactures sauces and condiments.

Our visitor economy offers a diverse range of tourism experiences. Events attracting several thousands of people are held, these include the Suffolk Show at Trinity Park and the Latitude Festival that takes place at Henham Park. The Food and Safety Team works with the event organisers and others during the planning and delivery of the festival to ensure that the food stored, prepared and served is safe to eat and complies with food safety laws.

The Food and Safety Team perform out of hours inspections where this is necessary eg large outdoor events and Sunday/farmers' markets. Food businesses that are open for business at

night, at weekends or in the early hours of the morning may be identified for occasional inspection at these times.

Lowestoft Port Health Authority (as established by The Lowestoft Port Health Order 1981 No. 88) inspects ships under the International Health Regulations 2006 to ensure ships are controlling health risks. We issue Ship Sanitation Control Certificates and charge fees for this service. Port Health Authorities are Category 1 Responders under the Civil Contingencies Act 2004.

The following estimate is based on recent demand and expected future circumstances:

Ships sanitation inspections anticipated in 2019/20:			
	Number of inspections	Time per inspection (hours)	Total time (hours)
Lowestoft Port Health Authority	36	2.5	90
Suffolk Coastal Port Health Authority	See part 15 of this service plan		

We have a diverse range of food businesses operated by and/or associated with ethnic minorities. This includes Chinese, Bangladeshi, Turkish, Greek, Thai, Portuguese and Polish. The majority of food businesses run by these groups are takeaways, restaurants and retail shops. The food and safety service makes use of FSA translated. Additional translation services may be used where there is a legal requirement to do so, or where it is necessary to help ensure that Food Business Operators (FBOs) understand where action needs to be taken to protect against serious risk to public health, or to assist in efficient and effective service delivery. Additional translation services are rarely needed.

Letters sent to FBOs or customers known to have a poor understanding of English may include sentences in appropriate languages/alphabets advising the recipient of the legal importance of the letter and the need to obtain a full translation. Ship Sanitation and Vessel Food Hygiene Inspections carried out by Lowestoft Port Health Authority frequently involve working with crew and staff from all parts of the world, with the inevitable difficulties associated with a limited understanding of English.

Several food businesses cater specifically for people who are vulnerable eg as a result of age or disability. This is taken into account by appropriate risk scoring criteria used in the risk rating of such premises to determine interventions.

If the UK leaves the EU without a deal, the UK will be treated as a third country and our exports of animals and animal products to the EU will need to be accompanied by Export Health Certificates (EHCs). Those EHCs will be requested from APHA\* by the exporter and they will need to be signed by Official Veterinarians and, for fish and fish products and composite products of animal origin (POAO) only; officials in local authorities. Local



authorities with enforcement responsibilities in establishments wishing to export fish and fish products or composite products to the EU can expect an increase in the demand for EHCs. Whilst local authorities do not have a statutory obligation to provide this export health certification, we are well placed to support local businesses and may elect to expand their service as mitigation against the impact of EU exit. The demand for EHCs could be up to 1,530 EHCs per calendar year. Fees for issuing EHCs are set on a cost recovery basis and published in the Council's discretionary Fees and Charges.

#### **4. SERVICE DELIVERY – FOOD SAFETY**

##### **4.1 Interventions at Food Establishments**

The Food and Safety Team aim to ensure that food in the districts is fit for human consumption and those outbreaks of food poisoning and other infectious diseases are controlled. To achieve this inspections and other interventions are carried out at food establishments using a risk based approach in accordance with the Food Law Code of Practice. Specialist computer software is used to record all food business establishments. These records are updated daily and are used to administer the programme of risk based inspections and other interventions.

Food establishments are risk rated using criteria set out in the Food Law Code of Practice. Establishments receive a risk rating comprised of two sets of criteria:

- the nature of their business eg risk associated with the type of food handled, processing methods, number and vulnerability of customers and
- the standard of food safety achieved and compliance with food safety law.

Hence establishments may be rated as higher risk either because of the high risk nature of their business or because of the lower standards of food safety or both. Establishments receive an overall risk rating ranging from A (highest risk) to E (lowest risk).

Unrated establishments include new businesses that are waiting for an inspection to be carried out eg they may have registered but are not ready to start trading. Examples include new businesses starting up and existing trading businesses where a new food business has registered to take over in the future. New food businesses should give at least 28 days' notice before starting food operations.

Establishments in the outside category include premises such as primary producers that do not form part of our risk based intervention programme. The procedure for handling food registrations, including the initial action to be taken where businesses should be registered but are not, is set down in working procedures.

Profiles of the food establishments in East Suffolk by risk rating categories A to E are shown below in table 2. The proportion of broadly compliant premises, this means businesses that had compliance levels at the time of the last inspection equivalent to a FHRS rating of 3, 4 or 5, is shown for each risk rating category A to E.

Table 2. Profiles of food establishments in East Suffolk according to risk. Source: Suffolk Coastal and Waveney aggregated LAEMS returns 2018/19.

	A	B	C	D	E	Un-rated	Out-side	Total
Total in category	7	46	385	968	995	41	76	2,518
Broadly compliant in category (number)	2	25	347	963	995	-	-	2,332
Broadly compliant (% rounded)	29%	54%	90%	99%	100%	-	-	-

The minimum intervention frequency as required by the Food Law Code of Practice and the estimated time per intervention for each risk category are set out below in table 3.

The range of available interventions for food establishments includes inspections, monitoring, surveillance, verification, audit, sampling, education, advice, coaching, information and intelligence gathering. The regulatory burden is minimised by selecting the most appropriate intervention appropriate for the risk category of the establishment. Alternative enforcement strategies include the use of questionnaires for appropriate lower risk category E food business establishments.

Table 3. Food Law Code of Practice minimum intervention frequency and locally estimated time per intervention for each risk category.

Category	Minimum intervention frequency	Estimated time per intervention (hours)
A	6 months	5
B	12 months	5
C	18 months	3.5
D	24 months	2
E	Alternative enforcement every 3 years	1
Unrated	-	2

The numbers of food interventions due in 2019/20 by risk category in East Suffolk are shown below in table 4.

Table 4. Number of food interventions due and time taken by risk category in 2019/20.  
Source: Uniform reporting

Category	Interventions (number)	Estimated time per intervention (hours)	Total time for interventions (number x hours)
A	7 (x2)	5	70
B	45	5	225
C	209	3.5	731.5
D	488	2	976
E	359	1	359
Unrated (estimate)	110 <sup>4</sup>	2	220
Total		-	2581.5

The food interventions at predominantly lower risk premises that were not completed in 2018/19 will be picked up during 2019/20 and are shown below in table 5. These are often as a result of access issues with seasonal businesses or because resources were focused on higher risk premises.

Table 5. Number of food interventions due in 2018/19 to be carried forward into 2019/20.  
Source: East Suffolk's aggregated LAEMS returns 2018/19.

Category	Interventions (number)	Estimated time per intervention (hours)	Total time for interventions (number x hours)
A	0	5	0
B	0	5	0
C	4	3.5	14
D	15	2	30
E	17	1	17
Unrated	41	2	82
Total	77	-	143

Interventions are undertaken following documented procedures. The date of a primary inspection may be brought forward eg in response to a complaint, a new food registration, material change in the business, receipt of information from the FSA, an outbreak, or seasonal business that may be closed at the time of the next date due etc. Other interventions are carried out at other times eg in response to customer complaints, alleged cases of food poisoning, food alerts, sampling, revisits and requests for advice.

<sup>4</sup> Estimate based on interventions of unrated businesses carried out in 2018/19.

Most food businesses that supply food direct to the public receive a rating under the Food Hygiene Rating Scheme (FHRS). These ratings range from 0 (urgent improvement necessary) to 5 (very good). Businesses that receive a rating of 0, 1 or 2 have a poor level of compliance with food safety and hygiene law ie they are poor compliers. Businesses that are broadly compliant with these laws will receive at least a rating of 3 and the businesses that reach at least the minimum standards of food safety law will receive the top rating of a 5. Interventions will be brought forward for poor compliant businesses ie even if the next minimum inspection frequency date is after 31 March 2020. These interventions aim to achieve better and sustained compliance rates at poor compliant businesses. Revisits of poor compliant businesses due in 2019/20 will also be carried out. An estimate of the number of these types of interventions expected in 2019/20 and the estimated time to complete is shown in table 6.

Table 6. Estimated interventions at poor compliers and approved premises in 2019/20.

Task	Interventions (number)	Estimated time per business (hours)	Total time for interventions (number x hours)
Interventions at poor compliers	47	6	282
Approved premises	34	15	510
Total			792

The estimated number of interventions at poor compliers is based on the number of businesses with a FHRS of 0, 1 or 2 as at April 2019.

The Trading Standards Department of Suffolk County Council has responsibility for food standards matters. Liaison arrangements are in place through the Suffolk Food Liaison Group to develop joint work arrangements and to help ensure that matters of joint interest, such as food labelling, imported food, Animal By-Products and allergens are discussed. Joint visits with Trading Standards Officers are made where appropriate. Copies of all food registrations received are forwarded to Suffolk County Council's Trading Standards Department.

#### 4.2 Food/hygiene of premises complaints

Officers investigate food complaints in accordance with documented procedures and, where necessary, liaise with Primary, Originating and Home Authorities during the course of investigations. In determining an appropriate course of action, the Food and Safety Team takes into consideration any reports received from the Primary, Home or Originating Authorities, and the food business identified as the cause of the complaint, and will have regard to the Council's Compliance and Enforcement Policy.

Food/hygiene of premises complaints anticipated in 2019/20: Estimate based on 2018/19 complaints.

Number of complaints	Time per complaint (hours)	Total time (hours)
330	2	660

#### 4.3 Food Sampling Policy

We recognise the contribution sampling can make to the protection of public health and the food law enforcement functions of the Authorities. We are committed to providing the resources necessary to carry out a sampling programme. Authorised Officers are responsible for undertaking our food sampling functions and we have a food sampling programme for microbiological and algal toxin purposes. The food sampling is prioritised to concentrate upon one or more of the following criteria:

- foods which are produced within East Suffolk
- the risk ratings of the premises
- any local, regional or national coordinated sampling surveys or programmes.

The majority of samples taken are done so for the purpose of monitoring, surveillance and intelligence gathering. Samples are taken in compliance with the relevant Code of Practice and consideration of our Compliance and Enforcement Policy. Official laboratories as designated by the FSA will be used for samples obtained during the sampling programme. The Public Health England Laboratory, London, Eurofins trading as Public Analyst Scientific Services, the Council's Public Analyst, CEFAS laboratories at Lowestoft and Weymouth and other accredited laboratories are used for the analysis of samples.

Samples may be taken during manufacturing/production processes, for the purposes of ensuring food safety and for ensuring the effectiveness of the critical controls in the process. Sampling may include swabs taken from surfaces where they are sent to an official control/accredited laboratory. The manufacturer will be notified of the result of any such sample analysis or examination.

We do not currently act as a Home Authority or Primary Authority for any food business. Where sampling identifies a problem with food manufactured outside the districts, the relevant primary, home or originating authority will be notified, and a copy of the certificate of analysis or examination forwarded to them.

Food sampling will not normally be undertaken as a constituent part of food safety intervention. It may take place if, during the intervention, the authorised officer identifies a particular problem that needs further investigation.

Samples of food received as a food complaint may require microbiological examination, chemical analysis or expert identification.



Where a particular premise or food produced in the districts is implicated with a case or cases of food borne disease, food samples may be taken and submitted for examination, for the purpose of identifying any likely source of infection, and controlling any risk to public health.

Food samples may be taken and submitted as part of a special investigation eg in response to a food hazard warning, or to other intelligence received about potential food safety and quality issues.

Samples anticipated in 2019/20		
Number of samples	Time per sample (hours)	Total time (hours)
60	3	180

The sampling of shellfish and river water in commercial shellfish production areas is carried out in consultation with the FSA and CEFAS for the purpose of maintaining the necessary EU classifications for those areas and for monitoring the risk of algal toxins. Shellfish and river water is sampled from shellfish beds in the River Deben and Butley Creek and their associated depuration plants. Samples of shellfish flesh and water are sent to CEFAS laboratories in Weymouth and Lowestoft. It is anticipated that the main shellfish sampling and follow up action will require up to two working days per month. The majority of the sampling work at these producers is undertaken by the Student Environmental Health Officer.

#### 4.4 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Food and Safety Team will assess and respond accordingly to reports of communicable diseases, including food-associated illness. The investigation of outbreaks of food poisoning is conducted in liaison with the Consultant in Communicable Disease Control (CCDC) having regard to the PHE East of England Public Health Response to Notifiable Gastrointestinal Infections (July 2015). Certain infections requiring particular information will be collected as a matter of urgency and passed to the Anglia Health Protection Team, PHE in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases.

Responses to reports of communicable diseases, including food-associated illness are undertaken following documented procedures.

Gastrointestinal disease case notifications anticipated requiring follow up in 2019/20:		
Number of cases*	Time per case (hours)	Total time (hours)
70	2.5	175

\*Excluding Campylobacter.

Joint civil contingency and emergency stand-by arrangements exist to respond to suspected or confirmed outbreaks of infectious disease or food poisoning with either the potential to cause serious harm or death to any person, or debilitating illness or disease to significant numbers of people, or illness or disease to particularly vulnerable populations.

#### 4.5 Food Safety Incidents

Arrangements are in place to receive FSA Food Alerts for Action and take specified action on behalf of consumers.

Food alerts for action anticipated in 2019/20		
Number of alerts	Time per alert (hours)	Total time (hours)
4	14	56

#### 4.6 Primary Authority and Home Authority Schemes

The Regulatory Enforcement and Sanctions Act 2008 introduced into law the principle of the Primary Authority (PA). All local authorities are required by law, when considering enforcement action against a business with multiple outlets, to follow advice agreed between the business and its PA. The purpose of these requirements is to achieve greater consistency in enforcement action in large, multi-outlet businesses.

We support PA and Home Authority (HA) schemes. Where PA partnerships are registered with the Office for Product Safety & Standards (OPS&S), an officer will contact the PA to ensure that proposed actions are not contrary to appropriate advice that the PA has previously issued.

#### 4.7 Advice to Business

We endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides advice to businesses eg:

- the provision of proformas to assist businesses in complying with the law
- directing enquiries to relevant sources of competent and reliable advice eg FSA website
- provision of advice to businesses during interventions, via our own website, over the telephone and via partners etc. and
- responding to requests for advice from businesses and members of the public.

Requests for food safety advice/assistance anticipated in 2019/20:		
Number of requests	Time per request (hours)	Total time (hours)
375	1.5	562.5

Our website gives information on setting up a new business, online channels for food business registration/application for food establishment approval, an online training course

booking and payment system and online forms to submit complaints and notifications. It has other information such as allergens and Safer Food Better Business packs with links to the FSA’s website for more information.

Food Registrations/changes to registrations anticipated in 2019/20:		
Number of registrations/changes	Time per registration (hours)	Total time (hours)
360	1	360

#### 4.8 Economic Challenge

We are conscious of the need to help deliver conditions for business success whilst meeting our aims and objectives. We are particularly aware of the benefits of listening to the needs of businesses and will continue to:

- provide information and advice
- signpost sources of information
- provide local low cost training
- monitor and respond as appropriate to regular feedback from questionnaires
- deal with applications to trade in a prompt manner eg food business registration applications and applications for the approval of food business establishments
- take account of and respond to national and local influences
- regularly review our procedures.

We have supported the work of engaged Suffolk and Norfolk regulatory services working with the Norfolk and Suffolk Local Enterprise Partnership (LEP) to develop stronger links to help improve the effective and efficient delivery of regulatory services via the New Anglia Better Business for All (BBfA) partnership.

There continues to be a significant number of enquiries received from people seeking advice who are exploring the setting up of their own small business from home eg home catering. Although these tend to be low risk activities they do involve some time in tailoring appropriate advice.

The ministerial Food Law Code of Practice requires that all food establishments should receive an initial inspection. This should normally take place within 28 days of registration or from when the Authority becomes aware that the establishment is in operation. This reflects the importance of ensuring new food establishments are complying with food law.

#### 4.9 Liaison with other Organisations

We have extensive liaison in place with a wide range of other organisations. For food safety matters these include:

- Food Standards Agency

- Suffolk Food Liaison Group
- Eastern Region Sampling Group
- East of England Port Health Network
- Association of Port Health Authorities
- CCDC and the East of England Health Protection Team, PHE
- Food, Water and Environmental (FW&E) Laboratory, PHE
- DEFRA
- The Thames Estuary, Essex and Suffolk Shellfish Liaison Group
- Liaison with HM Revenue and Customs nationally and locally in relation to imported food controls and smuggled products of animal origin
- Liaison with Planning and Building Control Teams
- Campden BRI - an independent membership-based organisation carrying out research and development for the food and drinks industry
- Associated British Ports
- Maritime and Coastguard Agency
- Trading Standards/Environmental Health Departments nationally as required
- Care Quality Commission
- Suffolk Adult Safeguarding Board
- New Anglia Better Business for All partnership
- Marine Management Organisation
- Public Health, Suffolk County Council.

#### 4.10 Food Safety Promotion

We promote food safety using materials made available by the FSA that are intended for businesses or the public. Examples include helping business operators meet regulations on food hygiene through promoting and supporting the FSA's Safer Food, Better Business packs together with the use of FSA material via social media eg Food Safety Week.

The team has a programme to deliver the Level 2 Award in Food Safety in Catering.

## 5. RESOURCES

### 5.1 Financial Allocation

Details of budgetary provisions are included in East Suffolk's Budget Book 2019/20<sup>5</sup>. Our corporately managed legal services provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

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<sup>5</sup> <http://www.eastsuffolk.gov.uk/assets/Your-Council/Financial-Information/Budgets/East-Suffolk-Budget-Book-2019-20.pdf>

## 5.2 Staffing Allocation

### 5.2.1 Head of Service

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Food and Health and Safety Service Plan.

### 5.2.2 Food and Safety Team

The Food and Safety Team has full time equivalents available for food safety related work as follows in table 7.

Table 7. FTE food safety

Professional staff	Support staff
Food safety 7.07 FTE	0.98 FTE

The resource allocation set out in table 7 above is sufficient to complete the estimated programme of work outlined in the service plan for 2018/19 and set out in table 8. Additional unplanned work may require reprioritisation within the plan.

Table 8. Summary of food work programme: East Suffolk professional staff time allocation

Tasks	Time allocation (hours)
Lowestoft Port Health Authority Ships inspections	90
Food interventions due 2019/20	2,581.5
Food interventions carried over from 2018/19	143
Poor compliers	282
Approved premises	510
Complaints	660
Sampling	180
Gastrointestinal cases investigations	175
Food alerts	56
Advice/assistance	562.5
Food registrations	360
Revisits, report writing, myConversations, procedure updating, officer training and development, lead officer roles, peer review, CPD, team meetings, student training, Eat Out Eat Well and Take Out Eat Well awards, food export/health certificates, FOIs and EIRs, media enquiries, data protection requests, further enforcement and advisory work, teaching courses, and website updates etc.	4,996
<b>Total</b>	<b>10,596</b>



### 5.2.3 Staff Development Plan

Our People Development Strategy has the development of our workforce at its heart. Evidence requirements are around good understanding of objectives and drivers, meeting skills needs, reviewing the learning.

The Council has agreed a set of values and behaviours and has adopted a staff performance and development scheme called myConversation. The values are about a collective, positive attitude; about working together as one team, every day and how we aspire to behave collectively. The five values are proud, dynamic, truthful, good value and united. These values have been embedded as an important part of staff culture and development. As part of the myConversation scheme, officers formally discuss their performance and development with their line manager every few weeks. Progress with the plan is reviewed so any issues can be raised. Relevant training areas are identified to ensure the requirements for authorised officers are met.

Relevant training areas are identified to ensure the requirements for authorised officers in accordance with the Food Law Code of Practice are met.

The Food and Safety Team ensures that all enforcement officers are appropriately qualified and receive regular training to maintain and improve their level of competency. All officers are expected to have access to the equivalent of at least 10 hours of core food CPD and 10 hours of other professional matters ie CPD that will support an officer's profession. A combination of both internal and external training helps officers to achieve this aim.

The Council supports a well established student EHO training programme. The appointment of the student is coordinated by an officer from the Food and Safety Team who also manages and oversees the student's training programme.

## 6. **QUALITY ASSESSMENT**

### 6.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review. A countywide common procedure template, aligned to the current Food Law Code of Practice, has been adopted.

### 6.3 Inter Authority Audits and Peer Review

The principle of inter authority audits (IAA) is fully supported. The Food and Safety Team has undertaken inter authority inspection and quality and monitoring. Peer review takes place amongst the team eg discussions during team meetings and joint visits.

### 6.4 Internal Monitoring Arrangements

The Food and Safety Team has the following arrangements in place to assist in the quality assessment of the work carried out:

- documented work procedures (under a process of continuous review)
- samples of post-inspection reports, letters and notices are checked
- a sample number of inspections, either by shadowing or a follow-up visit or file review at team meetings
- one to one meetings.

The contents of statutory notices are discussed and agreed, where appropriate, with the appropriate manager or colleague before service.

#### 6.5 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys. A statistical summary of the results of these surveys is shown in Appendix 5.

The Council's complaint procedures are published on our website. A summary of complaints received in 2018/19 is produced in Appendix 6.

The FSA introduced an Independent Business Appeals Panel in response to the government's small food manufacturers review (part of the Focus on Enforcement Campaign). The Independent Business Appeal Panel considers complaints or appeals against advice given by local authorities in England about food safety and food standards that a food business operator thinks is incorrect or goes beyond what is legally required. No cases relating to our service have been taken to the Independent Business Appeal Panel to date.

#### 6.6 Team Meetings

The Food and Safety Team schedules monthly meetings to discuss all matters relating to operational issues of the service, including issues relating to competency and consistency. The meetings are used to review procedures and provide an opportunity to promote, explore and produce benefits of partnership working.

#### 6.7 Bench Marking

The Food Standards Agency (FSA) publishes on their website the food safety enforcement activity carried out by all local authorities in the UK. This information is collated from the Local Authority Enforcement Monitoring System (LAEMS) statistical returns provided by local authorities and provides a resource to bench mark performance with other local authorities. The FSA also reports this performance data to Government and Europe.

Monitoring performance against the standards set out in the Food and Health and Safety Service Plan is via management meetings and annually to full Council.

## 7. REVIEW – FOOD SAFETY

### 7.1 Identification of any Variation from the Service Plan – Food Safety

The Food and Safety Team continue to work hard and perform well during another year of significant challenges.

All officers are authorised over a range of legislation that includes the food safety activities set out in parts 4 to 8 of this service plan and the occupational health and safety activities set out in parts 9 to 14. Officers and support staff work flexibly across both of these types of activities so the proportion of time spent on food safety compared with health and safety varies according to workloads and priorities.

Factors that adversely affected the team's capacity to deliver the service in 2018/19 were predominantly unplanned and not routine.

- Three long standing and experienced officers, one following long term sickness absence, retired during 2018/19. A fourth experienced officer resigned to pursue other interests. We have actively tried to fill the vacancies but, along with other LAs in the East of England, there is a shortage of applicants. A combination of contractors, flexible working and additional hours were used to help cover the resource gap caused by unfilled vacancies.

These factors put pressure on staff but the team responded well to ensure that consumers were protected by adopting a risk based approach to prioritise work.

The Food and Health and Safety Service Plan 2018/19 was largely completed with regards to food safety.

- We liaised with Suffolk County Council (SCC) with the aim of reviewing our database of childminders and follow up with information/advice and check compliance as necessary. However, SCC did not share data they hold on childminders with us. Childminders receive information on food safety from other agencies and typically have low risks associated with food handling.
- We planned to adopt a new KPI: % East Suffolk food businesses improved or remained the same in the FHRS but were unable to because of the migration to a FHRS database for East Suffolk.

### 7.2 The food safety key achievements in 2018/19 worthy of note are:

- Appointed and coached the team's first corporately funded Food and Safety Apprentice. The apprentice has become well established and is carrying out core roles to support Environmental Technical Support Officers and authorised officers.

- Adopted and reported on the KPI: % East Suffolk food businesses rated 3-5 FHRS. Target: 95%. End of year actual: 98%.
- As part of a corporately led project we continued to explore improving mobile working options.
- Reviewed, revised and updated many document templates that we use to include changes ready for East Suffolk Council.
- Took samples of shellfish/river water as part of the statutory shellfish harvesting classification programme and algal bio-toxin monitoring programme. This work was largely undertaken by the student EHO as part of practical training.
- Delivered the food hygiene training programme with 42 candidates attending the full day Level 2 Award in Food Safety in Catering. Three candidates failed, two took the examination again and one passed. Customer satisfaction surveys show that 97% of delegates rate training courses with the top rating of 'good' and 3% rated them 'average'.
- Over 97% of businesses who responded to an online survey following an intervention said that they were treated fairly.
- We published new e-forms on our website to replace paper based forms. The new forms improve our business processes eg by reducing steps involved in processing payments, reduces the risk of accounting errors, and eliminates the risk of returned cheques. It also makes it easier for customers to:
  - Apply and pay for Export Health Certificates and Food Safety Premises Endorsements for Export
  - Complete and return a food alternative enforcement questionnaire
  - Apply for a food business establishment approval
  - Apply for a food business establishment registration
  - Submit a Food Hygiene Rating Scheme 'Right to reply'
  - Submit a Food Hygiene Rating Scheme Appeal
  - Submit and pay for a Food Hygiene Rating Scheme: Request for a re-visit
  - Request live bivalve molluscs or shellfish registration documents and
  - Apply and pay for Lowestoft Port Health Authority Ships Sanitation Inspections.
- We continued working with other Suffolk local authorities to encourage businesses to sign up to the Suffolk Health and Wellbeing Board supported Eat Out Eat Well (EOEW) award. To qualify for the award, businesses must show their commitment to providing healthier choices; this includes keeping fat, sugar and salt to a minimum, making fruit and vegetables widely available and basing main meals on starchy carbohydrates. There are three levels of award: bronze, silver and gold. The level awarded is based on an

assessment that takes into account the type of food on offer, cooking methods, and how businesses promote healthy choices to their customers. As at June 2019 there were 43 businesses with an EOEW in East Suffolk award: 10 gold, 25 silver and eight bronze.

- Suffolk's Take Out Eat Well award was launched in 2018. 12 businesses in East Suffolk have this award. Action point in the East Suffolk Business Plan 2015 – 2023.
- Lowestoft Port Health Authority issued 36 Ship Sanitation Control Certificates/Ship Sanitation Control Exemption Certificates. These certificates are routinely issued to ships engaged in international journeys to identify and record all areas of ship-borne public health risks together with any required control measures to be applied. The certificates carry a six month period of validity and can only be renewed at a port authorised to issue such renewals.
- Produced a Port of Lowestoft Public Health Emergency Contingency Plan.
- Arranged with the FSA to submit our 2018/19 Local Authority Enforcement Monitoring System (LAEMS) return as a joint East Suffolk set. A summary of the interventions, enforcement actions and compliance data is shown in table 9 below (2017/18 data provided for comparison). Higher risk establishments were prioritised for inspection. Outstanding interventions will be rolled over to 2019/20.

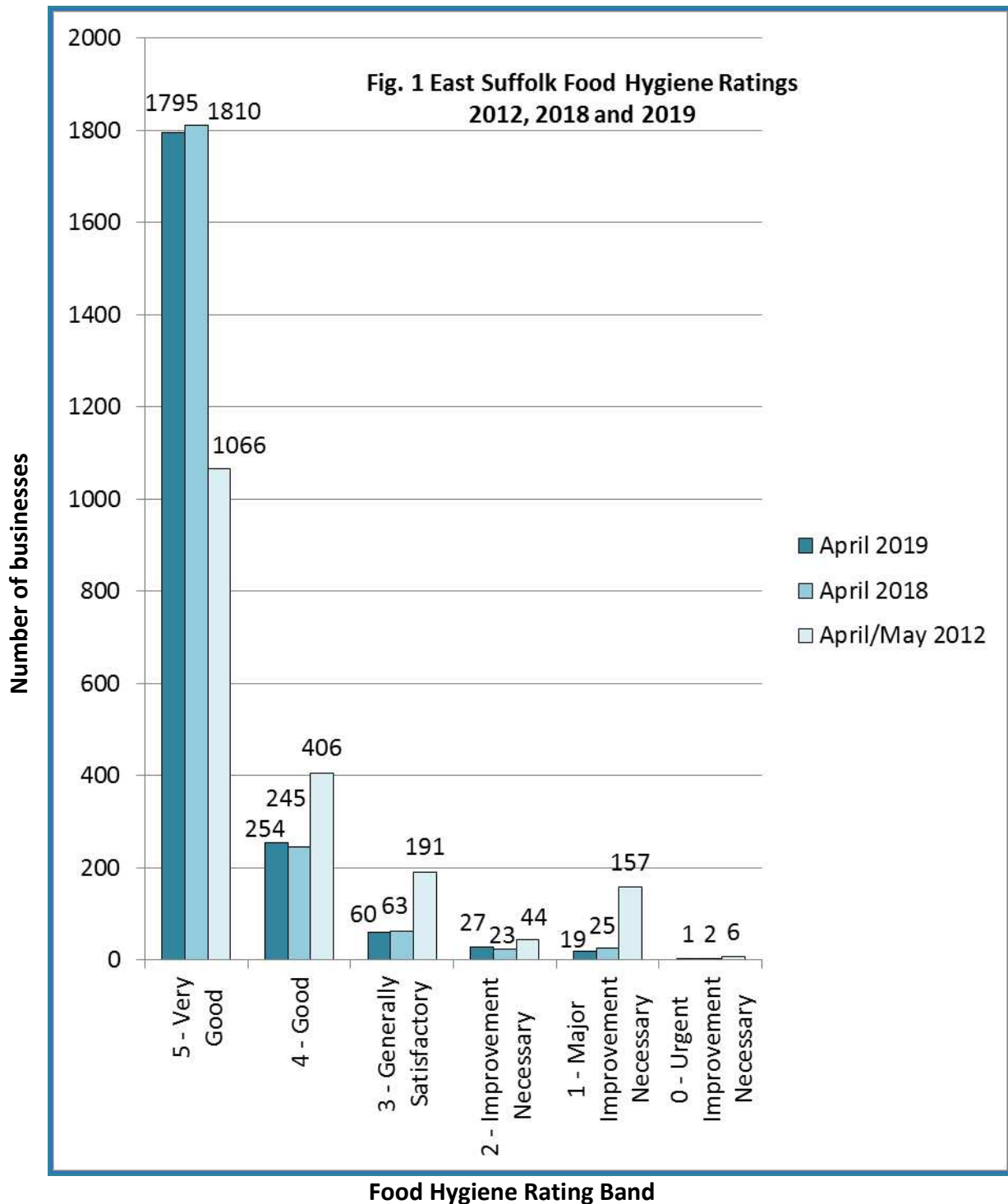


Table 9. Summary of food interventions, enforcement actions and compliance data for East Suffolk. Source: LAEMS return for 2018/19.

LAEMS Criteria		East Suffolk	
		2018/19	2017/18
Total % of interventions achieved by premises category. Interventions include: inspections and audits, verification and surveillance, sampling visits, advice and education visits, and information/intelligence gathering.	A	100% (23 interventions)	100% (35 interventions)
	B	100% (82 interventions)	100% (94 interventions)
	C	98.72% (308 interventions)	99.36% (314 interventions)
	D	97.47% (577 interventions)	97.95% (586 interventions)
	E	94.85% (313 interventions)	97.93% (387 interventions)
	Unrated	107 interventions	199 interventions
% Broadly compliant. All categories (excluding unrated and outside)		97.13%	97.6%
% Broadly compliant. All categories (including unrated)		95.5%	95.47%
No. of establishments subject to:			
– Written warnings		543	621
– Improvement notices		1	3
– Emergency Prohibition Notices		0	0
– Prohibition Orders		0	0
– Voluntary closures		4	0
– Seizure, detention and surrender of food		2	2
– Remedial Action Notices		1	2
– Prosecutions		0	0
– Simple cautions		0	0
– Suspension/ revocation of approval		0	0
Samples taken		39	63
Complaint investigations - food		49	38
Complaint investigations – hygiene of premises		279	262

- Arranged with the Food Standards Agency (FSA) to publish Food Hygiene Ratings Scheme (FHRS) ratings as East Suffolk.
- The Food Hygiene Rating scheme (FHRS) helps people choose where to eat out or shop for food by giving information about hygiene standards in places supplying food direct to the public. It also recognises businesses that achieve good standards of food safety and hygiene. Each food business is given a food hygiene rating on a scale from 0 to 5 when it is inspected by a local authority officer. The top rating is '5' – this means the hygiene standards are very good. A business that meets the legal minimum standard will achieve a 5. The bottom is '0' – this means urgent improvement is required. Food businesses are given a sticker that they can put on their window/door. All ratings are published on the FSA's website. The distribution of ratings is shown in Figure 1 below. Over the seven years up to April 2019, 729 more businesses in East Suffolk achieved a top FHRS rating of 5 compared to 2012.
- In conjunction with our Communication Team we continued to use Twitter to regularly highlight businesses that achieve a top FHRS rating of 5.
- By the end of 2018/19, 2,109 food businesses in East Suffolk, almost 98% of the food businesses in scope, had a FHRS rating of 3-5. A risk based approach will continue to be applied to poor complying businesses. Compliance by businesses that have a history of poor performance is often subject to fluctuation because standards sometimes drop after intervention. The FHRS provides businesses with an incentive to maintain improvements. The mandatory display of ratings, as in Wales and Northern Ireland, would provide a further incentive.

Fig 1. Distribution of Food Hygiene Ratings in East Suffolk 2012<sup>6</sup>, 2018 and 2019.



<sup>6</sup> 2012 baseline year when the scheme was introduced locally.

- In order to ensure that the FHRS is fair to businesses, it has been designed to include a number of safeguards. These are: an appeal procedure; a right to reply; and an opportunity to request a re-visit when improvements have been made in order to be re-assessed for a new rating. Information about these safeguards is provided to food businesses when they are told of their rating and it is also available on the Council and FSA websites.

Table 10. Food Hygiene Rating Scheme Revisit Requests, Right to Reply and Appeals received 2018/19.

FHRS safeguard	Number
Revisit requests	40
Right to Reply	1
Appeals - upheld	0
Appeals - not upheld	0
Appeals - over 21 days	0

- We registered 361 new food business operators/recorded changes to registrations as detailed below.

East Suffolk	
2018/19	2017/18
361	408

- We responded to 375 food safety advice/assistance service requests.

East Suffolk	
2018/19	2017/18
375	406

- Infections requiring particular information to be collected were promptly followed up and passed to the Public Health England (PHE) Anglia Health Protection Team, in accordance with the East of England Standard Approach to Investigating Gastro-Intestinal Disease Cases. A national records system is used to help identify common factors and detect links to cases and outbreaks at an early stage. Cases are confirmed when a stool sample is provided by someone suffering from food poisoning symptoms and is sent to a laboratory by a GP or other health professional. Not all people suspected of having food poisoning contact their GP or provide a stool sample for testing. Therefore, the exact numbers of cases of food poisoning are not known and there is under reporting. Tables 11 and 12 below show cases of infections.

Table 11. Gastrointestinal disease cases in East Suffolk April 2018 to March 2019 and April 2017 to March 2018. Source East of England Health Protection Team, Public Health England Centre.

Disease	2018/19	2017/18
E coli O157 VTEC	<10	<10
Salmonellosis	24	22
Campylobacteriosis	287	227
Cryptosporidiosis	19	35
Giardiasis	20	14
Shigella dysentery	<10	<10

Table 12. Gastrointestinal disease cases in East Suffolk April 2018 to March 2019 and April 2017 to March 2018, rate per 100,000 population\*. Source East of England Health Protection Team, Public Health England Centre.

Disease	2018/19	2017/18
E coli O157 VTEC	0.4	0.8
Salmonellosis	9.7	8.9
Campylobacteriosis	116.2	91.9
Cryptosporidiosis	7.7	14.2
Giardiasis	8.1	5.7
Shigella dysentery	1.6	0.4
Total	143.8	121.9

\* ONS mid-year estimates 2017

## 8. AREAS FOR IMPROVEMENT – FOOD SAFETY

### 8.1 In 2019/20 the Food and Safety Team plan to:

- Utilise laptop/tablet technology on site to facilitate more effective communication following interventions and to record observations, photographs etc. at the time of the visit.
- Volunteer to adopt the FSA’s new register a food business digital service. This service has been developed to make it easier for food business operators to register and receive relevant information and guidance and will also enable local authorities to capture consistent and high-quality registration data.
- Continue supporting the local New Anglia Better Business for All programme which will include the New Anglia Compliance Partnership website.



- Work with Public Health Suffolk to promote the Eat Out, Eat Well and Take Out, Eat Well healthy eating awards as part of the Council's presence at the Suffolk Show and supporting the theme of the investments we are putting into the future of the District.

## 9. HEALTH AND SAFETY SERVICE

### 9.1.1 Scope of the Health and Safety Service

We carry out interventions relating to health and safety matters in those premises for which it has enforcement responsibility eg retail, leisure, catering and hospitality, care homes (employee related only), retail and wholesale distribution warehousing etc.

- proactive inspection will be used to target the high risk activities in sectors specified by HSE in the National Local Authority Enforcement Code or where intelligence suggests risks are not being effectively managed
- engagement with event organisers in partnership with other agencies via the Safety Advisory Group to address public safety at events
- investigation of complaints concerning work premises and practices
- investigation of accidents and dangerous occurrences reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- health and safety education programme, including Level 2 Award in Health and Safety in the Workplace
- Sunday trading laws
- consultee as a responsible authority under the Licensing Act 2003
- registration of skin piercing activities.

### 9.10 Demands on the Health and Safety Service

East Suffolk attracts many tourists particularly during the summer months. Events attracting several thousands of people are held, these have included the Suffolk Show at Trinity Park and the Latitude Festival that takes place at Henham Park. The Food and Safety Team works with the event organisers and others during the planning and delivery to ensure that persons involved in the events and the members of the public that attend them are protected from risks to their health or safety.

## 10. SERVICE DELIVERY – HEALTH AND SAFETY

### 10.1 Health and Safety Premises Inspection and other Interventions

The responsibility for the enforcement of the Health and Safety at Work Act etc. 1974 and relevant statutory provisions is governed by the Health and Safety (Enforcing Authority) Regulations 1998 that allocate enforcement to either the Health and Safety Executive or Local Authority according to the main work activity. Since 1974 local authorities have been

responsible for enforcement of the health and safety laws in places such as shops, retail and wholesale warehouses, offices, catering, restaurants, bars, hotels, care homes (without nursing care), leisure and cultural services such as golf courses, horse riding establishments and motor sports together with consumer services such as undertakers and workshops fitting tyres and exhausts.

The Health and Safety Executive is responsible for the remainder of activities eg factories, building sites, farms, vehicle repair workshops, railways, power stations, care homes providing nursing care, docks, fairgrounds, schools, colleges and Council run services.

Under a Memorandum of Understanding (MoU) the Care Quality Commission (CQC) now have responsibility for the regulation of health and safety in registered care homes that principally affects the service user under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Local Authorities still have powers under the Health and Safety at Work etc. Act 1974 in relation to the health and safety of employees. The MoU is currently being reviewed following concerns raised by Local Authorities that the level of protection under health and safety law has been diminished as CQC appear to have more limited powers in the case of a imminent serious health or safety risks.

In May 2013 HSE published the National Local Authority Enforcement Code. The Code is designed to ensure that LA health and safety regulators take a more consistent and proportionate approach to their regulatory interventions. It sets out the Government expectations of a risk based approach to targeting. Each year the HSE hosts national update sessions to cascade the priorities for regulation for the following year. One of the Food and Safety Team officers chairs the Norfolk and Suffolk Health and Safety Liaison Group and attends this session. The HSE also publish a list of activities in types of premises that are deemed suitable for proactive intervention. The HSE use national accident data, labour force surveys and intelligence from Local Authorities to shape the annual list to ensure that resources are focused in the businesses that present the greatest risk.

HELA Circular LAC 67/2 (rev 8) provides a nationally consistent framework for guiding the Local Authority as to the appropriate interventions based on risk and efficacy where local authorities regulate health and safety. There are no predetermined inspection frequencies as it is expected that the LA will follow the Code and use intelligence such as reported incidents or complaints to decide whether a proactive inspection is justified. We are committed to improving health and safety outcomes where there is greatest risk and will reserve proactive planned inspections for those premises that present a comparatively high risk. Alternative interventions such as awareness raising campaigns and invitations to particular sectors to engage with the management of health and safety will be incorporated into the workplan.

Intelligence will also be sought via the Norfolk and Suffolk Health and Safety Liaison Group which is chaired by the Senior Environmental Health Officer. The group holds quarterly meetings, with one of these meetings reserved for training, with an objective to share

information and successful project plans. These groups are attended by the HSE's Enforcement Liaison Officers for Norfolk and Suffolk (ELO) or their representative.

The Food and Safety Team have used the LA National Code and local intelligence to identify the following priorities for intervention:

National Priorities:

- Fatalities and significant injuries resulting from being struck by vehicles in high volume warehousing or distribution
- fatalities and significant injuries resulting from falls from height, amputation and crushing injuries in industrial retail or wholesale premises eg steel stockholders, builders/timber merchants
- falls from height, unstable loads and manual handling in high volume warehousing or distribution
- crowd management and injuries or fatalities to the public at large scale public gatherings eg cultural events, sports, festivals and live music
- buried pipework and bulk storage of Liquefied Petroleum Gas (LPG) used in food premises and natural gas safety in catering premises will continue to be assessed when the premises are visited for food safety purposes
- manual handling in residential care homes
- gas safety in catering establishments.

Local Priorities:

- risk of drowning in leisure pools
- promoting the safe use of inflatable play equipment eg bouncy castles.

How these national and local priorities will be addressed within the Council's intervention plan:

- Health and safety in warehousing is a national priority and has been chosen as a priority for all Norfolk and Suffolk authorities. The Norfolk and Suffolk Health and Safety Liaison Group's annual training day in June 2019 is focussed on warehousing activities.
- In 2017 the Health and Safety Executive issued revised guidance on the safe management of swimming pools. There have been two deaths in leisure pools in Norfolk and Suffolk recently and more near miss incidents and a successful prosecution of both a pool owner and their health and safety consultant in Norfolk following a near drowning incident. The revised guidance advises that more effective controls are necessary in relation to supervision and life saving at small leisure pools. In 2018/19 the Food and Safety Team brought this new publication to the attention of pool operators and advised them to ensure that the risks of drowning are

adequately controlled. In the summer of 2019 all leisure pools in East Suffolk, including those operated on behalf of the Council under contracts with Sentinel Leisure Trust and Places for People, will be visited and assessed on their management of the risks of drowning. The HSE’s Enforcement Management Model will be used to determine the appropriate enforcement action to be taken if any pool operators are found to be failing to control the risk of drowning.

- Inflatable play equipment (bouncy castles) – following a child’s death in Norfolk when playing on an inflatable trampoline and a recent high profile investigation and subsequent prosecution following a child’s death in Essex the Food and Safety Team will be promoting the safe use of inflatable play equipment and ensuring that commercial operators have the appropriate safety documentation, including inspection reports, for the equipment and are able to monitor wind conditions on site.
- Musculoskeletal disorders associated with moving people in the health and social care sector. Nationally there is evidence that employees in the residential care sector are suffering from musculoskeletal injuries as a result of manual handling practices. There is a hierarchy of controls that should be in place that means individuals should not be put at risk and the best way to achieve this is to carry out suitable risk assessments and to use the appropriate equipment to reduce the forces needed to move people and to respect the dignity of the individual being moved. The Food and Safety Team will be investigating any reports of musculoskeletal injuries sustained by employees in the health and social care sector where the LA is the enforcing authority.
- Falls from height - falls from height, including where the person only falls a few feet, are known to cause significant injury and death. Working at height will be included in the selection criteria used to determine whether the Food and Safety Team will respond to injuries and complaints.
- Gas safety in catering businesses – gas safety is a national high priority due to the extreme risks that it poses. Gas safety will be assessed when officers from the Food and Safety Team are visiting catering premises for food safety purposes.

## 10.2 Investigation of complaints about work activities and workplaces

In addition to planned interventions the Food and Safety team will respond to complaints made by employees or other interested parties about either the place of work or work activities that they believe will affect their health or safety. Officers will use previous history and other intelligence to prioritise complaints.

Health and safety related complaints anticipated in 2019/20:	
Number of complaints	
	155

### 10.3 Investigation of Accidents and Dangerous Occurrences

The Food and Safety Team will have regard to the national Health and Safety Executive/Local Authority Enforcement Liaison Committee (HELA) Circular 22/13 (rev1) Incident Selection Criteria Guidance to deliver a common proportionate, transparent and targeted approach for the selection and investigation of accidents and incidents. When deciding which incidents to investigate and the level of resource to be allocated to the investigation, account will be taken of the:

- severity and scale of potential or actual harm
- seriousness of any potential breach of the law
- duty holder's known past health and safety performance
- enforcement priorities
- practicality of achieving results
- wider relevance of the event, including serious public concern
- national guidance on targeting interventions.

The Care Quality Commission (CQC) have responsibility for investigating injuries and ill health suffered by service users in registered care settings although the provider is still required to notify the relevant health and safety enforcing authority. Such incidents are passed to CQC by Food and Safety Team officers as soon as they are initially received.

It is anticipated that there will be the following numbers of Reporting of Injuries Diseases and Dangerous Occurrences Regulations reports in 2019/20:

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations reports anticipated in 2019/20:
Number of reports
148

### 10.3 Notification of Asbestos Removal

Notifications of asbestos removal anticipated in 2019/20:
Number of reports
1

### 10.5 Registration, Licensing and Planning consultations

The Council's Food and Safety Team is involved in the registration process for skin piercing activities eg tattooing under the Local Government (Miscellaneous) Provisions Act 1982. The team is also a responsible authority under the Licensing Act 2003 and is consulted on licensing applications.



## 10.6 Primary Authority and Home Authority Schemes

In April 2009, the Regulatory Enforcement and Sanctions Act 2008 introduced into law the principle of the Primary Authority (PA). All local authorities are now required by law, when considering enforcement action against a business with multiple outlets, to follow advice agreed between the business and its PA. The purpose is to achieve greater consistency in enforcement action in large, multi-outlet businesses.

We support the Primary Authority (PA) scheme managed by the Office for Product Safety and Standards. Where PA partnerships are registered the team will contact the PA to ensure that proposed actions are not contrary to appropriate advice that the PA has previously issued. We do not have a PA agreement with any company in their districts.

## 10.7 Advice to Business

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides free advice to businesses and responds to requests for advice from businesses, members of the public and other partner agencies.

The Food and Safety Team contributes updates to the Council's website pages and Twitter feeds. These give general health and safety information together with links to the HSE's website for more information.

## 10.7 Economic Challenge

The Food and Safety Team endeavour to build on their existing liaison arrangements with businesses, both to improve existing consultation arrangements, and to encourage and facilitate business growth. The team provides advice to businesses eg

- provide free information and advice
- provide signposts to sources of free information
- provide local low cost training
- monitor and respond as appropriate to regular feedback from questionnaires
- process imported food controls promptly
- deal with applications to trade in a prompt manner eg food establishment approvals/skin piercing/general food establishment registrations
- respond to national influences and
- regularly review our procedures.

We have supported the work of engaged Suffolk and Norfolk regulatory services working with the Norfolk and Suffolk Local Enterprise Partnership (LEP) to develop stronger links to help improve the effective and efficient delivery of regulatory services via the New Anglia Better Business for All (BBfA) partnership.

## 10.8 Liaison with other Organisations

There are benefits to be gained by working in close partnership with the Health and Safety Executive and other local authorities. The Food and Safety Team has demonstrated commitment to this by having already undertaken or have plans to liaise with the Health and Safety Executive eg via meetings, other communication and initiatives involving:

- our Health and Safety Executive partnership inspectors at district level
- the Norfolk and Suffolk Health and Safety Liaison Group at county level
- the Health and Safety Policy Forum at national level.

We have also been involved in the co-ordination and conduct of joint visits and campaigns with Health and Safety Executive inspectors and participated in initiatives involving the Health and Safety Executive and neighbouring local authorities.

The Food and Safety Team has extensive liaison in place with a wide range of other organisations on health and safety matters:

- Norfolk and Suffolk Health and Safety Liaison Group
- CIEH
- LGA Practitioner Forum on Health and Safety
- HSE eg staff at the local offices, Local Authority Unit
- Planning and Building Control
- Trading Standards Officers at Suffolk County Council
- Clinical Commissioning Groups
- Suffolk Fire and Rescue Service
- Other LAs directly and through EHCnet
- Public Health England
- Licensing Team (Licensing Act 2003)
- Waveney Safety and Environment Group
- Care Quality Commission
- Suffolk County Council Adult and Child Safeguarding Teams
- Suffolk County Council Trading Standards Team
- Highways England
- Suffolk Resilience Forum
- Suffolk Joint Emergency Planning Team
- HSE/LA Eastern Region Partnership Forum
- Suffolk Police
- Maritime Coastguard Agency
- Home Office Security Industry Authority
- East of England Ambulance NHS Trust and
- New Anglia Better Business for All partnership.

## 10.9 Flexible Warranting and local agreements

All of the Suffolk local authorities have signed an agreement under section 113 of the Local Government Act 1972. The agreement provides mutual aid between the participating local authorities by enabling suitably qualified, experienced and competent officers to carry out relevant enforcement functions across the local authorities in the event of:

- a major incident such as a significant human or animal health outbreak or a serious incident in a workplace where considerable additional resources are required
- an emergency where the enforcing authority does not have a suitably authorised officer available when required
- in response to an incident where an officer from another local authority has particular skills, experience or expertise.

## 11. RESOURCES

### 11.1 Financial Allocation

Details of budgetary provision are included in East Suffolk's Budget Book 2019/20.<sup>7</sup>

We maintain our own legal services to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

### 11.2 Staffing Allocation

#### 11.2.1 Head of Service

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Food and Health and Safety Service Plan.

#### 11.2.1 Food and Safety Team

The Food and Safety Team has full time equivalents available for health and safety regulatory work as follows:

Table 13. FTE health and safety.

Professional staff	Support staff
Health and safety 1.2 FTE	0.64 FTE

The resource allocation set out in table 13 is sufficient to complete the estimated programme of work outlined in the service plan for 2019/20. However, any additional unplanned work may require reprioritisation within the plan.

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<sup>7</sup> <http://www.eastsuffolk.gov.uk/assets/Your-Council/Financial-Information/Budgets/East-Suffolk-Budget-Book-2019-20.pdf>

### 11.3 Staff Development Plan

Our People Development Strategy has the development of our workforce at its heart. Evidence requirements are around good understanding of objectives and drivers, meeting skills needs, reviewing the learning.

The Council has agreed a set of values and behaviours and has adopted a staff performance and development scheme called MyConversations, harmonised their staff appraisal schemes and have published their agreed values and behaviours. The values are about a collective, positive attitude; about working together as one team every day and how we aspire to behave collectively. The five values are proud, dynamic, truthful, good value and united. These values have been embedded as an important part of staff culture and development. As part of the myConversation scheme, officers formally discuss their performance and development with their line manager every few weeks. Progress with the plan is reviewed so any issues can be raised. Relevant training areas are identified to ensure the requirements for authorised officers are met.

To maintain competence, enforcement officers attend training courses run by various organisations including the HSE. The Food and Safety Team will continue to access both local and national training initiatives to ensure that all of its enforcement officers are well trained and competent. Officers will also use the online Guidance for Regulators – Information Point that is part of the Regulators’ Development website.

In past years, individual team members were allocated project areas to research and then provide a training workshop on that subject to help officers increase their own in depth knowledge of a subject and then share their experiences with other officers.

A well established programme helps to provide practical training to student EHOs. Arrangements are in place for Suffolk Coastal Port Health Authority to fund the annual appointment of a student EHO to receive practical training. The appointment of the student is coordinated by an officer from the Food and Safety Team who also manages and oversees the student’s training programme.

## 12. **QUALITY ASSESSMENT**

### 12.1 Quality Assessment

The Food and Safety Team has a range of documented procedures which are subject to monitoring and review.

### 12.2 Inter Authority Audits and Peer Review

The principle of inter authority audits (IAA) is fully supported. The Food and Safety Team has undertaken inter authority inspection and quality and monitoring. Peer review takes place amongst the team eg discussions during team meetings and joint visits. In 2018 the Norfolk

and Suffolk Health and Safety Liaison Group hosted and facilitated a peer review consistency exercise on effective regulation for health and safety Inspectors from Suffolk, Norfolk, Essex and the Health and Safety Executive. The health and safety regulatory service is also subject to peer review with Local Authorities in Suffolk and Norfolk via the Norfolk and Suffolk Health and Safety Liaison Group.

### 12.3 Internal Monitoring Arrangements

The Food and Safety Team has the following arrangements in place to assist in the quality assessment of the work carried out:

- documented work procedures (under a process of continuous review)
- samples of post-inspection reports, letters and notices are checked
- a sample number of inspections, either by shadowing or a follow-up visit or file reviews and
- one to one meetings.

The contents of statutory notices are discussed and agreed, where appropriate, with the relevant manager or colleague before service or, in the case of an immediate prohibition notice, soon after.

### 12.4 Customer Satisfaction Surveys and Complaint Procedures

Customer satisfaction is collected on training courses and business satisfaction is collected via online surveys. A statistical summary of the results of these surveys is shown in Appendix 5.

We publish complaint procedures and customer service standards on our website. A summary of complaints received in 2018/19 is produced in Appendix 6.

In 2012 the Government established an independent panel to consider challenges to health and safety regulatory advice. The panel looks into issues raised by business where they believe a HSE or local authority health and safety inspector has given advice that is incorrect or disproportionate. The panel will not look at issues where other independent appeals processes exist, such as for enforcement notices or prosecutions. Ministers asked for the panel to be established following a recommendation in the Löfstedt report, which proposed that the Government introduced a challenge mechanism that allows for cases of incorrect, over-application of health and safety legislation to be addressed. No cases relating to our service have been taken to the panel to date.



## 12.5 Team Meetings

The Food and Safety Team holds meetings to discuss all matters relating to the service, including issues relating to competency and consistency. Officers are encouraged to summarise interesting cases and highlight learning points at the regular meetings.

## 12.6 Bench Marking

We complete the annual LAE1 return to the HSE that can form the basis of national benchmarking. The Norfolk and Suffolk Health and Safety Liaison Group is a forum to exchange approaches in the way that local authorities and the HSE work.

Monitoring performance against the standards set out in the Food and Health and Safety Service Plan will be via management meetings and annually to full Council.

## 13. **REVIEW – HEALTH AND SAFETY**

### 13.1 Identification of any Variation from the Service Plans - Health and Safety

See also para 7.1 above.

We are continuing to work through a period of significant change to existing working practices and face up to the challenges facing local authorities and reduced staff resources in recent years.

Three long standing and experienced officers retired during 2018/19. A fourth experienced officer resigned to pursue other interests. Two of those posts were filled by officers without recent experience of health and safety enforcement. The Council is actively trying to fill the remaining vacancies but, along with other LAs in the East of England, there is a shortage of applicants with the required competencies as a health and safety regulator. Flexible warranting with neighbouring LAs gives some resilience.

The Food and Safety Team were not engaged in any health and safety enforcement projects in 2018/19 which accounts for the reduction in proactive inspections. However the team has focused on training and increasing regulatory competence and will be targeting health and safety in swimming pools (following recent fatalities and near misses in the Eastern Region), warehousing and MSDs in the movement and handling of persons in residential care.

These factors put pressure on staff but the team responded well to ensure that consumers were protected.

### 13.2 The health and safety key achievements in 2018/19 worthy of note are:

- Public safety, in particular crowd safety, has been identified by HSE as a priority and there has been a growth in East Suffolk in commercial and community events that might pose a risk to those who attend them. The multi agency Safety Advisory Group (SAG) routinely meets on a monthly basis and is made up of representatives from local authorities, the emergency services and other relevant bodies and is chaired by a member of the Food and Safety Team. SAGs review event applications to ensure that the emergency services will be prepared in the event of an emergency and advise the organisers on public safety.
- The increasing number of events self-referring to SAG shows that event organisers welcome the opportunity to gain knowledge and assistance in running a safe event. The larger events such as Latitude Festival and the Suffolk Show will always require a multi agency review by SAG due to the nature of the events. The inquiry into the events at Hillsborough 25 years ago has highlighted the need for all involved to understand how their actions might affect others and SAG is a useful forum for this.
- The East Suffolk Safety Advisory Group (SAG) reviewed 60 events in 2018/19, held meetings with the organisers of 18 of those events and was involved in daily site meetings at the Suffolk Show, Latitude Festival and the OVO Women's Tour international cycle race. The SAG is becoming increasingly important as an intelligence sharing forum as public events are increasing in numbers and diversity across the district. Many event organisers are not established businesses and despite having attended such events they have shown they have little appreciation of health and safety risks associated with running an event.
- In 2018/19 the Senior Environmental Health Officer in the Food and Safety Team chaired the county wide Suffolk Event Safety Advisory Group when the OVO Women's Tour cycle event that had stages of the race in Suffolk was reviewed. The Senior Environmental Health Officer also contributed to a training initiative on behalf of the Suffolk Resilience Forum for environmental health, building control, licensing, police, fire and emergency planning personnel who were new to the SAG process.
- Supported the progress of the New Anglia Better Business for All (BBfA) partnership. BBfA is a Government supported partnership approach to creating the conditions to support growth. Providing more effective business support to facilitate the growth of Small and Medium-sized Enterprises is an Action point in the East Suffolk Business Plan 2015 – 2023.
- Reviewed work procedures based on Health and Safety Executive/Local Authorities Enforcement Liaison Committee (HELA) Local Authority Circulars eg incident selection criteria and targeting local authority interventions etc.

- The Food and Safety Team supported two Business Showcase events hosted by the Council’s Economic Development and Regeneration Team and gave health and safety advice to business representatives that attended.
- The Food and Safety Team was represented at the Norfolk and Suffolk Health and Safety Liaison Group which is chaired by the Senior Environmental Health Officer from the Food and Safety Team. Six of the seven Suffolk LAs work in partnership which has reduced the number of officers at the county liaison group and is less effective for peer review and benchmarking so Suffolk and Norfolk have joined together and will share best practice.
- Buried pipework and bulk storage of LPG serving food premises was assessed when the relevant premises were visited for food hygiene purposes; this initiative will be continued in 2019/20.
- Submitted annual data return to the HSE relating to occupational health and safety (LAE1 Local Authority Health and Safety Return). A summary is shown in table 14 below.

Table 14. LAE1 Local Authority Health and Safety Return summary 2018/19.

LAE1 Criteria	East Suffolk
Proactive inspections	6
Non-inspection interventions	15
Any other targeted contact (not face to face) to educate, advise or engage duty holders	38
Reactive visits	60
Revisits following earlier intervention	3
Improvement Notices	1
Deferred Prohibition Notices	0
Immediate Prohibition Notices	0
Simple cautions	0
Prosecutions resulting in conviction	0

- Acted as responsible authority under the Licensing Act 2003 for public safety.
- Received, considered and responded where necessary to licensing consultations and processed skin piercing registrations:

Task	Number
Temporary Event Notifications	762
Other licensing consultations	111
Skin piercing registrations processed	35

- We published a new and local e-form on our website to enable online registration and payment for skin piercing, tattooing, electrolysis, acupuncture or semi-permanent makeup. The new form improves our business processes eg by reducing steps involved in processing payments, reduces the risk of accounting errors, and eliminates the risk of returned cheques.
- 149 events were notified to the Food and Safety Team. SAG considered 60 events at 18 meetings with the organisers and a further 34 event management plans were reviewed by SAG members as a virtual SAG.

## **14. AREAS FOR IMPROVEMENT – HEALTH AND SAFETY**

14.1 In 2019/20 the Food and Safety Team plan to:

- Utilise laptop/tablet technology on site to facilitate more effective communication following interventions and to record observations, photographs etc. at the time of the visit.
- Recruit qualified officers to replace those who retired in 2018 which will enable the Food and Safety Team to undertake more health and safety interventions than in 2018/19.
- Continue supporting the local New Anglia Better Business for All programme which will include the New Anglia Compliance Partnership website.
- Harmonise skin piercing byelaws for East Suffolk.

## 15. SUFFOLK COASTAL PORT HEALTH AUTHORITY

### 15.1 Scope of the Port Health Service – Suffolk Coastal Port Health Authority (SCPHA)

The Port Health Service has responsibility for all food safety and food standards matters relating to imported foods and materials in contact with food. The service includes the following:

- operation of Felixstowe Border Inspection Post (products of animal origin)
- imported food control (non-animal origin products) at Felixstowe, Harwich International Port, Harwich Navyard and Mistley Quay
- checking catch certificates for specified products to ensure the legitimacy of the products caught and to prevent the Illegal Unreported and Unregulated activities of fishing vessels
- enforcement of The Plastic Kitchenware (Conditions on Imports from China) (England) Regulations 2011 at Felixstowe, Harwich International Port and Ipswich
- imported food control, vessel inspection, and control of infectious disease at the Port of Ipswich
- control of feed covered by EU 669/2009 and EU 884/2014 at the Port of Felixstowe
- inspection of vessels to ensure compliance with international and United Kingdom health requirements
- food hygiene inspections of vessels within the dock
- control of infectious disease
- verification of organic produce at point of importation
- undertaking monitoring programmes.

Suffolk County Council is responsible for all food standards matters within the District, outside of the Port of Felixstowe and is responsible for non-animal origin (NAO) animal feed arriving at the Port. A contract has been negotiated that sees SCPHA deliver the day to day statutory controls on high risk feed and we are continuing to work with Trading Standards to ensure an effective monitoring procedure for other animal feed imported through Felixstowe.

### 15.2 Demands on the Port Health Service

The Port Health Service has a number of competing demands which it has to balance in order to remain effective and efficient. These demands can be identified as:

- Commercial Activity
- Legislative Framework
- Organisational / Business Development
- BREXIT
- Other.



### 15.3 Commercial Activity

The Port of Felixstowe is the UK's busiest container port and one of the largest in Europe. It provides some of the deepest water close to the open sea of any European port.

The Port of Felixstowe is a primarily container port handling more than four million TEUs per year and welcoming over 3,000 ships each year including the largest container ships afloat today. Over 40% of the UK's import and export trade passes through the Port of Felixstowe. Around 17 shipping lines operate from Felixstowe offering approximately 33 services a week to and from 700 ports around the world.

As well as being the UK's largest container port, Felixstowe is also a key gateway for roll-on/roll-off trade with Europe. Demand on the service to Rotterdam has been growing steadily for a number of years. In early 2019 the Port of Felixstowe and leading Danish ferry operator DFDS agreed to increase roll-on/roll-off (ro/ro) capacity by over 40%; investment will be made in a new linkspan, tractor units and additional trailer parking facilities for unaccompanied ro/ro traffic.

The Port continues to expand its rail services with the launch of a new daily GB Railfreight service to the Midlands. The ongoing improvements to the Felixstowe branch line will further support the development of rail.

The Port has developed additional container yard behind 8/9 berth to generate additional container storage and handling facilities. This will allow for the optimisation of container handling operations between the berth and the yard to further enhance the service offered to customers. The yard has added 18,000 TEUs of stacking capacity to the 130,000 TEU already available.

The Port continues to invest and innovate. The ongoing work to heighten the cranes on Trinity berth continues – once completed the Port will be able to accommodate 3 mega vessels at the same time. The introduction of remotely operated cranes functionality and trials of remote controlled plant on 8/9 berth all contribute to maintaining the Port of Felixstowe as the UK's premier port.

The increasing size of vessels and frequency of arrivals at Felixstowe continues to deliver significant challenges for our resource planning. The arrival of larger vessels possibly two or even three at a time gives rise to peaks in workload volume. When this is coupled with the service expectations of our customers and the desire of HM Government (HMG) to ensure flow and trade across borders there is a real challenge for the Port Health service, especially as our role is bound by a comprehensive legislative framework.

As SCPHA works closely with the examination facilities on the Port, the effects of the changes made by the Port can be felt by Port Health.

#### 15.4 Legislative Framework

The legislative framework within which we operate generally continues to evolve incrementally with regular amendments to the products subject to import control measures.

However, a significant change is expected in late 2019 as Regulation 882/2004 is replaced by the new Regulation (EU 2017/625) otherwise known as the Official Control Regulations (OCR). This amalgamates controls across sectors such as plant and animal health, consolidates port approval status into one covering all commodities for which the port has approval – Border Control Point (BCP) and merges the current CVED and Common Entry Document (CED) documents into one document; the Common Harmonised Entry Document (CHED) for use for all products requiring statutory controls.

The provisions of Council Directive 97/78 have been incorporated into the new Regulation and the Directive will be repealed. Currently we are awaiting the subsidiary implementing legislation which will provide the details of how this will affect our day to day work. These implementing regulations are expected in late 2019.

It is anticipated that risk based checks, in particular those relating to physical examination, will be implemented which may lead to a reduction in the number of physical checks being carried out. Once the detail is known we will need to review our procedures and working methods to ensure they are in-line with the requirements. The move to a risk based approach is welcomed as this will reduce the number of compliance monitoring checks, freeing up resource to target the identification of and intervention on non-compliant trade.

A change in the import requirements for composite products (food containing processed animal products combined with vegetable material) has been recently published and the implications of the legislation are under review. There are likely to be procedural changes required, however the implementation date is not until 2021.

The six monthly reviews of the High Risk Products in the Annex to Commission Decision 669/2009 continue. Some advance notice of the likely changes to the list has been available, allowing us to prepare for the changes and ensure information is available for our customers.

Any change to the legislation requires consideration as to how SCPHA implements the requirements and consideration of how that change is best communicated to our staff, service users and the organisations we work alongside. The failure to implement legislative requirements in a timely, fair and effective manner carries a significant reputational risk.

#### 15.5 Organisational / Business Development

The review of the Port Health Service has seen the introduction of a revised management / leadership structure. The process of embedding this into Port Health is currently ongoing. The new structure (see Appendix 2) will facilitate the focus on three key areas: People,

Organisation and Technical. This is the first stage of a series of initiatives to enhance the effectiveness and efficiency of the Port Health service.

PHILIS, the IT system developed by SCPHA, and currently licensed to London, Mersey and Southampton and Heathrow Animal Reception Centre (HARC) won the LGC Award for Innovation in March 2018, recognising the significant impact it has had on delivering effective services within Local Government.

Interest in the PHILIS system continues with other Port Health Authorities making enquires about implementation in their locations and a number of online demonstrations to the interested parties have been undertaken. Implementation of PHILIS into Dover PHA is currently ongoing.

The SCPHA ICT team has been actively involved in the development of IT systems to ensure effective port health systems in a post BREXIT environment – not only developing contingency systems for Felixstowe, and our PHILIS customers, but also engaging with BREXIT IT initiatives undertaken by DEFRA and the FSA. This has included representations to the project management board for the future UK Consignment Notification system – IPAFFS (Imports of Products, Animals, Food and Feed System).

The Port Health service continues to embrace technological change and pioneer the use of innovative solutions. It is engaged in National initiatives that are investigating use of artificial intelligence, machine learning, virtual reality and other processes to facilitate the border control process.

## 15.6 BREXIT

The preparations for exiting the EU have and continue to place significant demands on the service. A number of Government led projects and initiatives have been instigated to identify impacts and contingency measures across the range of exit options. SCPHA has been engaged with the Border Delivery Group and other HMG departments to advise and shape the discussion in relation to Port Health, not just in Felixstowe but also in the wider sense. SCPHA has, and continues to host, many visits from HMG departments who value the opportunity to see how port health is successfully and effectively delivered in the UK's premier container port. SCPHA has built relationships with numerous HMG departments, and this has facilitated an insight into the potential challenges ahead.

As part of the early engagement activity, SCPHA hosted a delegation from the NVWA – the body that delivers Port Health across the Netherlands – including the Port of Rotterdam, one of the key Northern European ports. There is significant trade between Felixstowe / Harwich and the Netherlands.

At a local level, BREXIT presents the potential for significant change. The extent and timing of any change is dependent on the outcome of the ongoing negotiations. The uncertainty

around the future requirements, coupled with the HMG priority to maintain trade across the border, has required the development of a wide range of contingency measures.

The Port of Felixstowe and Harwich were identified by the Border Delivery Group (BDG) as ports with a high risk of potential change due to BREXIT. As part of this high risk categorisation SCPHA was awarded extra funding in order to prepare for BREXIT. In addition SCPHA has been successful in bidding for additional FSA funding to assist with the engagement and BREXIT preparations it has undertaken. A further bid to the FSA for 2019/20 has been made and is currently awaiting determination.

#### 15.7 Other Service Demands

Whilst the BREXIT decision is awaited, HMG has been looking to the future with the Smarter Risking project and the Infrastructure projects; SCPHA is engaged with both of these HMG initiatives to provide expert opinion, practical information and guidance to help shape future arrangements.

Animal and Plant Health Agency (APHA\*) continue to conduct audits on Products of Animal Origin controls. We receive one visit per year which will alternate between focusing on the facilities and veterinary checks procedures. Liaison visits will not be undertaken unless audit findings necessitate this. To ensure / assure our internal processes we continue to undertake our own in house verification checks; our revised structure with a compliance manager and two technical leads (subject matter experts) will further enhance the veracity of these checks and facilitate their delivery. We expect audits under the terms of our Contracts from Tendring District Council, Ipswich Borough Council and Suffolk County Council.

The Food Standards Agency has not made funding available for additional monitoring of non-animal origin products for this year. The FSA's Food Fraud Team is targeting products of interest and providing funding on a case by case basis to look at these consignments. SCPHA has recognised the importance of continued monitoring of non-animal origin products to identify any products which may need to be considered for inclusion in the High Risk Product Legislation and so requiring additional checks. We undertake our own sampling plan to ensure full monitoring is undertaken of products imported through Felixstowe. Our monitoring and investigative work helps to inform and shape future UK policy.

A new contract has been negotiated between ourselves and Tendring District Council for the continuation of the delivery of the port health service at Harwich International Port, Harwich Navyard and Mistle Quay. Consideration has been given to changes the exit from Europe may bring to Harwich International Port and the new contract is written to the satisfaction of both Councils to allow each some flexibility within the contract.

We will continue to monitor any changes which affect our role as a Category 1 responder under the Civil Contingencies Act 2004.

We continue to undertake routine monitoring and testing of products which pass through our district. All our laboratories are linked into the UKFSS Network. This has been a nationally promoted system supported by the FSA which contains details of samples taken and their results. Submission of sample information here can be done automatically through PHILIS. The future of the UKFSS Network is unclear as the system is no longer fully supported.

## **16. SERVICE DELIVERY – PORT HEALTH**

### **16.1 Port Health Service**

Suffolk Coastal Port Health Authority's (SCPHA) Mission;  
Protection of Public and Animal Health

SCPHA Vision:

To be a Port Health Authority where people are at the forefront of delivering an EU leading service

SCPHA Service delivery principles:

Effective and Efficient

SCPHA Challenge

Is 'this' in the best interests of Port Health

Through the implementation of the relevant legislative requirements, SCPHA has undertaken an extensive range of monitoring, documentary, identity, and physical checks, sampling activity and enforcement action. Table 15 below is the Local Authority Enforcement Monitoring (LAEMs) report for 2018/19.



Table 15. Key activities during 2018/19

Products at Point of Entry into the UK SCPHA 2018/19		Products of Animal Origin	Products Not of Animal Origin
1	Number of Food Consignments Entering the Port	21,246	201,689
2	Percentage of Manifests Checked	100%	100%
3	Number of Food Consignments Checked at Port (Documentary Checks)	21,246	50,639
3a	Number of Food Consignments Checked at Port (Identity Checks)	21,246	1,387
3b	Number of Food Consignments Checked at Port (Physical Checks)	7,884	1,261
4	Number of Food Consignments Checked at External Temporary Storage Facility (Documentary Checks)	N/A	N/A
4a	Number of Food Consignments Checked at External Temporary Storage Facility (Identity Checks)	N/A	N/A
4b	Number of Food Consignments Checked at External Temporary Storage Facility (Physical Checks)	N/A	N/A
5	Number of Food Consignments Rejected	195	101
6	Reason for Rejection		
	a) Microbiological Contamination	2	6
	b) Other Contamination	1	62
	c) Composition	0	5
	d) Labelling	15	0
	e) Other	177	28
7	Number of rejected consignments subject to:		
	a) Destruction	112	34
	b) Special treatment or processing	0	1
	c) Re-dispatch	83	37
	d) Re-directed for use other than human consumption	0	14
Continued...			

Table 15. Key activities during 2018/19 - continued		Products of Animal Origin	Products Not of Animal Origin
<b>Imported Food Enforcement Activity at Point of Entry and Inland - Samples</b>			
8	Number of Imported Food Samples Taken for Microbiological Examination	116	88
8a	Number of Samples Recorded in (8) Found to be Unsatisfactory	3	6
9	Number of Samples Taken for Chemical/Compositional Analysis	676	1,032
9a	Number of Samples Recorded in (9) Found to be Unsatisfactory	6	71
10	Other Samples Taken (Radiation monitoring)	0	5
10a	Number of Samples Recorded in (10) Found to be Unsatisfactory	0	0
<b>Imported Food Enforcement Activity at Point of Entry and Inland - Formal Enforcement</b>			
11	Number of notices served for Products of Non-Animal Origin		96
12	Number of notices served for Products of Animal Origin	195	
13	Number of Seizures	0	0
14	Number of Voluntary Surrenders	0	1
15	Number of Simple Cautions	0	0
16	Number of Prosecutions	0	0

In addition to the statutory samples of NAO required to be taken, SCPHA has recognised the demands of controlling imported foods of non-animal origin and undertakes a risk based sampling programme. A Food Sampling Policy and associated risk targeting helps us to determine where to focus our sampling activity. Where financial resources allow, enhanced sampling programmes are undertaken when potential problems are identified with a product or range of products. The Food Standards Agency has developed an early warning system for products not of animal origin. The Rapid Alert System for Food and Feed information is being analysed to look at the frequency of notifications for particular hazards. This information can then be used to target products for sampling and analysis. We are currently using this information to target consignments for sampling.

TRACES, through the reinforced check process, continues to facilitate the checking of the next 10 consignments across Europe where an infringement has been found. Further consignments of the same product which fall outside of the 10 consignments and which must be sampled have to remain on the port to await satisfactory results of the 10<sup>th</sup> consignment sampled. Alternatively the importer may choose to have these consignments sampled at their expense; these can then be released on satisfactory results for that

consignment. The national controls on products where an infringement has been identified remain in place.

We have continued to operate our own routine monitoring programme for POAOs received at Felixstowe. This is based on the types of products imported through Felixstowe and is informed by priorities set by the FSA as part of the National Control Plan.

The statutory sampling of NAO products continues with changes to the six monthly lists being accommodated through our internal procedures and delivered through administrative changes to the PHILIS system which allow seamless movements between the old and new lists at the appropriate time. Enhanced sampling of NAO products deemed to be high risk but which fall outside the statutory controls is on-going through our monitoring programme.

Rapid Alerts are monitored to check whether any of the products found to be unsatisfactory elsewhere are imported through Felixstowe. Work done by the FSA on consolidating such information is also assisting to identify sampling priorities. The submission and completion of CED documents for NAO products on TRACES means that rapid alerts for such products are now also being completed on TRACES. Recent revisions of existing Emergency control legislation have incorporated a pre-notification requirement on TRACES for those products so we are able to control and release more consignments via the TRACES system.

Emerging issues are Novel Foods, this complex area is one which is likely to expand in the coming years as greater awareness of issues surrounding these 'foods' becomes more widely available. Legislation covering Novel Foods updates the definition of what constitutes a Novel Food and streamlines the application process. It is anticipated the changes will help reduce the burdens on EU and third country business seeking to place novel food products on the market and facilitate consumer access to new food innovations which have been risk assessed and whose proposed use is considered safe. We will monitor what impact these changes have on our service.

Charges for water sampling and examination for legionella and standard drinking water parameters, where such sampling is requested by the master or agent of the vessel, remain. The charges cover the examination cost and the time taken to draw the samples. We will continue to undertake water sampling free of charge where such sampling is undertaken due to public health concerns about conditions on board the vessel.

All samples submitted for examination by the Port Health Team will be tested by the Public Health England, London, Colindale Food, Water and Environmental Laboratory, and all samples or complaints submitted for analysis will be tested by one of the Council's appointed Public Analysts. CEFAS are undertaking the analysis of food and feed samples from Japan.

## 16.2 Primary Authority Schemes

SCPHA has not been approached by any importer organisations to set up a Primary Authority Scheme and is not seeking to engage in any.

## 16.3 Advice to Business

We have continued to update our website with all new and any relevant changes to legislation or procedures so Felixstowe importers and agents have the most up to date information and details as to how the clearance process will be affected by the changes and what practical actions they need to take to ensure swift clearance. Links to the relevant information on our website appear on standard faxes sent out to importers and agents, allowing them to obtain further background information about any request/information we have sent to them. A specific BREXIT area has been added to help guide our service users to the relevant information sources.

The Agents' Forum meetings - a three-way partnership with the Port of Felixstowe Inspection Facilities, major agents and ourselves have continued. The meetings allow discussion around each others' developments, legislation and its impact, and the efficiencies of the Port Health service.

## 16.4 Economic Challenge

Under the existing arrangements SCPHA recovers the cost of its activities through the charges levied. Foremost amongst the challenges of the future is to ensure that these or similar arrangements are maintained. Significant representations have been made to HMG with regard to arrangements in a post BREXIT environment.

SCPHA has to be in a position to react to the changing legislative framework, HMG guidance and requirements and the demands of the trade, both in terms of Port developments or service user expectations. Variability of these often competing demands does present a number of economic challenges in terms of resourcing, facilities and developing new income streams.

The BREXIT consideration adds another complicating dimension to these challenges however SCPHA is relatively well placed to accommodate change. It has, through a considered and informed approach, maintained a high quality service and is looking to maximise opportunities that will come with change.

SCPHA continues to attempt to identify new income streams, be that through the application of legislative or cost recovery methods, through to identifying ways in which income can be generated from alternative or non-legislative requirements – such as expanding the PHILIS user base.

## 16.5 Liaison with other Organisations

The Port Health Team have extensive liaison in place with a wide range of other organisations: (excludes BREXIT specific groups)

### HMG Departments/ Agencies

- FSA Import and Export Division
- FSA Contaminants Division
- Animal and Plant Health Agency
- DEFRA – Organic Imports Section
- DEFRA - International Trade Division
- Marine Management Organisation
- Maritime and Coastguard Agency
- Health Protection Team and Public Health England
- State Veterinary Service
- Other Enforcement Authorities:  
HMRC, Border Force, PHSI, HMI, Forestry Commission, MHRA

### Ports & Port Health Departments

- Liverpool Port Health Authority
- London Port Health Authority
- Port of Felixstowe
- Port of Ipswich
- Harwich International Port
- Harwich Navyard
- Heathrow Animal Reception Centre
- Associated British Ports

### Other Bodies and Groups

- Suffolk Food Liaison Group
- CIEH East of England Region
- Haven Ports Welfare Committee
- Local Government Association
- Major Port Forum
- EETSA Agricultural Focus Group
- National Animal Feed Ports Panel
- National Trading Standards Board
- Campden BRI
- Felixstowe Port Users Association
- Mistley Quay and Forwarding



- Public Health England/Port Health Liaison Group
- Trading Standards/Environmental Health Departments nationally as required
  - World Health Organisation (Facilitator for the Ports and Shipping Group of PAGNet is a member of the port health team)
  - SHIPSAN Act project - *the project aims at developing and establishing an EU integrated strategy for safeguarding the health of travelers and crew of passenger ships and for preventing the international and trans-national spread of diseases through ships.*

## 17. RESOURCES

### 17.1 Financial Allocation

Details of budgetary provision are included in East Suffolk Budget Book 2018/19<sup>8</sup>.

The Council maintains its own Legal Section to provide support to service areas. There is also financial provision made to enable the use of external legal services, where appropriate.

The provisions within the legislation base enables SCPHA to levy a charge for the undertaking of Port Health control checks. In addition, the licensing of the PHILIS system provides an income stream that enables support / maintenance and further development of the system.

SCPHA continues to seek other funding streams and has secured additional funding from BREXIT preparatory funds and support for non mandatory sampling activities. We continue to monitor new legislative proposals to determine if or how we can ensure cost recovery for services we provide.

The Port Health Service places no financial demands on the wider East Suffolk budget.

### 17.2 Staffing Allocation

#### 17.2.1 Head of Service

The Head of Environmental Services and Port Health is Phil Gore who provides a 0.45 FTE towards achieving the Food and Health and Safety Service Plan.

#### 17.2.2 Port Health Team

The Port Health review has changed the organisational structure within the management team. The new management structure consists of a Port Health Manager, a Compliance Manager, a Business Manager and an Operational Manager. Three Operational posts and

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<sup>8</sup> <http://www.eastsuffolk.gov.uk/assets/Your-Council/Financial-Information/Budgets/East-Suffolk-Budget-Book-2019-20.pdf>

one Business Support Team Leader post have also been created. The ICT Team Leader has been retained. To provide expert subject matter advice two Technical Leads have also been created.

Appendix 2 provides a graphical representation.

### 17.3 Staff Development

The Port Health review recommended the adoption of the myConversation process, this will bring SCPHA into line with the East Suffolk policy and negate the existing appraisal process. The MyConversation process does require adaption to make it suitable for use within Port Health and this process is well underway.

Future work to support and enhance the staff development process is planned with investigation of competency frameworks and career pathways. It is envisaged that this will be supported by a learning and development framework and a performance framework.

These are significant pieces of work which will move SCPHA into a continuous assessment and improvement cycle, enhancing our staff development.

We continue to engage with the Setting the Standard management development programme and all newly appointed Team Leaders and Management Team members will undertake this course.

Alongside initiatives from East Suffolk, Port Health continues to identify training that encourages personal awareness and development of wellbeing skills – topics that have been covered include: Diversity, mental health (individual and support skills for managers), stress, relaxation techniques and wellbeing training.

Within the workplace health and safety awareness is vital, all staff are required to undertake the Port of Felixstowe safety induction course and complete, on an annual basis, the organisational health and safety awareness refreshers that are disseminated through Nautilus, the SCPHA intranet.

As part of ensuring the maintenance of professional registration we support and facilitate staff in the acquisition of the required levels of CPD. This varies between groupings and type of registration.

Member CIEH	20 hrs
Chartered MCIEH	30 hrs
MRCVS	105 hrs over 3 years

A proportion of each of the hours required (10 hrs) must be food related.

Training to ensure competency in NAO feed sampling for those undertaking the work on behalf of Suffolk County Council is ongoing and this is currently being reviewed in light of the new Code of Practice.

Despite the limited number of places available for the UK we have been successful in obtaining a number of places on the EU's Better Training for Safer Food programmes. These free training courses provide a significant amount of relevant CPD. This programme may be curtailed or become a 'pay to attend' course following the UK's exit from the EU.

Relevant training areas are identified from a wide range of sources to ensure the requirements for Food Enforcement Officers in accordance with the Food Law Code of Practice are met.

## **18. QUALITY ASSESSMENT**

### **18.1 Quality Assessment**

A number of arrangements are in place to ensure the quality of the services provided by the Port Health service.

### **18.2 BSI ISO 9001**

SCPHA has successfully transitioned from the ISO 9001:2008 standard to the ISO 9001:2015 standard.

The new standard covers leadership and ensuring the management systems form part of the strategic direction of the business and increases the use of risk assessment in determining outcomes. Changes have been made to our ISO system to ensure it meets the requirements of the 2015 standard. Further in-house training has been done with the new auditors to familiarise them with our auditing process.

One of the new requirements is to ensure a level of understanding of our Quality Management System and the consequences of not following it within the organisation. To achieve this, feedback is being given at Team Meetings.

### **18.4 Internal Monitoring Arrangements**

The Port Health Team currently has the following arrangements in place to assist in the quality assessment of the work carried out:

- written work procedures (under a process of continuous review)
- Technical Leads check all notices and rapid alerts prior to them being served
- ongoing internal monitoring of processed consignments
- verification checks on POAOs
- NAO/quick job monitoring

- team meetings of the technical groupings
- one to one meetings.

A selection of files and correspondence will be monitored during the course of the year.

Nautilus remains our intranet system to provide a single point of contact for relevant legislation and procedures used within Port Health. New information is being entered into Nautilus as it arises and existing information is being reviewed and migrated onto Nautilus on a rolling programme. Nautilus allows for version control of documents, and can be used for online training and assessment of staff understanding of new procedures; this will assist with staff monitoring should we develop the system in this way.

#### 18.5 Customer Satisfaction Survey

Our regular Agents' forum meetings have allowed our customers to raise any issues with us directly. The face to face nature of this interaction allows for discussion around any issues and then an outcome to be agreed for delivery. Progress on any agreed outcomes will be reported on at the next meeting or sooner by alternative methods as appropriate. A facility exists on the website to automatically provide feedback on our service by e-mail; this comes into our main inbox so it can be dealt with promptly.

Feedback at our BSI audit suggested that information about customer satisfaction could be recorded through our day to day interactions with customers and the feedback they give us. The feedback received is evaluated and an appropriate action agreed and delivered. Such information and the actions undertaken in response, along with consequences if any suggestions are not taken on board, is now recorded on Nautilus.

#### 18.6 Team Meetings

The Team meeting structure is being revised to ensure it aligns with the new organisational structure. Management Team holds regular meetings to discuss all matters relating to the People, Organisational and Technical issues. Each grouping within the port health service has its own regular meeting with agendas set in the main by meeting participants with management input into each meeting.

#### 18.7 Multi Annual National Control Plan

The FSA's updated Multi Annual National Control Plan<sup>9</sup> has been extended to 2023 and provides a strategic overview to the provision of official controls.

The intention is to develop a flexible risk based plan that links closely with individual BIP sampling plans and which will not create any unnecessary additional costs for the industry. The centrally administered residue monitoring programme has now ceased.

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<sup>9</sup> [www.food.gov.uk/business-guidance/multi-annual-national-control-plan](http://www.food.gov.uk/business-guidance/multi-annual-national-control-plan)

Monitoring performance against the standards set out in the Food and Health and Safety Service Plan will be via management meetings and annually to full Council.

#### 18.8 Complaint Procedures

The Council publishes its complaint procedures and customer service standards on its website. A summary of complaints received in 2018/19 is produced in Appendix 6.

### 19. REVIEW – PORT HEALTH

#### 19.1 Identification of any Variation from the Service Plans - Port Health

The key targets from the 2018/19 Service Plan have been mainly completed. There are a number of projects in progress which will continue into 2019/20. The delays experienced to some projects have been due to supplier or process issues outside of our direct control. The major project outstanding is the actions required following exiting the EU, we are awaiting the decision as to the type of BREXIT we will be enacting.

#### 19.2 The Port Health key achievements in 2018/19 worthy of note are:

- The external review of Port Health was completed, and its recommendations accepted by Port Health management team. A business case was drafted, presented and accepted by SMT, and implementation of Phase 1 has now been completed. This reorganisation has created a revised management structure to support and facilitate the service in the future.
- Significant engagement in BREXIT related forums. This has enhanced the profile of SCPHA and encouraged Government Departments to use SCPHA as one of their key consultees.
- In conjunction with the FSA, development of a consignment notification system to be used should a BREXIT contingency scenario be declared.
- Continued work with the Food Standards Agency Food Fraud Team to assist with surveillance work on commodities that they have highlighted an interest in.
- Protection of public and animal health via our work with imports from West Africa. A number of prohibited products which posed a substantial risk were identified and these were removed from the food chain in a way which ensured the risk was contained and public and animal health protected.
- Worked in partnership with Suffolk County Council to deliver the statutory controls on feed and the routine monitoring and sampling of imported feed.

- Support to the FSA to provide:
  - Expert port health staff resource at Birmingham International airport to facilitate a multi-agency investigatory work on air freight.
  - Expert port health staff resource at Coventry Postal Hub to facilitate a multi-agency investigatory work on issues arising from the growth of online shopping.
  - Expert port health staff resource to shape and develop the FSA imported food training manual. This work included drafting guidance, developing training materials and delivery of the training.
- Support to the MMO to develop and present an IUU training course at 5 locations around the UK.
- Support to the WHO in the form of a short term secondment by SCPHA officer specialising in Ship/Port Hygiene.
- Installation of the Chronologic workforce management system which brings together in an electronic solution a number of resource activities which are currently being managed by spreadsheets. The application is currently being customised to our requirements and tested by staff usage to ensure it is delivering the expected output before we fully move over to managing our resources through that as the sole system.
- A rebranding of SCPHA to coincide with the establishment of East Suffolk Council. Creating a new brand identity that compliments the East Suffolk identity.
- Hosted a number of visits by officials wishing to see our operations first hand:
  - A delegation from the Food Safety & Standards Authority of India hosted by the Food Standards Agency have visited to look at our processes and procedure for undertaking checks
  - A delegation from the Netherlands NVWA visited to understand the Port environment from a post BREXIT perspective. A reciprocal visit was attended
  - Hosted the Director General DEFRA in the investigation of BREXIT impacts in a high volume container port environment and the use of IT systems
  - Hosted a visit from PD Ports as part of their investigation into facilities and systems required in a BIP/DPE
  - Hosted representatives from the Irish Government
  - Hosted representatives from the Australian High Commission
  - Hosted representatives from the US Embassy / USDA
  - We have assisted colleagues from Norfolk Trading Standards with information and practical activity to demonstrate how we undertake feed controls at Felixstowe



- The number of visits by individual importers, agents and shipping lines who wish to forge a better working relationship with us has increased. We welcome such visits as it allows us to explain the nature of our checks in detail and point them to the areas of information available for them to use and it allows us to get a greater understanding of the difficulties involved for them. We have delivered a workshop for one customer, following their request for this. This allowed us to impart knowledge about our requirements to members of their team. This hopefully will provide benefits for both organisations.

## 20. AREAS FOR IMPROVEMENT – PORT HEALTH

Suffolk Coastal Port Health Authority continues to be held in high regard nationally and internationally. We are the 'go-to' Port Health Authority due to our people, how we are organised and the breadth and depth of our technical knowledge. However, we cannot be complacent and we recognise that there is always room for improvement and development but that such changes need to be balanced with the efficient delivery of the 'day job' so need to be incremental and measured. Areas we intend to work on in 2018/19 are:

- Examining the requirements for public and animal health control at the border in a post BREXIT UK. However in the absence of the UK's exit agreement, which is not expected until later in 2019, a number of options have been considered. SCPHA is relatively well placed to accommodate change. However, it should be noted that some of the potential outcomes could present significant challenges to SCPHA in the short-medium term – but we await the details of the UK's exit agreement and the UK's policy position and will undertake preparation work to ensure we remain well placed to accommodate the changes.
- Continuing the work on implementing the recommendations from the external review of our service. This will ensure the service is ready for future opportunities and challenges and:
  - More effectively manage resources to match workload
  - Ensure that we have the capacity and skills to support our people, deliver our organisational responsibilities and maintain our technical knowledge/capability
  - Ensure that we are ready to take advantage of future opportunities
- Continue the implementation of internal ICT hardware and systems. Bringing online Focus and Sunrise systems (workforce management and helpdesk respectively). This will help with our organisational resourcing.
- Further ongoing improvements to PHILIS including the provisional work on Version 2. The maintenance of PHILIS Online as a contingency to enable electronic declaration of consignments post Brexit if access to TRACES is lost.

- The review and revision of organisational policies and processes to ensure alignment with East Suffolk, but fit for SCPHA.

## GLOSSARY OF TERMS

APHA	-	Association of Port Health Authorities
APHA *	-	Animal and Plant Health Agency
ABP	-	Associated British Ports
ALVS	-	Automatic License Verification System
BCP	-	Border Control Point
BIS	-	Department for Business Innovation and Skills
BSE	-	Bovine Spongiform Encephalopathy
BSI	-	British Standard Institute
BTP	-	British Transport Police
CCDC	-	Consultant in Communicable Disease Control
Campden BRI	-	Campden BRI <i>is an independent membership-based organisation carrying out research and development for the food and drinks industry</i>
CEFAS	-	The Centre for Environment, Fisheries and Aquaculture Science
CIEH	-	Chartered Institute of Environmental Health
CED	-	Common Entry Document
CHED	-	Common Harmonised Entry Document
CHIEF	-	Customs Handling of Import and Export Freight
CMT	-	Corporate Management Team
CORE	-	Consistently Optimised REsilient project
CPS	-	Crown Prosecution Service
CQC	-	Care Quality Commission
CVED	-	Common Veterinary Entry Document
DEFRA	-	Department of Environment, Food and Rural Affairs
DExEU	-	Department for Exiting the European Union
DTI	-	Department of Trade and Industry (now Department for Business, Innovation and Skills)
<i>E. coli</i> O157	-	<i>Escherichia coli</i> O157
EC	-	European Commission
EDMS	-	Electronic document management system
EETSA	-	East of England Trading Standards Association
EHO	-	Environmental Health Officer
ELO	-	Enforcement Liaison Officer of the Health and Safety Executive
EMM	-	Enforcement Management Model
EHORB/EHRB	-	Environmental Health Officers' Registration Board/Environmental Health Registration Board
EOEW	-	Eat Out Eat Well
EPLaN	-	Eastern Ports Liaison Network
ERTS	-	Enhanced Remote Transit Sheds
EU	-	European Union
FERA	-	Food and Environment Research Agency
FSA	-	Food Standards Agency
FSA 1990	-	Food Safety Act 1990

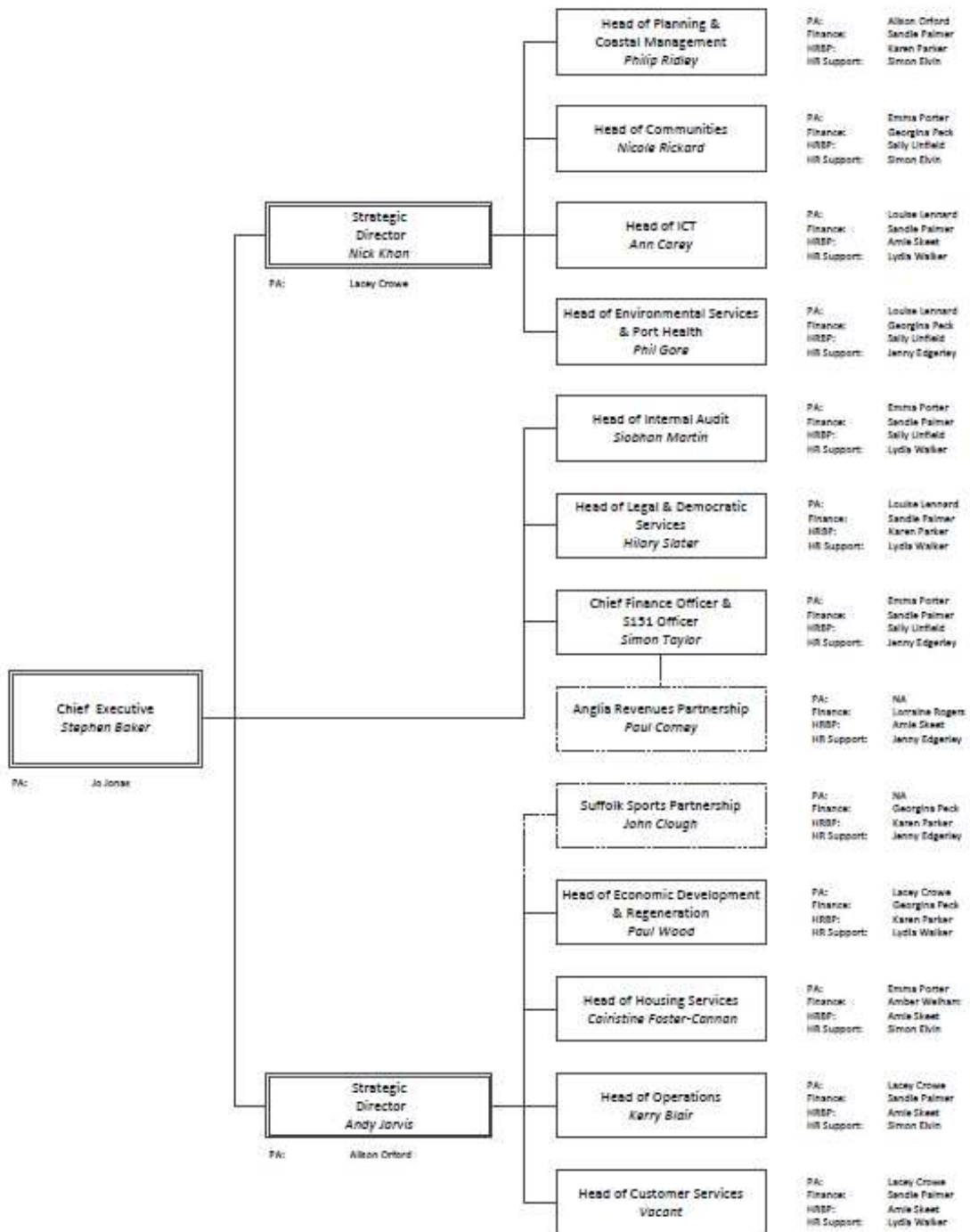
FTE	-	Full-time equivalent
FPUA	-	Felixstowe Port Users Association
FVO	-	Food and Veterinary Office (Audit Branch of the EU)
GM	-	Genetically Modified
HACCP	-	Hazard Analysis and Critical Control Points
HAP	-	Home Authority Principle
HARC	-	Heathrow Animal Reception Centre
HELA-		Health and Safety Executive/Local Authorities Enforcement Liaison Committee
HPA	-	Health Protection Agency
HPU	-	Health Protection Unit
HSE	-	Health and Safety Executive
HMRC	-	Her Majesty's Revenue and Customs
IMS	-	Information Management System
IAA	-	Inter-Authority Audit
ISO	-	International Organisation for Standardisation
IUU	-	Illegal Unregulated and Unreported
KPI	-	Key Performance Indicator
LAEMS	-	Local Authority Enforcement Monitoring System
LAC	-	Local Authority Circular
LAU	-	Local Authority Unit
LGA	-	Local Government Association
LGR	-	Local Government Regulation
LPG	-	Liquefied Petroleum Gas
MSD	-	Musculoskeletal Disorders
MCA	-	Maritime and Coastguard Agency
MCP	-	Maritime Cargo Processing plc
NAO	-	Non Animal Origin product
FHRS	-	Food Hygiene Rating Scheme
OFFC	-	Official Feed and Food Controls
OPS&S	-	Office for Product Safety & Standards
PASS	-	Public Analyst Scientific Services
PDD	-	Plastic Declaration Document
PHSO	-	Port Health Support Officer
PHE	-	Public Health England
PHILIS	-	Port Health Interactive Live Information System
PHMT	-	Port Health Management Team
POAO	-	Product of Animal Origin
PT	-	Phage type
RASFF	-	Rapid Alert System for Food and Feed
RDNA	-	Regulators' Development Needs Analysis
REHIS	-	Royal Environmental Health Institute of Scotland
RIDDOR	-	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
SCPHA	-	Suffolk Coastal Port Health Authority
SFBB	-	Safer Food, Better Business

SLIC	-	Senior Labour Inspectors' Committee
SVS	-	State Veterinary Service
TEU	-	Twenty-foot Equivalent Units
TOEW		Take Out Eat Well
TRACES	-	Trade Control and Expert System
TRACES NT		Trade Control and Expert System New Technology
UKAS	-	United Kingdom Accreditation Service
UKFSS	-	United Kingdom Food Surveillance System

**Appendix 1**  
East Suffolk  
Management Structure



## East Suffolk Council Senior Management Team



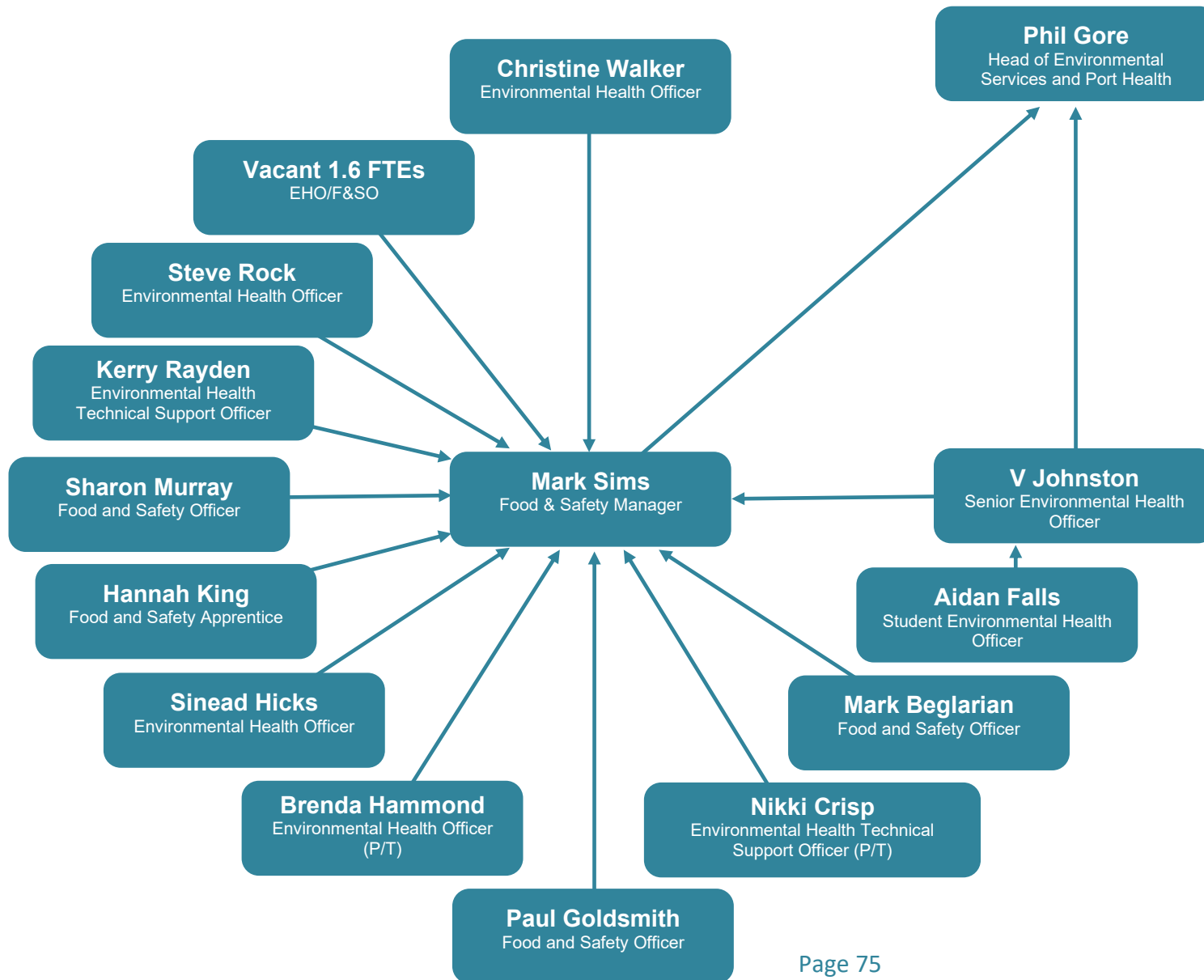
Updated 12 June 2019

## **Appendix 2**

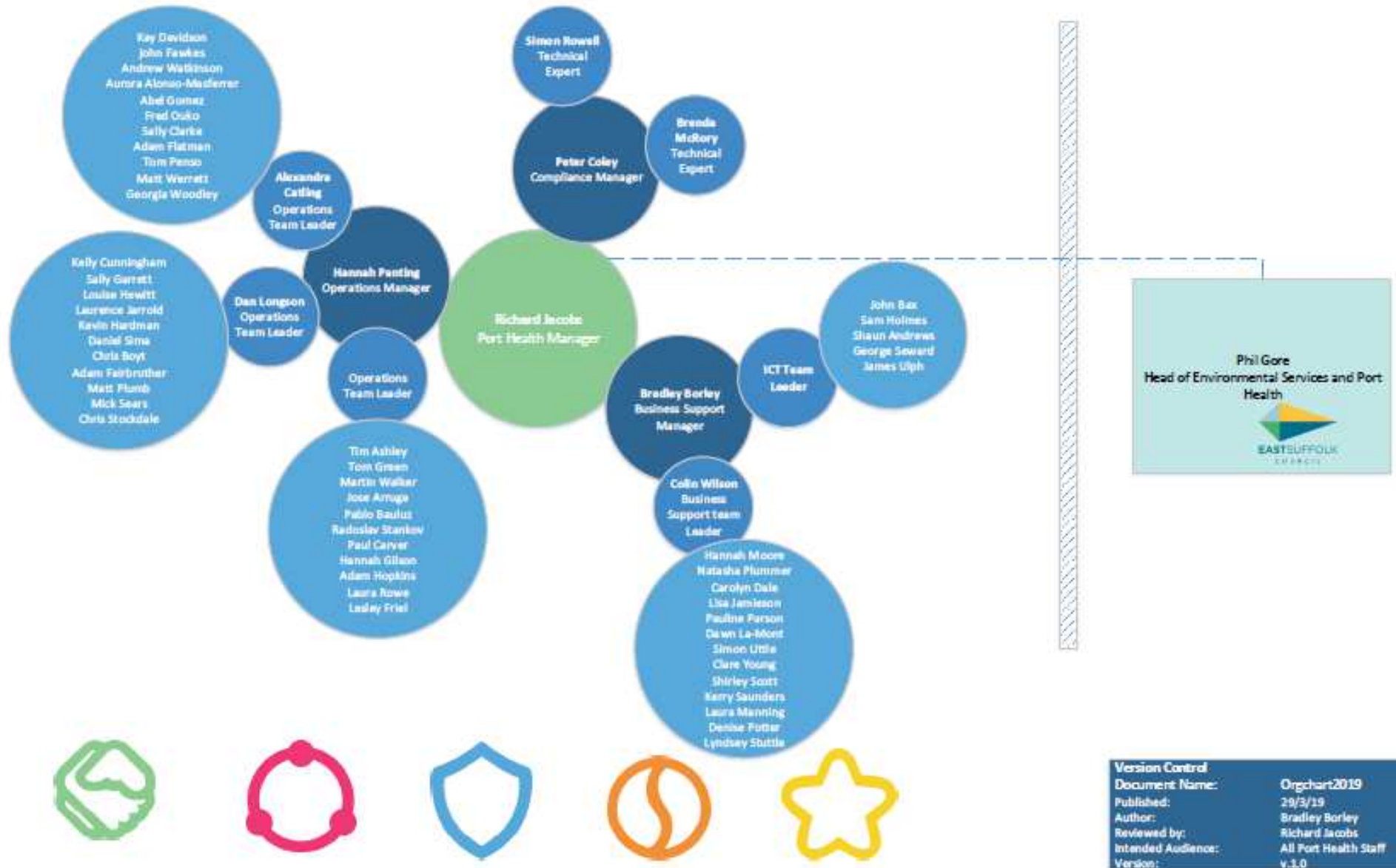
Team structure -  
Food and Safety Team

Team structure -  
Port Health Team

# Food and Safety Team Structure April 2019



# Organisational Chart April 2019



Version Control	
Document Name:	Orgchart2019
Published:	29/3/19
Author:	Bradley Borley
Reviewed by:	Richard Jacobs
Intended Audience:	All Port Health Staff
Version:	v.1.0

**MT Management Team**

PH Manager	Operations	Business	Compliance	Head of Service
Richard Jacobs	Hannah Panting	Bradley Borley	Pete Coley	Phil Gore

**TE Technical Experts**

TE : NAO / IUU	TE: PoAO
Brenda McRory	Simon Rowell

**TL Team Leaders**

Operational	Operational	Operational	Business support	ICT
Alex Catling	Dan Longson	Steven Dearsley	Colin Wilson	Paul Clack

**TG Technical Groups**

ICA	OVS	PHSO	PHO	ICT
Natasha Plummer	Pablo Bauluz	Hannah Gilson	Sally Garrett	John Bax
Clare Young	Daniel Sima	Tom Penso	Kelly Cunningham	James Ulph
Lisa Jamieson	Kevin Hardman	Adam Hopkins	Laurence Jarrold	Shaun Andrews
Pauline Parsons	Aurora Alonso-Masferrer	Georgia Woodley	Tim Ashley	Samuel Holmes
Simon Little	Frederick Ouko	Mick Sears	John Fawkes	George Seward
Hannah Moore	Jose Arruga	Adam Flatman	Martin Walker	
Denise Potter	Radoslav Stankov	Chris Stockdale	Andrew Watkinson	
Laura Manning	Abel Gomez	Matthew Plumb	Louise Hewitt	
Carolyn Dale		Lesley Friel	Tom Green	
Dawn La Mont		Sally Clarke	Kay Davidson	
Josh Amass		Paul Carver		
Shirley Scott		Adam Fairbrother		
Kerry Saunders		Chris Boyt		
Julie Barker		Laura Rowe		
Lyndsey Stuttle		Matt Werrett		

# Appendix 3

## Letter of Appointment



Food Standards Agency  
Floors 6 and 7 Clive House  
70 Petty France  
LONDON  
SW1H 9EX

Your ref:  
Our ref: PG/LL/FSA/230519  
Date: 23 May 2019  
Please ask for: Phil Gore  
Customer Services: 03330 162 000  
Direct dial: 01394 444286  
Email: phil.gore@eastsoffolk.gov.uk

Dear Sir/Madam

**Food Law Code of Practice (England) 2017  
Lead Officers Food Hygiene & Safety**

In accordance with paragraph 2.4.1.5 of the Food Law Code of Practice (England), I am writing to advise you of some minor changes to the Lead Officer roles for food hygiene and safety at East Suffolk Council (formerly Suffolk Coastal & Waveney District Councils).

**East Suffolk Council**

The lead officer for food hygiene and food safety is:

Mark Sims, Food & Safety Manager - Email: mark.sims@eastsoffolk.gov.uk, telephone: 01394 444356

**Suffolk Coastal Port Health Authority**

The lead officers for food hygiene and food safety are:

Richard Jacobs, Port Health Manager – Email: richard.jacobs@scpha.gov.uk, telephone: 01394 613330

Brenda McRory, Technical Manager – Email: brenda.mcrory@scpha.gov.uk, telephone: 01394 613330

Yours sincerely

**Phil Gore | Head of Environmental Services & Port Health  
East Suffolk Council**

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LEGAL ADDRESS East Suffolk House, Station Road, Melton, Woodbridge IP12 1RT  
DX: 41400 Woodbridge

POSTAL ADDRESS Riverside, 4 Canning Road, Lowestoft NR33 0EQ  
DX: 41220 Lowestoft



## Appendix 4

### Public Analysts

<b>Kent Scientific Services</b> <b>Kent County Council</b> <b>8 Abbey Wood Road</b> <b>Kings Hill</b> <b>West Malling</b> <b>Kent</b> <b>ME19 4YT</b>	<p>Mr Jonathon David Griffin BSc (Hons) MChemA CChem MRSC DMS</p> <p>Ms Carol Gibbons BSc (Hons) MSc MChemA FIFST MRSC CSci</p>
<b>Hampshire Scientific Services</b> <b>Hampshire County Council</b> <b>Hyde Park Road</b> <b>Southsea</b> <b>Hampshire</b> <b>PO5 4LL</b>	<p>Mr Shayne Gordon John Dyer MChemA CChem MRSC DMS</p> <p>Ms Jennifer Ann Darrington Green BSc (Hons) MSc MChemA MRSC</p> <p>Ms Rachel Ann New BSc(Hons) MChemA CChem MRSC CSci</p>
<b>Public Analyst Scientific Services Ltd</b> <b>Woodthorne</b> <b>Wergs Road</b> <b>Wolverhampton</b> <b>WV6 8TQ</b>	<p>Ms Elizabeth Moran MSc MChemA MRSC</p> <p>Mr Kevin Wardle BSc CChem MChemA FRSC MIFST</p> <p>Mr Duncan Arthur MA MChemA CChem MRSC</p> <p>Mr Nigel Payne MSc, MChemA CChem MRSC</p> <p>Ms Joanne Hubbard BSc MChemA CChem FRSC</p> <p>Emma Downie MChem MChemA</p> <p>Michelle Evans BSc MChemA</p>
<b>Lancashire County Scientific Services</b> <b>Pedders Way</b> <b>Ashton-on-Ribble</b> <b>Preston</b> <b>Lancashire</b> <b>PR2 2TX</b>	<p>Mr Peter L. Mayes MChemA., MBA., CChem. FRSC</p> <p>Mrs Bharathi Reddy BSc (Hons), MChemA, CChem, MRSC</p>

## Appendix 5

### Food and Safety

### Customer Satisfaction Summary

Course Evaluation (34 responses)			
	Good 😊	Average 😐	Poor 😞
How satisfied were you with the course overall?	97%	3%	0%

Business satisfaction (72 responses)					
	Strongly agree	Agree	Neither agree/ disagree	Disagree	Disagree strongly
I felt my business was fairly treated.	75%	22%	0%	1%	1%
I felt the contact was helpful.	69%	26%	3%	1%	0%
Communication was clear.	67%	26%	4%	4%	0%

## Appendix 6

### Summary of Corporate Complaints

Complaints statistics 1 April 2018 to 31 March 2019				
	Total complaints	Justified	Unjustified	To be determined
Food and Safety	2	0	2	0
Suffolk Coastal Port Health Authority	6	3	3	0
<b>Totals</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>0</b>



**CABINET**

Tuesday 3 September 2019

**ESTABLISHMENT OF COMMUNITY PARTNERSHIPS**

**EXECUTIVE SUMMARY**

The purpose of this report is to explain what Community Partnerships (CPs) are, and to outline their purpose, structure, governance and funding. The report seeks Council approval for their establishment in East Suffolk, and the necessary funding to facilitate this.

<b>Is the report Open or Exempt?</b>	Open
<b>Wards Affected:</b>	All Wards

<b>Cabinet Member:</b>	Councillor Steve Gallant, Leader of the Council Councillor Letitia Smith, Cabinet Member for Customers, Communities and Leisure
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<b>Supporting Officer:</b>	Nicole Rickard Head of Communities 01502 523231 <a href="mailto:Nicole.rickard@eastsoffolk.gov.uk">Nicole.rickard@eastsoffolk.gov.uk</a>  Luke Bennett Partnership Manager (East Suffolk Partnership) <a href="mailto:Luke.bennett@eastsoffolk.gov.uk">Luke.bennett@eastsoffolk.gov.uk</a>
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## 1 WHY HAVE COMMUNITY PARTNERSHIPS?

- 1.1 During the consultation process on the creation of the East Suffolk Council (ESC), concerns were expressed about the larger wards which were proposed, and the increased populations in each, averaging 3,670 residents per Councillor.
- 1.2 There was also concern about the size of the geographical areas of each ward to be covered by the 55 newly elected Councillors of the ESC. It was anticipated that it might be a challenge for Councillors to develop and maintain good working relationships with the Town and Parish Councils in their wards, as some would have more than 40 Parish Councils and Meetings to attend.
- 1.3 Therefore, the Constitution and Governance Working Group of the Shadow Authority for the ESC, at its meeting on 22/10/19 endorsed the concept of CPs, as a means to address these concerns.
- 1.4 In paragraph 13 of the Summary of the ESC's Constitution, on page 8, under the heading "Partnership Working", the ESC acknowledged the importance of collaboration, in assisting it to meet its vision and objectives. It specifically stated that the ESC may establish up to eight CPs which would cover the district.

## 2 WHAT ARE COMMUNITY PARTNERSHIPS?

- 2.1 It is proposed to create eight CPs, based on logical, geographical groupings of communities, using the ESC ward boundaries as the building blocks. Each of the eight CPs will include between two and six wards. The proposed CPs are shown on the map at Appendix A to this report.
- 2.2 The CPs will
- provide a positive way for Councillors to reach into their communities and bring them together, with other stakeholders, at regular meetings, workshops and events.
  - Discuss, analyse and understand local needs based on facts, figures and local insight provided by the Suffolk Observatory and the Suffolk Office of Data Analytics (SODA), and develop collaborative solutions to meet those needs.
  - facilitate partnership working and collaboration at a much more local level.
  - enable ESC to pool and devolve funding, and involvement in decision making, to its communities.
  - be innovative, informal and develop to suit the needs of each CP area.
- 2.3 Each ESC Councillor for a CP area will be a member of that CP so there will be between 4 and 14 ESC Councillors per CP. The table below shows the wards in each area, the number of councillors and the number of residents registered to vote in each CP area:

<b>Community Partnership Name</b>	<b>Wards</b>	<b>Cllrs</b>	<b>Population</b>
Lowestoft	5, 10, 12, 16, 17, 21	14	52,766
Beccles, Bungay & Halesworth	2, 3, 11	7	25,646
Kessingland, Carlton Colville & Southwold	6, 15, 25, 29	5	18,061
Framlingham & Wickham Market	9, 13, 27	4	14,271
Leiston & Saxmundham	1, 24	4	13,731
Woodbridge, Melton & Deben	7, 19, 22, 28	5	18,058
Kesgrave & Martlesham	4, 14, 18, 23	8	29,506
Felixstowe	8, 20, 26	8	29,054

- 2.4 To maximise their effectiveness and ability to innovate, it is hoped that CPs will evolve differently in each of the eight localities, within a framework agreed by ESC. It is not envisaged that each CP will be the same because they will develop to suit the needs of their own locality. No one size fits all. Each CP is different, in terms of its geography, population and needs.
- 2.5 It is intended to launch CPs in October/November 2019 by offering an open invitation to a community workshop in each of the eight areas. At this workshop, key facts and figures about the CP area will be presented, and local intelligence/feedback will be gathered about the needs of each CP. This will be followed by an interactive process to establish the initial priorities for each CP area. These Community Workshops will be run annually.
- 2.6 The first meetings of the CPs will be held in January/February/March 2020. These sessions will be by invitation only to those groups of representatives which will constitute the CP, the membership of which is outlined below. The CPs will be chaired by an East Suffolk Councillor for at least the first year.
- 2.7 Each CP will meet at least quarterly.

### **3 WHO WILL BE INVOLVED IN COMMUNITY PARTNERSHIPS?**

- 3.1 Each CP will include all of the ESC Councillors for that area – between 4 and 14 Councillors per CP. The other core members of each CP are as follows:
- Town and Parish Council representation (agreed through the Suffolk Association of Local Councils – SALC)
  - Suffolk County Councillors whose Divisions cover all or any of the wards within a CP area
  - VCS representation (agreed through the VCS infrastructure organisation – Community Action Suffolk)
  - Youth representation

Other members are likely to include local representation (agreed individually with these organisations) from:

- Suffolk Police
  - The relevant Clinical Commissioning Group (CCG) – Great Yarmouth and Waveney CCG or Ipswich and East Suffolk CCG
  - Business representation – agreed through the Business Forums/Chambers of Commerce
  - Three CPs will include the relevant place-based initiatives – Lowestoft Rising, Leiston Together and Felixstowe Forward
- 3.2 Positive meetings have been held to date with Suffolk County Council, SALC, Community Action Suffolk and the Police who are all supportive and keen to work with us to develop the ESC CP concept further.
- 3.3 For example, Christine Abraham, Chief Officer of Community Action Suffolk said *“Community Action Suffolk is delighted to be supporting East Suffolk Council to develop the new Community Partnerships. We will work together to find effective ways to engage voluntary and community organisations in shaping and influencing the priorities for each CP as well as identifying groups that can provide solutions through the delivery of local services and activities”*.



#### **4 HOW WILL COMMUNITY PARTNERSHIPS WORK?**

- 4.1 CPs will be interactive and participatory meetings rather than formal area committees. Meetings will be held in the CP area in an accessible and suitable venue.
- 4.2 Each meeting will be in two parts. One part will focus on the priorities identified by Town and Parish Councils and communities, gathered through a variety of mechanisms for example social media, through the various representatives at the meeting (e.g. Town and Parish Council, VCSE, young people) and the Youth Voice suggestion boxes in schools and youth settings. The other will focus on the priorities identified through the initial workshop in each CP area, against which funding will be allocated through either a grant offer or commissioning process.
- 4.3 The ambition is that each CP will evolve organically to reflect local distinctiveness, assets and needs.
- 4.4 The Chair of each CP will automatically join the Strategic Partnership Board. This will provide an opportunity for the eight CP Chairs to meet with strategic partners such as the Police, County Council, Clinical Commissioning Groups (CCGs), VCSE (voluntary, community and social enterprise) organisations), business sector and Greenprint Forum. This will provide an opportunity for all to come together to discuss the challenges common to more than one CP and to identify collaborative solutions.
- 4.5 It is proposed that there will be an annual East Suffolk-wide Forum where representatives from all eight CPs can come together with community stakeholders, business representatives and strategic partners to jointly problem-solve, promote their achievements and share examples of good practice. This will further evolve the existing ESP Forum which meets annually at Trinity Park and regularly attracts around 200 delegates.

#### **WHAT RESOURCES WILL EACH COMMUNITY PARTNERSHIP HAVE?**

- 4.6 Each CP will have a budget of £10,000 in year 1 (2019/20), and £25,000 per annum in the following three years which can be spent against one or more priorities agreed by the CP (and consistent with the ESC Business Plan).
- 4.7 ESC will also make available a strategic CP Budget of £150,000 in 2019/20 and £300,000 per annum for the next three years that CPs, through their Chair, can bid to for bigger projects and/or projects that cover more than one CP area.
- 4.8 ESC Staff will be expected to engage with the CPs. The Communities and Economic Development Teams are already aligned to work to the proposed CP areas.
- 4.9 Additional staffing resource will be supported through the New Homes Bonus to support CPs, including the provision of a CP Manager. Staffing will also be made available from the Democratic Services team for the arrangement of the CP meetings, including the booking of venues, publication of agenda, reports and action notes. There is also a budget for venue hire, refreshments etc.
- 4.9 It is proposed that both SALC and Community Action Suffolk be provided with funds of up to £10K each, from the ESC, to assist them to support Town/Parish Councils and the Voluntary, Community and Social Enterprise organisations respectively, in working with the CPs.

## **5 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

- 5.1 CPs will support the delivery of the ESC Vision ‘Maintain and sustainably improve the quality of life for everyone growing up in, living in, working in and visiting East Suffolk’ at a very local level.
- 5.2 CPs have a key role to play in relation to the ESC’s Enabling Communities ambitions and will support Economic Growth through engagement with the business sector and with local businesses and business people. Potentially all of the ten critical success factors – Economic Development & Tourism, Leisure, Planning, Housing, Benefits, Customers, Communities, Community Health, Green Environment, Resources – could be a focus for the CPs, depending on the priorities agreed by each CP, and the key issues raised within each CP area.
- 5.3 CPs have the potential to support the delivery of a range of actions in the Business Plan and indeed have the potential to inform the development of the new ESC Business Plan – these include actions around improving mental and physical health and wellbeing, particularly in light of the ageing population and the desire to increase the number of years that East Suffolk residents live in good health, and economic growth.

## **6 FINANCIAL AND GOVERNANCE IMPLICATIONS**

- 6.1 The ESC will act as an accountable body for CPs, as it does for the ESC’s three place-based initiatives and as did the former Councils of Suffolk Coastal, and Waveney in relation to the East Suffolk Partnership. This means that the funds are held, and accounted for, by the ESC, in order to facilitate partnership projects and secure buy in from our key partners.
- 6.2 It is anticipated that this approach will enable the CP meetings to be open, inclusive and interactive, with a workshop style, rather than that of a formal board or committee meeting.
- 6.3 Each CP will agree how frequently (minimum of four per year) it is to meet, and some ground rules about how the meetings will be run, which will be developed in their Terms of Reference (to be agreed at an early meeting of each CP). Each would develop a short annual Work Plan identifying their priorities, aligned to the ESC Business Plan, and report back on progress against this Work Plan through an Annual Report to the ESC’s Cabinet.
- 6.4 All CP decisions will be based upon reasoned briefing notes and sufficient information (which would be publicly available). This approach, which builds upon the effective ESP model, would enable quick decision making, maximise progress between meetings and minimise bureaucracy.
- 6.5 The funding for each CP area, if a grant-based approach is the preferred option, would be allocated through a multi-agency Funding Panel made up of the ESC Councillors who sit on the CP, together with a Town and Parish Council, local business, VCSE and SCC representative. This Panel would make recommendations, through the CP Chair, to the Leader of the ESC who would sign off the recommendations in accordance with accountable body principles.
- 6.6 The CP budgets will be allocated against clear criteria (linked to the ESC Business Plan) designed to ensure that funding is not used for purposes beyond the ESC’s powers or indeed the law. A robust and scored (against an agreed scoring matrix) assessment of each project would be undertaken by the Funding Team of all projects submitted for funding, and this would be presented to the Funding Panel. Monitoring would be undertaken to ensure that each project achieves its intended outcomes.
- 6.7 The proposed funding allocation for four years through the New Homes Bonus was agreed by the Shadow Authority for East Suffolk at its meeting on (DATE)(Paper XXX

refers). The updated, proposed expenditure for the CPS is shown below, and is slightly lower than that originally proposed:

<b>New Homes Bonus Funding - Community Partnerships and Community Grants</b>				
<u>Enabling Communities Budgets</u>	2019/20	2020/21	2021/22	2022/23
55 Councillors x £7,500 each	413	413	413	413
<b>Community Partnerships</b>				
8 Partnerships x £200k (from Year 2)	80	200	200	200
Resourcing and Engagement	120	124	128	132
Strategic Partnership Pot	150	300	300	300
Exemplar Grants	160	0	0	0
East Suffolk Partnership	100	0	0	0

## **7 OTHER KEY ISSUES**

- 7.1 This report has been prepared having considered the results of an Equality Impact Assessment (*highlight any issues arising from that assessment and list the Impact Assessment as a Background Paper below*). (ARE THERE ANY ISSUES FROM THE EIA?)

## **8 CONSULTATION**

- 8.1 A Working Group of ESC Councillors, consisting of a Councillor from each of the new CP areas, plus the Leaders of the other political parties (or their representative), has been involved in developing the ESC's proposed approach to CPS. This has enabled these proposals to be discussed and challenged at a Councillor level (N.B. two meetings planned prior to the report going to Full Council).
- 8.2 Engagement with key partners around the purpose and benefits of CPs will continue to be very important, as will developing some key messages – along the lines of those in Appendix B – to ensure wider, public understanding of what CPs are and how they will work.

## **9 OTHER OPTIONS CONSIDERED**

- 9.1 Various options have been considered in relation to the form and function of CPs.

## **10 REASON FOR RECOMMENDATION**

- 10.1 A commitment has been made to develop and deliver CPs, in response to concerns about a potential democratic deficit caused by the ESC having fewer Councillors, covering larger geographical areas, with larger populations than before it was created. A significant amount of time has been spent investigating different models at a national level and scoping out the proposed form and function of the ESC CPs.
- 10.2 The model proposed in this report provides an exciting, new opportunity to engage with our communities and their representatives in an innovative and unique way. It will involve the CPs in addressing local issues based on data, evidence and insight and in

developing solutions, using devolved funding, in exactly the way the Government intended, under the Localism Act 2011.

## **RECOMMENDATIONS**

That Cabinet recommends to Full Council:

- A) the establishment of eight Community Partnerships, one for each of the areas shown on the map at Appendix A to this report
- B) the proposed purpose, remit, governance, structure and funding for Community Partnerships in East Suffolk, as set out in this report
- C) the proposed budget for the Community Partnerships, as set out in the table at paragraph 6.7 of this report
- D) to using its best endeavours to ensure that the East Suffolk Community Partnerships are a success and
- E) to review the establishment, workings and success of the Community Partnerships in 3 years.

## **APPENDICES**

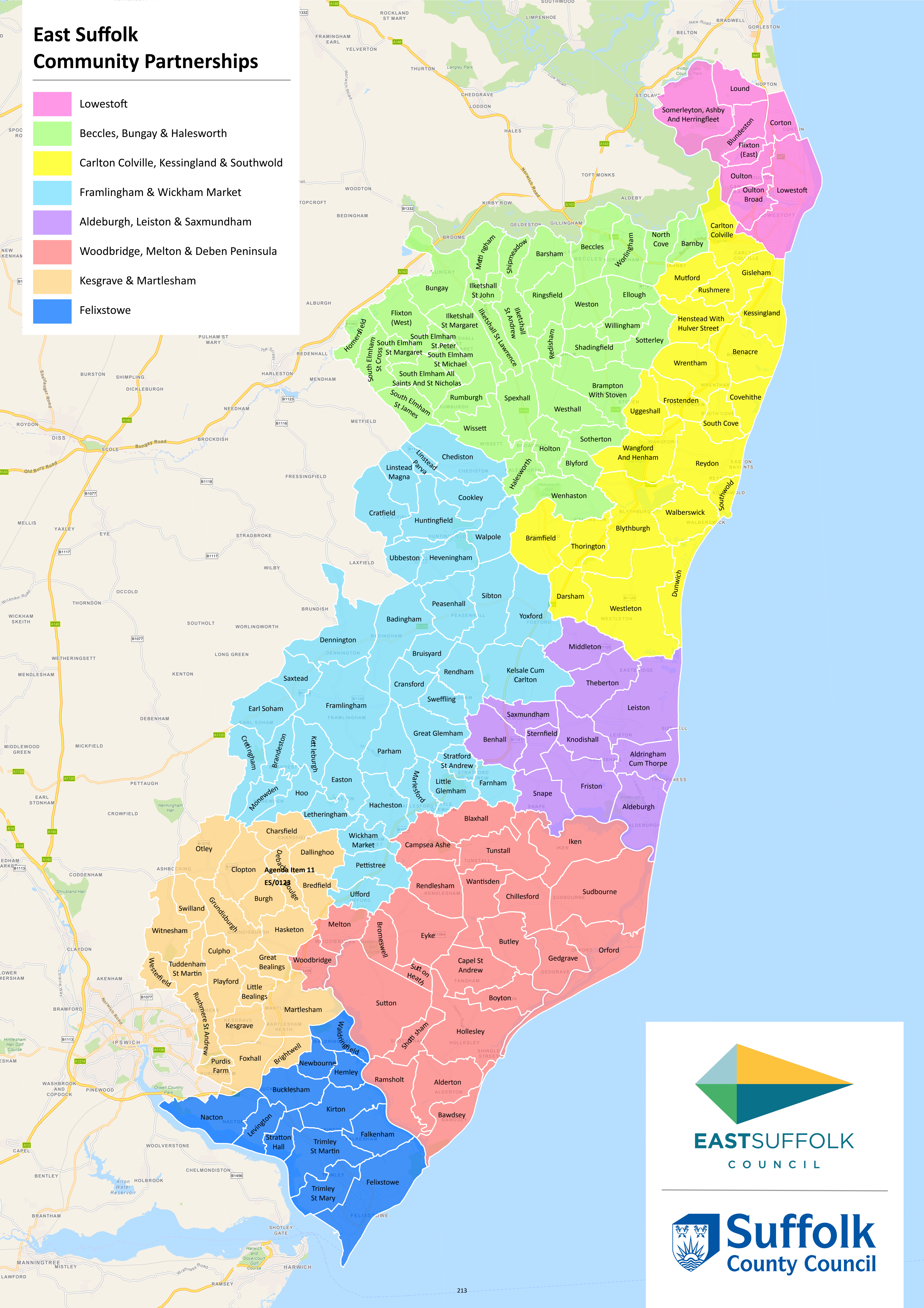
<b>Appendix A</b>	Map of Community Partnership Areas
<b>Appendix B</b>	Overview of Community Partnerships

**BACKGROUND PAPERS** None



# East Suffolk Community Partnerships

- Lowestoft
- Beccles, Bungay & Halesworth
- Carlton Colville, Kessingland & Southwold
- Framlingham & Wickham Market
- Aldeburgh, Leiston & Saxmundham
- Woodbridge, Melton & Deben Peninsula
- Kesgrave & Martlesham
- Felixstowe





**Community Partnerships are an innovative new way for the Council, partners and communities to work together to 'bring ideas to life' by taking a solution focussed approach to local priorities**

### Why?

- During the consultation on forming the new East Suffolk Council (ESC), concerns were expressed about the 55 Councillors covering larger geographical areas and more people, and becoming disconnected from local people

### How Many?

- 8 Community Partnerships (CPs), based on natural groupings of communities and using the new ESC ward boundaries as the 'building blocks'
- Each ESC Councillor for an area will sit on their CP – which means between 4 and 14 ESC Councillors per CP area and between 13,731 and 52,766 population

### Who?

- Key partners will be Town and Parish Councils (through SALC), Suffolk County Council, Suffolk Police, the two CCGs, businesses, voluntary organisations (through Community Action Suffolk), community groups and youth representatives
- Will complement our three Place Based Initiatives - Lowestoft Rising, Leiston Together and Felixstowe Forward

### How?

- Informal bodies with a solution-focussed workshop style, rather than a formal board or committee
- Focussed on priorities identified using data (facts and figures) and local insight
- Open invite workshops to be held in each area in October and November 2019
- First Community Partnership meetings from January 2020
- Each CP will have simple Terms of Reference, a short Work Plan and report annually to Cabinet
- All eight CP Chairs to sit on the strategic Community Partnership Board, alongside key partners including the CCGs and Police, SALC, CAS and the Greenprint Forum
- Ambition is that CPs will evolve organically in each area to reflect local distinctiveness
- Annual Forum bringing representatives from all 8 CPs together

### Resources?

- Each CP will have a £10,000 budget in 2019/20 and then £25,000 per year for the next three years to be spent against one or more priority agreed by that Partnership
- There will also be a Strategic budget of £150,000 in 2019/20 and £300,000 a year for the next three years, overseen by the Strategic Community Partnership Board, that CPs can bid into (both funded through New Homes Bonus)
- Each of the 55 East Suffolk Councillors has an Enabling Communities Budget of £7,500
- CPs will be supported by a Community Partnerships Manager and staff in the ESC Democratic Services, Communities, Communications, Economic Development and Funding Teams





**CABINET**

Tuesday 3 September 2019

**WORLINGHAM COMMUNITY FACILITY CIL FUNDING – UPDATED BID**

**EXECUTIVE SUMMARY**

1. In September 2018 Waveney District Council Cabinet authorised the award of Community Infrastructure Levy (CIL) Funding for six projects within the former Waveney District Council area. This included £70,000 toward the Worlingham Community Facility Project, a partial award of funding from an original £346,000 bid for funding made by the charitable community organisation also known as Worlingham Community Facility. The project has now progressed further towards establishing a clear way forward for the delivery of this facility alongside an enabling housing development led by a regional housebuilder. As a result of up to date information the costs of the facility and the ability to deliver it has been established.
2. A shortfall in funding is recognised by the Council and under current circumstances this essential community infrastructure could only be completed if increased CIL funding is made available. Worlingham Community Facility and their selected developer, Badger Building, require certainty of fully funded delivery before concluding on arrangements with the County Council and pursuing a new planning application. Reliance on other sources of funding is therefore very limited. The original CIL funding award was provided to cover consultancy costs incurred by the Worlingham Community Facility Trust.
3. The additional funding of £149,478 now sought and recommended to be approved would contribute directly to the capital cost of delivering the facility. It would supplement the commitment the developer can make to build the majority of the facility at a cost to them alongside the housing development. This extraordinary consideration of CIL funding is being made separate from wider CIL funding considerations as a result of this being an update to an existing award of funding and due to the urgency of this long standing commitment to redevelop this former primary school site.

Is the report Open or Exempt?	Open
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<b>Wards Affected:</b>	Beccles and Worlingham
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<b>Cabinet Member:</b>	Councillor David Ritchie Cabinet Member for Planning & Coastal Management
<b>Supporting Officer:</b>	Ben Woolnough Major Sites and Infrastructure Manager 01394 444 593 Ben.woolnough@eastssuffolk.gov.uk

## 1 INTRODUCTION

### Spending of Community Infrastructure Levy

- 1.1 Waveney District Council introduced the Community Infrastructure Levy (CIL) on the 1st August 2013, following the adoption of its CIL Charging Schedule by Full Council on the 22nd May 2013. Suffolk Coastal District Council introduced CIL on 13th July 2015, following the adoption of its CIL Charging Schedule by Full Council on 28th May 2015.
- 1.2 CIL is the main way in which the Council now collects contributions from developers for infrastructure provision to support development planned in the Council's Local Plan . It largely replaces the need for Section 106 planning obligations. However, Section 106 is still used for some site specific infrastructure and affordable housing and more extensively on larger sites.
- 1.3 Both former Councils agreed, through Full Council, that decisions on what to spend CIL on should be made through an annual programming process supported by an annually updated infrastructure plan. Recommendations on what to spend CIL on were made by each Council's Local Plan Working Group and the final decisions were made by each Council's Cabinet. The last Cabinet reports setting out planned awards of annual CIL funding were in September 2018 at the Waveney Cabinet and October 2018 at the Suffolk Coastal Cabinet.
- 1.4 In the September 2018 the Waveney District Council Cabinet Report (Item 6 REP1837) listed 6 projects proposed to receive CIL funding totalling £738,962. This included the following section relevant to Worlingham Community Facility:

#### Worlingham Community Facility

2.7 This project seeks to provide a new community centre for Worlingham on the site of the former Worlingham Primary School. It is estimated that that the total cost of this project is £1,000,000. Most of the cost of this project is estimated to be met from the sale of 15 houses which are to be developed on the site. £70,000 has been requested to cover the cost of consultancy fees, which are estimated to account for 7% of total project costs. It is recommended that this project receive CIL funding in order to ensure delivery.

2.8 Allocation of CIL funding for the Worlingham Community Facility should be made subject to the following specific conditions:

- Details of the financing of the project, including the amount of money raised from the sale of the 15 houses, should be made available.
- Provision of a detailed quote for the construction of the new community facility should be made available. This should include a detailed breakdown of construction costs and consultancy fees.

- 1.5 The agreed funding has now been established in a deed between the Council and Worlingham Community Facility dated 15<sup>th</sup> May 2019 based on the terms set out above.
- 1.6 Since becoming East Suffolk Council, a new Local Plan Working Group is in the final stages of being established but its first meeting date has not yet been arranged. Under these circumstances this report has been prepared directly for Cabinet following consultation with the Cabinet Member for Planning. At present the wider annual CIL spending process has been placed on hold pending the commencement of the new Infrastructure Delivery Manager in September and the establishment of a new structure for the East Suffolk CIL spend process, utilising the combined CIL collection funds from both the former Waveney and Suffolk Coastal Districts.
- 1.7 Under those circumstances the consideration of awarding CIL funding for individual projects outside of a round of bids is reserved for exceptional circumstances. In this instance an update to an existing bid has been received to request further funding in addition to an existing award of CIL funds. On this basis, due to the specific circumstances of the CIL funded project and the existing unpaid CIL funding award, it is appropriate to give consideration to this individual request outside of the normal process.

### **Worlingham Community Facility updated CIL bid**

- 1.8 The original Worlingham Primary School on the site closed in 2013 as part of the Suffolk middle schools restructuring. The existing Worlingham Middle School was then converted into a primary school covering pupils age 4 – 11.
- 1.9 As was the case with a wide number of school sites across the County, the County Council sought alternative uses of those sites, whether for education, community or housing uses. In this case the Worlingham Primary School site was seen to be of importance to the community to provide a community hall facility, a provision which is presently absent from this large village. The only facility which previously existed was the Church Hall and that closed in 2008.
- 1.10 The Worlingham Community Facility, as a community group, established itself to bring forward this community development. They and the County Council recognised that it would be necessary to develop the primary school site for both 13 homes and the facility in order to ensure that it could be delivered. The County Council has made it a requirement that any development of the site must provide the facility and it will transfer ownership of the land at no cost subject to the facility being built in conjunction with the housing. Previously Worlingham Community Facility gained its own planning permission for both developments, seeking to then involve a housebuilder to build the comprehensive project. This planning permission was granted in November 2015.
- 1.11 The primary school building was then demolished by the County Council. However, pre-commencement conditions on the permission were not discharged and therefore the original planning permission can no longer be implemented. Worlingham Community Facility have since engaged Badger Building to partner with them in building the homes on the site and building the Community Facility. They both recognise the need to apply for a new planning permission and are in the process of preparing that submission. Before Badger Builder are able to proceed with a planning application they require certainty that they can cover the cost of the Community Facility to both meet the expectations of a planning permission and the covenants of the County Council in transferring the land.
- 1.12 The detailed design of the proposals and costing of the construction of the community facility by the developer has now provided a clear picture of the viability of this development. It is now apparent, that the proposal submitted in 2015 is considerably more expensive to construct than was predicted four years ago. At that time the cost of the same

proposed facility was expected to be £650,000 and the CIL liability of the residential development (as a cost to the developer) was approximately £62,000. The proposal has now been estimated in greater detail by the developer to be £914,582 and the CIL liability of a new residential proposal, based on current CIL charging rates, would be £149,478. This up-to-date appraisal of costs is also a prerequisite in the release of the existing committed CIL funding to ensure that those funds are released for a deliverable project.

- 1.13 The comprehensive development does include 15 new homes to enable this development. The developer still rightfully expects to make a profit on those homes and the delivery of the community facility has to be factored in as a cost of this development. Whilst the land is provided by the County Council at no cost to the developer or Worlingham Community Facility, the proposed development is still presenting a lack of viability. Specifically the developer is citing the cost of the Community Infrastructure Levy as the leading cause for this development to fall below a viable position. The cost of CIL to development is not something which can be deducted when attempting to make a development viable within the consideration of a planning application. It is a necessary and unavoidable cost for the developer to bear and is important in ensuring that the effects of development on the infrastructure of the District are mitigated.
- 1.14 When it comes to rationalising on a development's provisions it is affordable housing and elements of the design which may typically be reduced in order to make a development viable. Under the current circumstances the viability and affordable housing position will need to be appraised within the planning application viability assessment process. This report does not prejudice that subsequent more detailed appraisal. It is however very clear that the long-standing community aspirations of this development and the County Council's expectations of the site rely upon a well serviced and modern community facility being delivered and a design for that has been established for over 4 years.
- 1.15 The updated bid requests a total of £192,769 in CIL funding, which is the full funding gap currently identified in the project. £43,291 of this shortfall is not as a result of the effect that CIL liability has on the development. It is recommended that that aspect of the shortfall should not be addressed through the award of CIL funding and the additional funding hereby considered should be limited to the equivalence of CIL that would be received from this development. The developer, Badger Builder, has confirmed that the £149,478 of funding will go some way to facilitate this project and that the projected £43,291 shortfall should not be seen as a stumbling block. They confirm that they are working with the Worlingham Community Facility team on the specification and are confident (subject to planning) that they can make the project work, even if Badger Building have to take an overall view of their return on the scheme.

## **2 CIL INFRASTRUCTURE PLAN FOR 2018/19**

- 2.1 The CIL Infrastructure Plan for 2018/19 outlines the infrastructure which is needed to support development planned for in the Waveney Local Plan. The plan is updated annually and it should be noted that further projects will be added to the plan as they are

developed. The plan has been prepared in consultation with relevant infrastructure providers, including Suffolk County Council.

2.2 The Worlingham Community Facility is included in the CIL Infrastructure Plan as 'Essential' infrastructure and a cost of up to £1,000,000 to build the facility is recognised in that plan.

2.3 In order for a project to receive CIL funding, it should:

- Be a type of infrastructure included on the Council's Regulation 123 List (though 123 lists will be replaced by Annual Funding Statements from 1<sup>st</sup> September 2019).
- Be identified in the latest Infrastructure Plan.
- Be a project on which work can usually start or be committed to within the current financial year.
- Be broadly in line with the phasing of infrastructure outlined in the Infrastructure Plan unless there are exceptional reasons for earlier/later delivery.

### **3 HOW DOES THIS RELATE TO THE EAST SUFFOLK BUSINESS PLAN?**

3.1 The CIL spend programme and governance arrangements have many links to the East Suffolk Business Plan and the three-pronged strategy contained within it.

3.2 Enabling Communities – the introduction of CIL across the district ensures that local communities receive funds through the Neighbourhood Funds outlined in the CIL Regulations. These additional funds will further enable communities to feel proud of where they live and to support the services and infrastructure within their community.

3.3 Economic Growth – the CIL Charging Schedule was developed through detailed viability assessment of typical development seen across the district. Introducing CIL has not had an impact on the overall viability of development in the district and will generate funds which can be used to support the infrastructure requirements outlined in the East Suffolk Business Plan and other economic strategies such as the East Suffolk Growth Plan.

3.4 Financial self-sufficiency – the CIL Regulations allow for a local authority to retain some CIL funds to cover administrative costs. Retaining 5% of the CIL funds generated across the district will help cover the costs of the CIL programme and enable East Suffolk to become financially self-sufficient.

### **4 FINANCIAL AND GOVERNANCE IMPLICATIONS**

4.1 Setting up and administering the CIL spend programme and governance arrangements is covered in existing budgets. However, as described in section 3, 5% of CIL receipts can be retained each year to help cover these costs.

### **5 OTHER KEY ISSUES**

5.1 This report has been prepared having taken into account the results of an Equality Impact Assessment.

### **6 CONSULTATION**

6.1 No consultation has been necessary for this recommendation.

### **7 OTHER OPTIONS CONSIDERED**

7.1 Members have the option of not agreeing CIL funding for this project and retaining CIL funds for future use or deferring consideration of this increased bid as part of a more comprehensive round of bids. These options would cause delays and uncertainty over the

delivery of the community facility and housing development. As a vacant site with a former community use its return to use for both a community and housing function is a sustainable use of a brownfield site with wide reaching benefits.

- 7.2 If this alternative approach was taken then the developer may not proceed in acquiring the site or the Community Facility Trust would need to consider whether the proposed facility needs to be reduced in size, specification or quality to achieve cost savings.

## 8 REASON FOR RECOMMENDATION

- 8.1 This community led development is an important part of the local community infrastructure provision and a recognised shortfall in provision for this large village. The Council is committed to supporting its delivery and enabling this to happen without delay, particularly as it is already partly funded through CIL. As a community infrastructure project this represents a good example of a community group, a private developer, the District Council and County Council playing important roles together to deliver a substantial community benefit. Based on the effect that CIL liability has on the viability of this development, and that the development will pay into CIL as well as take from it, the use of a further £149,478 of CIL funding to enable this essential community facility to progress should be supported.

### RECOMMENDATIONS

1. That this exceptional case for an increased award of CIL funding £149,478 for the construction of the Worlingham Community Facility is agreed.
2. That the CIL funding is released to Worlingham Community Facility at a later stage in its build to ensure that its construction is predominantly led by the developer's own direct delivery (consistent with the planning expectations and County Council landowner expectations).
3. That the existing award of CIL funds (£70,000) is maintained and paid in accordance with the current deed.

### BACKGROUND PAPERS

Community Infrastructure Levy Infrastructure Plan 2018

<https://www.eastsuffolk.gov.uk/assets/Your-Council/WDC-Council-Meetings/2018/September/Cabinet-12-09-18/06a-Appendix-A-Infrastructure-Plan-18-19-Cabinet.pdf>

September 2018 Waveney District Council Cabinet Report (Item 6 REP1837)

<https://www.eastsuffolk.gov.uk/assets/Your-Council/WDC-Council-Meetings/2018/September/Cabinet-12-09-18/06-CIL-reportFINAL-2.pdf>

Please note that copies of background papers have not been published on the Council's website [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk) but copies of the background papers listed below are available for public inspection free of charge by contacting the relevant Council Department.

Date	Type	Available From





**CABINET**

Tuesday 3 September 2019

**EAST SUFFOLK PERFORMANCE REPORT – QUARTERLY PERFORMANCE QUARTER 1 (2019-20)**

**EXECUTIVE SUMMARY**

1. The East Suffolk Performance Report provides a summarised overview of the performance of the Council and is aligned to the strategic deliverables within the East Suffolk Business Plan. This Quarterly Performance reports covers Quarter 1, the period from 1 April to 30 June 2019.
2. If there are any instances where performance is not adequately meeting targets, these are highlighted in the report detailing the actions being taken.
3. The performance report is under review and will continue to ensure it delivers outcomes and changes to the East Suffolk Business Plan.

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 Leader of the Council <a href="mailto:Steve.gallant@eastsuffolk.gov.uk">Steve.gallant@eastsuffolk.gov.uk</a> / Tel: 01394 276336
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## 1. INTRODUCTION

1.1 This Quarterly Performance Report has been produced to summarise the Council's performance for the first quarter of 2019/20 (1 April to 30 June 2019). It captures how the Council performed and reports against deliverables within the East Suffolk Business Plan. The report contains information provided by all individual services and key strategic partner organisations.

## 2. REPORT

2.1 The report highlights activities and key achievements under each of the strategic deliverables (Economic Growth, Enabling Communities and Financial Self-Sufficiency) and Key Performance Indicators (KPIs) monitor performance.

2.2 Performance has been captured in each service area which includes an analysis of performance indicators (incorporated KPIs) and measures. This includes key indicators which reflect the direction of travel in terms of the Council's performance. Performance of partners is included within KPIs and other performance updates. Progress and targets relating to corporate risks are also summarised.

2.3 This report is managed on a continued improvement and development approach which may result in further changes to the existing format.

## 3. OTHER OPTIONS CONSIDERED

3.1 Quarterly Performance Reports enable the Cabinet, other Members of the Council and the public to scrutinise the performance of the Council against strategic deliverables and key indicators in accordance with the approved Business Plan.

## RECOMMENDATION

That the East Suffolk Performance Report for Quarter 1 be received.
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APPENDICES	
Appendix A	National Performance Indicators and LG Inform Pls

BACKGROUND PAPERS
None



# East Suffolk Performance Report

## Quarter 1 (2019/20)

## Content Page

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## Highlights Quarter 1 (2019/20) - 1 April to 30 June 2019

### Enabling Communities



#### Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI
1	2	5	5

#### Highlights

- 115.12 kg residual waste collected per household (target: 122.17kg)
- 48.37% household waste sent for recycling and composting (target: 46.62%)
- 380 fly tipping incidents reported
- 141 fly tipping enforcement actions
- 187,840 Places for People - leisure participation levels across all sites (target: 146,739)
- 138,163 Sentinel Leisure Trust (target tbc)
- 57 applicants in temporary accommodation at end of Q1 (snapshot)

### Economic Growth



#### Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI
0	0	4	1

#### Highlights

- 529 businesses engaged with (target: 407), 247 businesses received direct support
- £136k income generated (target: £130k)
- 500m<sup>2</sup> land regenerated (at target)
- 98% food hygiene rating (target: 95%)
- Minor planning applications – 67% (104 of 154) determined in 8 weeks (target: 65%)
- Major planning applications – 100% (13) determined in 13 weeks (target: 60%)
- Other planning applications - 85% (437 of 516) (target: 80%)
- 210 net dwellings completed (annual target: 916), 926 units currently under construction

### Financial Self-Sufficiency



#### Key Performance Indicators (KPIs)

Red	Amber	Green	Yearly KPI
5	0	6	0

#### Highlights

- 133,332 visitors to East Suffolk website (increase of 3.4%)
- 99.7% ICT network availability (target: 98%)
- 11.36 days taken to process Housing Benefit new claims (target: 12 days)
- Local Authority Overpayments – 0.10% (target 0.35%)
- Two Local Government Ombudsman complaints received in year (target nil)
- 26% of abandoned calls (target: below 10%)
- 49.83% of complaints upheld/partially upheld (target: 30%)
- Learning from complaints 43.25% (target: min 30%)
- Savings achieved – At end of Q1 savings targets included in 2019/20 budget expected to be achieved

## 1. Performance Criteria

The East Suffolk Performance Report summarises the Council’s performance for each quarter. This report is in relation to Quarter 1 (1<sup>st</sup> April to 30<sup>th</sup> June 2019) for 2019/20. Information is reported on how the Council is performing against the strategic deliverables within the East Suffolk Business Plan, which includes detailed monitoring of KPIs. Appendix A captures progress on Performance Indicators (PIs) that are reported nationally or within LG Inform (*LGA website publishes information allowing comparisons, transparency and benchmarking against other authorities*). The table below explains symbols and criteria used to monitor and record performance within the Council.

<b>Strategic Deliverables</b>	<b>Green</b>	Target met	Identifies current RAG status for performance
	<b>Amber</b>	Within Tolerance / On track to be achieved	
	<b>Red</b>	Target not met / significantly below	
	n/a	Not applicable for quarter (e.g. yearly only)	
<b>Key Performance Indicators (KPIs)*</b>	😊 <b>Green</b>	Target met or exceeded	KPIs are defined nationally or by councils.
	😐 <b>Amber</b>	Performance slightly below target (within 5%)	
	😞 <b>Red</b>	Performance significantly below target (more than 5%)	
	n/a	Not applicable for quarter (e.g. yearly only)	

\* Where these are used to show trends, performance is compared to the previous quarter.

Appropriate measures are in place to ensure that KPIs are monitored and improved in the future.

## 2. Key Performance Indicators Overview

Below is a summary of the Council’s performance recorded against the strategic deliverables during Quarter 1 (2019/20):

Strategic Deliverables	Total	Quarterly KPI Status			Yearly KPI
		Red	Amber	Green	
Enabling Communities	13	1	2	5	5
Economic Growth	5	0	0	4	1
Financial Self-Sufficiency	11	5	0	6	0
<b>Total</b>	<b>29</b>	<b>6</b>	<b>2</b>	<b>15</b>	<b>6</b>



## 3. Economic Growth

Of the five KPIs for Economic Growth one was not applicable as it is a yearly target.

### High-level Summary of the Current Status for each KPI

Key Performance Indicator	Performance Indicator detail	Current Status Q1
<b>Economic Growth</b>		
<b>Income Generation</b>	Income generated through project work (e.g. EZ's) or external funding attracted.	😊 Green
<b>Business Engagement</b>	Total number of businesses engaged with	😊 Green
<b>Land Regenerated</b>	Total amount of land regenerated in m <sup>2</sup> .	😊 Green
<b>Net dwellings completed</b>	Net number of new homes completed.	n/a
<b>Food Hygiene Rating (% at 3-5)</b>	Percentage at 3-5 food hygiene rating i.e. rated 'generally satisfactory' or better.	😊 Green

### Full Performance Details for each KPI

KPI	KPI Detail	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards end of year actual)
<b>Income Generation</b>	Income generated through project work (e.g. EZ's) or external funding attracted	😊 Green	£130,000	£136,000	£5,000		£0		£509,004		£644,004	£136,000	Above target
	Income generation expectations were exceeded in Quarter 1, primarily due to a contribution from the historic flood fund which has been successfully allocated to support public realm projects.												
<b>Business Engagement</b>	Total number of businesses engaged with	😊 Green	407	529	422		407		402		1638	529	Above target
	Business engagement exceeded targets for Quarter 1. Of the 529 engagements, 247 businesses received direct support.												

## East Suffolk Performance Report Q1

KPI	KPI Detail	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards end of year actual)
<b>Land Regenerated</b>	Total amount of land regenerated in m <sup>2</sup>	😊 Green	500m <sup>2</sup>	500m <sup>2</sup>	3,900m <sup>2</sup>		0		123,300m <sup>2</sup>		127,700m <sup>2</sup>	500m <sup>2</sup>	On target
			Land regenerated was on target for Quarter 1 following the successful development of Cowell Marine through Economic Development and Regeneration intervention.										
<b>Net dwellings completed</b>	Net number of new homes completed	n/a	n/a	210	n/a		n/a		n/a		916	210	On target
			The annual target of 916 is based on the addition of the adopted Local Plan housing figure (374) for the former Waveney area and most up to date figure (542) for the former Suffolk Coastal area using the Government's New Methodology for calculating housing need. Quarterly targets are not set as they can be volatile and almost impossible to influence over such a short time period. Quarter 1 delivery for both parts of the District show a positive start to the year and similar to Quarter 1 in 2018/19. Delivery usually increases during the year and with a total of 926 units currently under construction it is anticipated the annual target will be met. The recent adoption of the Local Plan for the former Waveney area and the advanced stage of the Local Plan for the former Suffolk Coastal area, increase certainty for developers and should assist in increasing delivery.										
<b>Food Hygiene Rating (% at 3-5)</b>	Percentage at 3-5 food hygiene rating i.e. rated 'generally satisfactory' or better.	😊 Green	95%	98%	95%		95%		95%		95%	98%	Above target
			A risk-based approach will continue to be applied to poor complying businesses.										

### 4. Enabling Communities

Of the 13 KPIs for Enabling Communities, five were not applicable due to targets currently being under review.

#### High-level Summary of the Current Status for each KPI

Key Performance Indicator	Performance Indicator detail	Current Status Q1
Increase participation (Places for People)	Increase participation for all activities (PforP)- combined throughput (footfall) figures for all sites	😊 Green
Increase participation (Sentinel Leisure Trust)	Increase participation for all activities (SLT) combined throughput (footfall) figures for all sites	n/a
Number of homeless preventions under the Prevention Duty	Number of homeless preventions under the Prevention Duty	n/a
Number of homeless preventions under the Relief Duty	Number of homeless preventions under the Relief Duty	n/a
Percentage of applicants housed from the register who are in reasonable preference group	Percentage of applicants housed from the register	n/a
Affordable Homes Completed	Net number of new affordable homes completed	n/a
Disabled Facilities and Renovation Grants spent	Percentage of grant budget spent for Disabled Facilities and Renovation Grants	😊 Amber
Disabled Facilities and Renovation Grants budget committed	Percentage of the grant budget committed (grants approved) for Disabled Facilities and Renovation Grants	😊 Amber
Residential properties where category 1 hazards and significant cat 2 hazards have been remedied	Number of residential properties where category 1 and significant cat 2 hazards have been remedied: <i>(a) by service of Notices; and (b) other action.</i>	😊 Green
Debt owed as rent to the Council	Amount of debt owed as rent to Council as a percentage of the rental debit raised for the period.	😊 Green
Void property	No. of calendar days a property is unlet for a routine 'void' (one that is not undergoing major works or defined as hard-to-let)	😞 Red
Household waste sent for reuse, recycling and composting	Percentage of household waste sent for reuse, recycling and composting	😊 Green
Residual waste per household	Kg of waste per household	😊 Green

## East Suffolk Performance Report Q1

### Full Performance Details for each KPI

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Increase participation (Places for People)</b>	Increase participation for all activities combined throughput (footfall) figures for all sites	😊 Green	146,739	187,840	225,900		212,493		227,028		812,160	187,840	Above target
			Performance exceeded its target due to continued high membership numbers and attendance of the redeveloped Deben Leisure Centre, which has over circa 200 members above year 3 target.										
<b>Increase participation (Sentinel Leisure Trust)</b>	Increase participation for all activities combined throughput (footfall) figures for all sites	n/a	tbc	138,163	tbc		tbc		tbc		tbc	138,163	tbc
			Targets for 2019/20 to be agreed, which will need to consider Bungay closures to date and future closure for redevelopment. In Quarter 1 2018/19 the actual participation figure was 172,613 which presents a drop this year of 34,450, this is due to continued issues at Bungay pool and gym (complete closure in April and drop in memberships of c30%). Waterlane Leisure Centre's participation figures this year had increased compared to last year by 4% in Quarter 1 showing good growth in participation at the principal site.										
<b>Number of homeless preventions under the Prevention Duty</b>	Number of homeless preventions under the Prevention Duty	n/a	n/a	42	n/a		tbc		tbc		n/a	42	n/a
			We have recently transferred data from one system to another and the data is not considered to be reliable. An exercise is being conducted so that data through H-CLIC will be fully accurate however this is not due for submission yet, so this figure is subject to change. Targets are also under review in line with Housing legislation										
<b>Number of homeless preventions under the Relief Duty</b>	Number of homeless preventions under the Relief Duty	n/a	n/a	13	n/a		tbc		tbc		n/a	13	n/a
			We have recently transferred data from one system to another and the data is not considered to be reliable. An exercise is being conducted so that data through H-CLIC will be fully accurate, however this is not due for submission, so this figure is subject to change. Targets are also under review in-line with Housing legislation.										
<b>Percentage of applicants housed from register who are in reasonable preference group</b>	Percentage of applicants housed from the register	n/a	n/a	76%	n/a		n/a		n/a		n/a	76%	n/a
			Total number of allocations is 270 of which 205 were allocated in bands A-C. Targets are under review.										

## East Suffolk Performance Report Q1

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Affordable Homes Completed</b>	Net number of new affordable homes completed	n/a	n/a	99	n/a		n/a		n/a		250	99	On target
			The yearly target of 250 is identified in the East Suffolk Housing Strategy based on 100 dwellings for the former Suffolk Coastal area and 150 for the former Waveney area. Quarterly targets are not set as they can be volatile and almost impossible to influence over such a short time period. Quarter 1 delivery of 99 units provides a good start to the year but meeting the annual target could be challenging with 111 currently under construction. The recent adoption of the Local Plan for the former Waveney area and the advanced stage of the Local Plan for the former Suffolk Coastal area, increase certainty for developers and should assist in increasing delivery.										
<b>Disabled Facilities and Renovation Grants spent</b>	Percentage of grant budget spent for Disabled Facilities and Renovation Grants	☺ Amber	25% (DFG) 25% (RG)	<b>DFG = 12.7%</b> <b>RG = 9.38%</b>	25%		25%		25%		100%	<b>DFG = 12.7%</b> <b>RG = 9.38%</b>	On target
			The percentage of disabled facilities and renovation grants spent for Quarter 1 was slightly below the 25% target (disabled facilities grant was 12.7% and renovation grant was 9.38%). Orbit Housing Association advised that there were a number of finished DFG jobs that had not been forwarded for payment due to staff issues, this has now been addressed. Targets for renovation grants are the budget spread across the 4-year programme of the Private Sector Housing Strategy (i.e. over 16 quarters).										
<b>Disabled Facilities and Renovation Grants budget committed</b>	Percentage of the grant budget committed (grants approved) for Disabled Facilities and Renovation Grants	☺ Amber	25% (DFG) 25% (RG)	<b>DFG = 18.7%</b> <b>RG = 15.13%</b>	25%		25%		25%		100%	<b>DFG = 18.7%</b> <b>RG = 15.13%</b>	On target
			Performance in Quarter 1 for disabled facilities and renovation grants budget committed was slightly below its 25% target (DFG 18.7% and RG 15.13%). The new East Suffolk Private Sector Housing Strategy has resulted in a renovation grant becoming available in the old WDC for the first time for many years. Application packs were not available until June but there is substantial interest in the grants particularly from landlords and in the Heritage Action Zone (HAZ) area where the budget underpins the valuable work to improve housing standards.										
<b>Residential properties where category 1 hazards and</b>	Number of residential properties where category 1 and	☺ Green	(a) 20 (b) 10	<b>(a) 2</b> <b>(b) 39</b>	(a) 20 (b) 10		(a) 20 (b) 10		(a) 20 (b) 10		(a) 20 (b) 100	<b>(a) 2</b> <b>(b) 39</b>	On target

## East Suffolk Performance Report Q1

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>significant cat 2 hazards have been remedied</b>	significant cat 2 hazards have been remedied: <i>(a) by service of Notices;</i> <i>(b) other action.</i>		More informal action to resolve issues than formal enforcement action which is a positive indication of working with landlords in a cooperative.										
<b>Debt owed as rent to the Council</b>	Amount of debt owed as rent to the Council as a percentage of the rental debit raised for the period.	😊 Green	4.38%	4.34%	5.14%		4.84%		3.90%		4.57%	4.34%	On target
			This is a rise from year end on 31.03.19, but is typical of pattern of arrears for Quarter 1. Part of this rise can be attributed to the decrease in the total debit as the weekly rents have reduced by 1%. This is still a reduction on Quarter 1 in 2018/19 which was 4.38%. Predictive analytical software has been successful in reducing the caseload for Rent Officers and has picked up cases that were not being recommended for action by our Housing Management system including cases currently in credit allowing for arrears to be prevented rather than simply reacting once they were already there. We continue to be affected by Universal Credit (UC) with nearly a quarter of all tenants now in receipt of UC as opposed to heritage benefits, our UC cases sit with a much higher average debt than our Housing Benefit cases.										
<b>Void property</b>	No. of calendar days a property is unlet for a routine 'void' (one that is not undergoing major works or defined as hard-to-let)	😞 Red	25 days	35.6 days	25 days		25 days		25 days		25 days	35.6 days	Below target
			Performance in Quarter 1 relating to the number of days a property is unlet for a routine 'void' property was 35.6 days which did not meet its target of 25 days. The Housing Team had been affected by holidays in the quarter (May was the final month for leave to be used) and due to the small size of the team it can be difficult to provide sufficient cover. A new build handover of 16 properties (a large amount of properties to deal with at once) also impacted on performance and the team's capacity at the start of the quarter.										
<b>Household waste sent for reuse, recycling and composting (NI 192)</b>	Percentage of household waste sent for reuse, recycling and composting	😊 Green	46.62%	48.37%	46.72%		45.15%		39.72%		44.62%	48.37%	On target
			Performance for Quarter 1 was above target due to the continued introduction of garden waste.										



## East Suffolk Performance Report Q1

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Residual waste per household</b>	Kg of waste per household	😊 Green	122.17Kg	115.12kg	111.85kg		111.85kg		114.83kg		460.29kg	115.12kg	On target
		The amount of residual waste collected in Quarter 1 increased slightly compared to Quarter 4, by 329.14 tonnes (51.4% of waste collected). Year on year residual as decreased by 411 tonnes.											

### Waste Information

Suffolk Coastal and Waveney Norse delivers waste collection service on behalf of the Council, below is a high-level overview of progress for Quarter 1:

#### Waste:

- Compostable waste collected in Quarter 1 was higher (152 tonnes more) than the same quarter last year and is a consequence of the improved weather this year compared to last year. This is despite the introduction of the chargeable Garden Waste Scheme.
- The amount of residual waste collected in Quarter 1 increased slightly compared to Quarter 4, by 407 tonnes (51.4% of waste collected). Year on year residual decreased by 332 tonnes due to garden waste take-up.
- Despite above, 'household waste sent for reuse, recycling and composting' was 48.37% in Quarter 1, better than profiled quarterly target of 46.42%.

#### Fly Tipping:

- 380 fly tipping incidents were reported in Quarter 1, 87 incidents investigated and the rest had no evidence and were cleared. Work will continue with Suffolk Waste Partnership (SWP) on actions/campaigns to address fly tipping.
- 20 Fixed Penalties Notices (FPNs) were served for offences of littering, 1 FPN was served for offences of fly tipping and 1 FPN for the offence for a duty of care offence. 34 other related complaints were investigated to other waste related complaints.
- In Quarter 1, 124 abandoned vehicles were reported, all were investigated by Strategic Waste and Environmental Enforcement Team resulting in 4 vehicles removed and stored, 1 vehicle destroyed.

### Initiatives:

- Other initiatives supported in Quarter 1 included:
  - Re-launch of 'Love East Suffolk community litter picking scheme';
  - 52 litter picks in district, carried out by various organisations, charities, parish councils, businesses, helping to keep district free and clean of litter.
  - Operation Sentinel carried out in June with Multiagency partners including Trading Standards, Suffolk Police, DVLA and DVSA. 18 commercial vehicles searched and drivers questioned regarding offences relating to the transportation of waste.
- Joint working with Environmental Health Team on two fly-tipping cases by the same perpetrator. Regular joint working with Private Sector Housing Team regarding accumulations of household waste in private rented properties and on private land, as well as joint working/ investigation with people living in reported abandoned caravans.
- Regular area walkabouts in Kirkley with a town/district councillor and a local resident/activist to highlight the issues around littering and fly-tipping in a deprived ward of south Lowestoft.
- Supporting businesses in Lowestoft High Street actively wanting to keep High Street clean and clear for customers through working closely to identify perpetrators of fly tipping and littering.
- Regular fortnightly seafront patrols in Lowestoft and Southwold (not in peak tourist season) as well as regular patrolling of Normanston Park and Carlton Marshes with regard the Public Space Protection Order (PSPO).

### 5. Financial Self-Sufficiency

Of the 11 KPIs for Financial Self-Sufficiency in Quarter 1, six KPIs were green and five were red.

#### High-level Summary of the Current Status for each KPI

Key Performance Indicator	Performance Indicator detail	Current Status Q1
<b>Financial Self-Sufficiency</b>		
<b>Complaints</b>	Percentage of complaints upheld/partially upheld	☹️ Red
<b>Learning from complaints</b>	% complaints where learning has been implemented to prevent a recurrence	😊 Green
<b>Local Ombudsman Complaints with maladministration and/or service failure</b>	% of cases where the Ombudsman (LGSCO/HOS) find a service failure and/or administration	☹️ Red
<b>Abandon Call Rate</b>	Percentage of calls abandoned	☹️ Red
<b>Days taken to process Housing Benefit new claims and changes</b>	Days taken to process Housing Benefit new claims and changes	😊 Green
<b>Local Authority Error Overpayments</b>	Number of overpayments raised as a result of Local Authority error	😊 Green
<b>Net Business Rates Receipts payable to the Collection Fund</b>	Net Business Rates Receipts payable to the Collection Fund	☹️ Red
<b>Net Council Tax Receipts payable to the Collection Fund</b>	Net Council Tax Receipts payable to the Collection Fund	😊 Green
<b>Percentage of Corporate Sundry Debtors outstanding &gt; 90 days</b>	Percentage of Corporate Sundry Debtors outstanding > 90 days	☹️ Red
<b>Strong balances (General Fund balance)</b>	The Council maintains the level of General Fund balance at around 3%-5% (£3.6m-£6m) of its budgeted gross expenditure (in the region of £120m for East Suffolk).	😊 Green
<b>Savings Achieved</b>	Savings included in the budget for the year.	😊 Green

## East Suffolk Performance Report Q1

### Full Performance Details for each KPI

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Complaints</b>	Percentage of complaints upheld / partially upheld	☹️ Red	Max 30%	49.83%	Max 30%		Max 30%		Max 30%		Max 30%	49.83%	Below Target
			<p>Performance relating to complaints which were upheld/partially upheld had not been achieved in Quarter 1 (49.83%) against its 30% target. Of 289 complaints closed in this period, 96 related to the garden waste scheme, either policy changes, renewal or bin upgrade issues, 58 of these complaints were upheld (60%). 51 complaints related to revenues and benefits issues, 25 of these were upheld (49%). 27 related to planning, of which 6 were upheld (22%). 23 of the complaints (8%) closed were stage 2 complaints (complaints which had not been resolved to the customer's satisfaction at stage 1 of the procedure). The numbers of complaints remain high and will continue to be monitored, also targets for the financial year are to be reviewed.</p> <p><i>(2019/20 targets to be reviewed).</i></p>										
<b>Learning from complaints</b>	% complaints where learning has been implemented to prevent a recurrence	😊 Green	Min 15%	43.25%	Min 15%		Min 15%		Min 15%		Min 15%	43.25%	Above target
			<p>Learning from complaints to be reviewed. The percentage of complaints where learning is specified remains above target but repeat issues (across multiple customers) also remained high.</p>										
<b>Local Ombudsman Complaints with maladministration and/or service failure</b>	% of cases where the Ombudsman (LGSCO/HOS) find a service failure and/ or administration	☹️ Red	0	18.18%	0		0		0		0	18.18%	Below Target
			<p>In Quarter 1, there were two cases (18.18%) decided which were upheld by the Local Government and Social Care Ombudsman (LGSCO) resulting in not achieving the target of 'no cases'. Of the two cases, one related to planning, the other for Norse/partnerships. In each case, the LGSCO took issue with unnecessary delays and awarded £500 to the complainants.</p>										

## East Suffolk Performance Report Q1

KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Abandon Call Rate</b>	Percentage of calls abandoned	☹️ Red	10%	26%	10%		10%		10%		10%	26%	Below Target
			Performance had not reached its target of below 10%, with 26% recorded for Quarter 1. A number of reasons contributed to this performance including peak demand of customer contacts at the beginning of the financial year. In particular, annual council tax billing resulted in a high level of calls. The unavailability of IT to support these calls for the first 3 weeks of April, resulted in customers making repeated calls. A new PCI compliant payment system was also introduced to securely handle payments, which increased call length times. Garden waste renewals continued across East Suffolk in Quarter 1 resulting in additional calls. The nature of these calls were for subscription renewals, progress chasing of bin deliveries and collections, and complaints where external partners had failed to provide the expected service. There was also an increase in enquiries relating to the first District Elections for ESC and the European Election from electors. The team received 32,650 calls in April, an increase of 14% compared to April 2018. Resources were prioritised resulting in an additional 5,400 calls being answered in Quarter 1, compared to 2018.										
<b>Days taken to process Housing Benefit new claims and changes</b>	Days taken to process Housing Benefit new claims and changes	😊 Green	12 days	11.36 days	12 days		12 days		12 days		12 days	11.36 days	On target
			Benefits performance is exceeding targets and is on track to achieve outturn for the year.										
<b>Local Authority Error Overpayments</b>	Number of overpayments raised as a result of Local Authority error	😊 Green	0.35%	0.10%	0.35%		0.35%		0.35%		0.35%	0.10%	On target
			Local Authority Error is above target which is aided by the processing days exceeding their targets.										
<b>Net Business Rates Receipts payable to the Collection Fund</b>	Net Business Rates Receipts payable to the Collection Fund	☹️ Red	£26,069,598	£24,147,964	£52,449,001		£75,940,098		£92,792,211		£92,792,211	£24,147,964	Below Target
			The Collection Fund is below target which is down to refunds in respect of backdated RV changes made by the Valuation Office Agency. Refunds of £2.760m had been paid in Quarter 1, of which £2m is in respect of Felixstowe Dock. These are accounted for in the Appeals Provision within the Financial Statements. As the appeals are accounted for within the provision it has been decided that the targets will not be amended.										

## East Suffolk Performance Report Q1

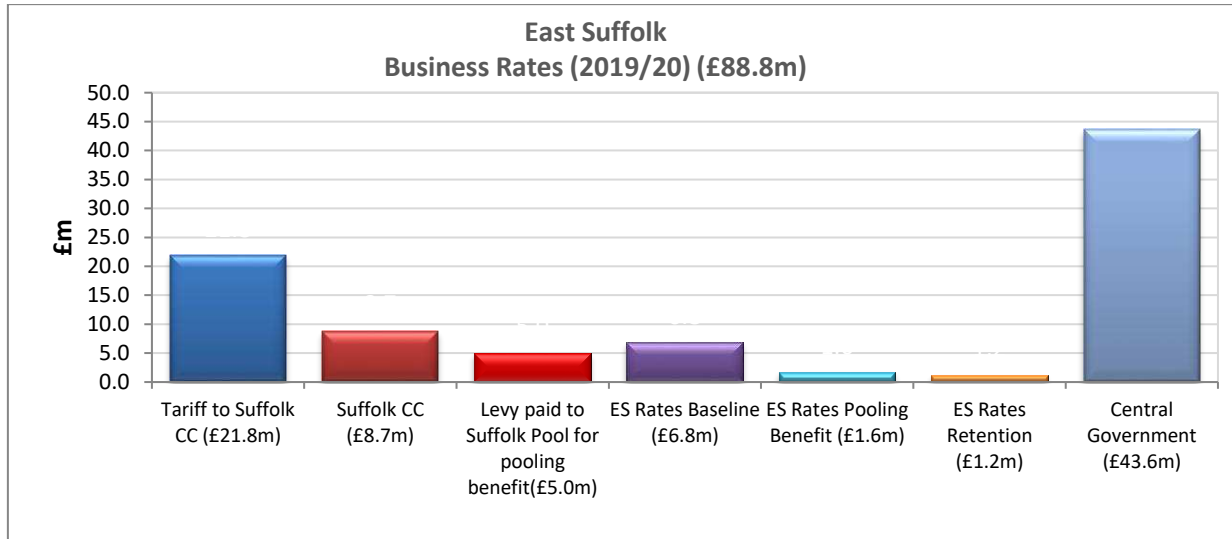
KPI	KPI Details	Current status for Q1	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)
<b>Net Council Tax Receipts payable to the Collection Fund</b>	Net Council Tax Receipts payable to the Collection Fund	😊 Green	£43,341,163	£43,402,134	£84,797,656		£126,320,823		£151,052,401		£151,052,401	£43,402,134	Above target
			As the tax base grows the net debit increases which should result in additional revenues being paid into the collection fund providing additional resources into the council's budget. Whilst the collection fund is slightly below target the actual collection rate remains above target.										
<b>Percentage of Corporate Sundry Debtors outstanding &gt; 90 days</b>	Percentage of Corporate Sundry Debtors outstanding > 90 days	😞 Red	<30%	35.25%	<30%		<30%		<30%		<30%	35.25%	Below Target
			The percentage of corporate sundry debtors outstanding in Quarter 4 was 60.78% and performance had improved in Quarter 1 at 35.25%, however, was still below the target of <30%. Performance continues to be affected by CIL invoices, recovery of which is handled outside of the normal debt management process following set CIL regulations. Adjusting for CIL invoicing performance is 13.80%, hence underlying performance is healthily ahead of target. The Receivables Team continues to work closely with the Development Team to ensure action is underway to recover CIL debt, and also with all other service areas to ensure debt management remains ahead of target.										
<b>Strong balances (General Fund balance)</b>	The Council maintains the level of General Fund balance at around 3%-5% (£3.6m-£6m) of its budgeted gross expenditure (in the region of £120m for East Suffolk).	😊 Green	£3.6m-£6m	£6,000,000	£3.6m-£6m		£3.6m-£6m		£3.6m-£6m		£3.6m-£6m	£6,000,000	On target
			As at the end of Quarter 1, the year-end forecast on the General Fund balance is £6m as set out in the 2019/20 Budget Report. There has been no unexpected use of the balance during Quarter 1.										
<b>Savings achieved</b>	Savings included in the budget for the year.	😊 Green	£798,600	£798,600	£798,600		£798,600		£798,600		£798,600	£798,600	On target
			As at the end of Quarter 1, the savings target included in the budget for 2019/20 is expected to be achieved.										



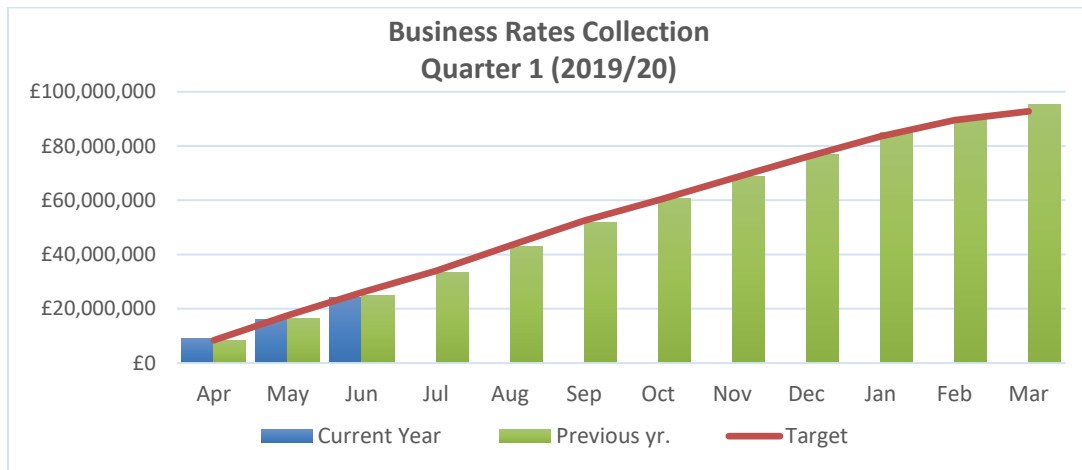
6. Business Rates, Council Tax and Housing Benefit

Business Rates

For illustrative purposes, the chart below shows the distribution of Non-Domestic Rates. The actual accounting entries for 2019/20 will differ from these figures primarily as a result of time lags in the national accounting arrangements for business rates. Increases or decreases in income are reflected as surpluses or deficits in future years in accordance with these arrangements.



Business Rates Collection:

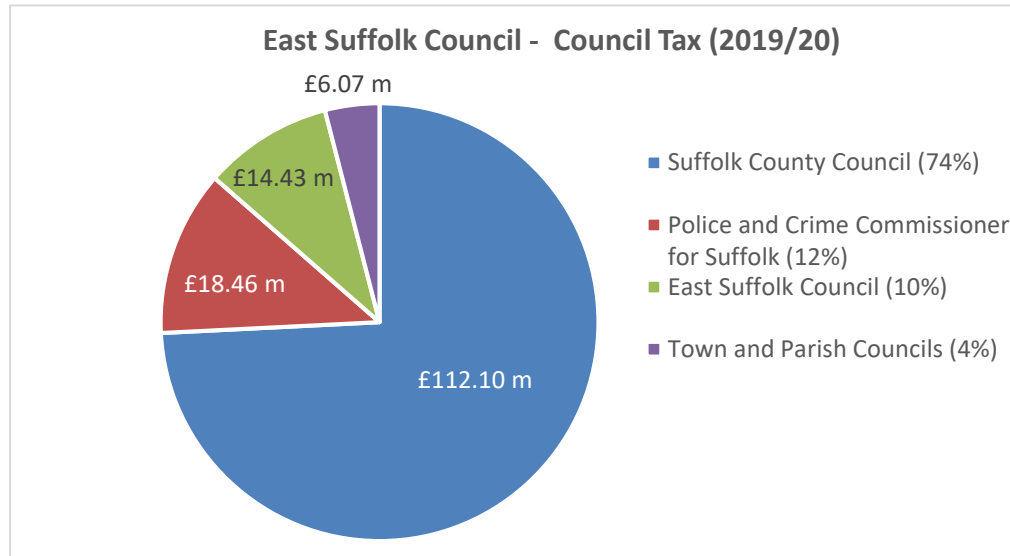


Quarter 1 Update:

Collection is on target for the current financial year. Further recovery action in 2018/19 resulted in collection of £50,376. However, in April 2019 no further monies had been received. Enforcement action in 2018/19 resulted in collection of £81,067. In April 2019, enforcement action had recovered £9,020.

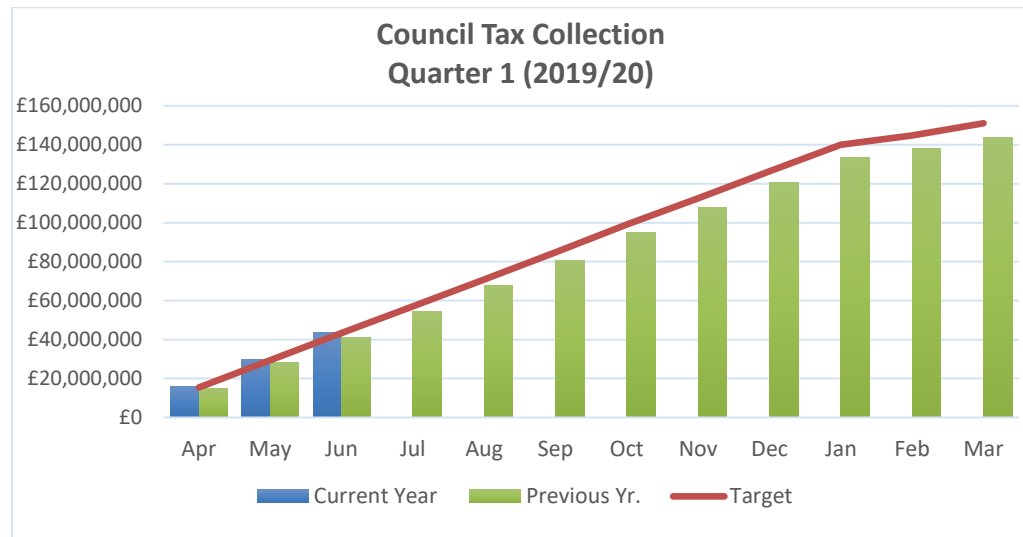
(Chart shows amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection).

## Council Tax



For illustrative purposes, this chart shows distribution of Council tax income. Actual increases or decreases in income compared to estimates will be reflected as surpluses or deficits in future years.

## Council Tax Collection:

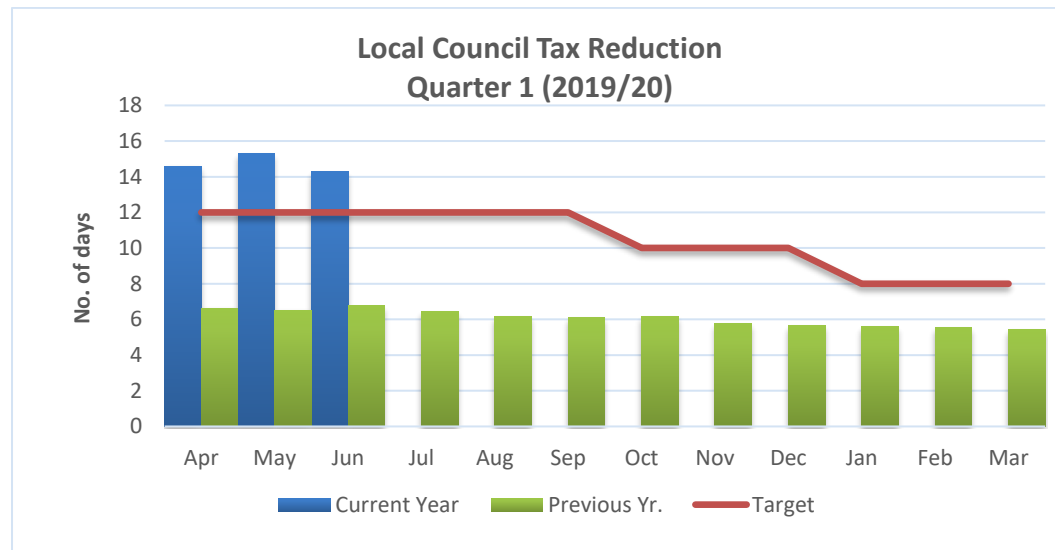


### Quarter 1 Update:

Collection is on target for the current financial year. Further recovery action in 2018/19 resulted in collection of £207,044. For the month of April 2019, £7,529 was collected. Enforcement action in 2018/19 resulted in collection of £990,032. In April 2019, enforcement action had recovered £79,666. Charging Orders had been obtained to secure £481,874 debt.

Above shows the amount of money required to be collected within the financial year, payable to the NNDR Collection Fund against the actual collection.

## Local Council Tax Reduction:

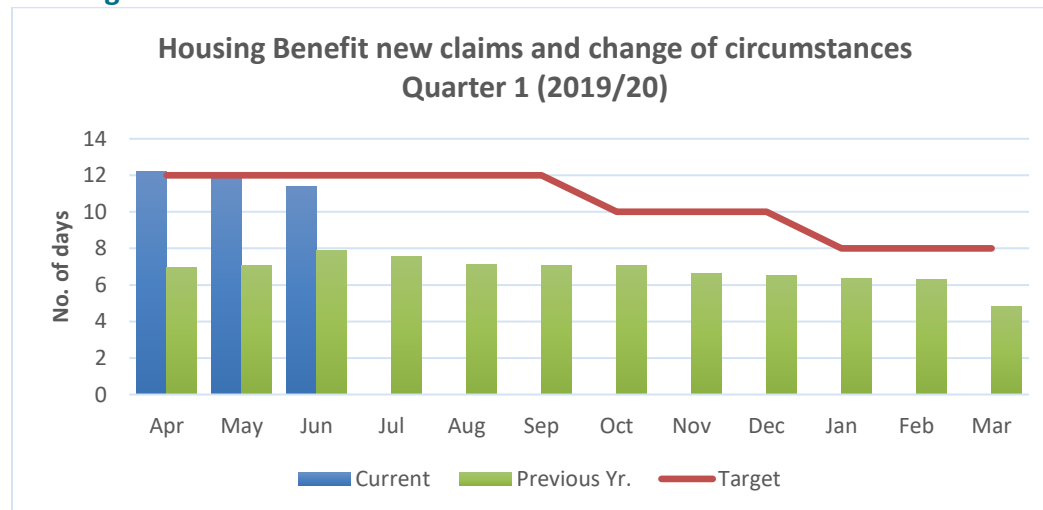


Above indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

### Quarter 1 Update:

The target for Quarter 1 was not achieved due to the downtime associated with the merger of East Suffolk and West Suffolk systems. During the first three weeks of April ARP was not able to process East Suffolk cases, and although worked to recover the position following the merged systems, inevitably caused delays. Cases are being targeted to minimise customer impact and it is expected that the annual target would be met at the end of the year.

## Housing Benefit:



Above indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

### Quarter 1 Update:

Whilst this indicator was exceeded for April, the target for Quarter 1 was not achieved due to the downtime associated with the merger of East Suffolk and West Suffolk systems. During the first three weeks of April ARP was not able to process East Suffolk cases, and although worked to recover the position following the merged systems, inevitably caused delays. ARP is targeting cases to minimise customer impact and is expecting to achieve the annual target at the end of the year.

### 7. Corporate Risks

A detailed review of the corporate risks is undertaken quarterly by Corporate Management Team at Corporate Governance Days, and Corporate Risk Management Group is held every six months to manage, monitor and consider risks including the management of the risk process. All Corporate Risks, significant for the Council, are reported to Audit and Governance Committee, high level details are:

Corporate Risk	Current rating	Target rating	Trend	Update
Medium Term Overview	Amber	Green	→	Continues to reflect uncertainty around national Government initiatives and potential impact. Medium Term Financial Strategy in place.
Asset Management Strategy	Amber	Green	↑	Asset review completed. All assets inspected, electronically recorded and uploaded to Uniform system in May 2019, this forms single database for Council's assets. AMS drafted, to be reported to AMG June and Cabinet in July.
ICT (including Disaster Recovery for ICT)	Amber	Amber	→	Action plans in place to continue to improve mitigation for cyber threats/risks. Risk at target rate.
Programme and Project Delivery	Amber	Green	↑	Corporate project management framework in place. Service Plans aligned to East Suffolk Business Plan.
Digital Transformational Services	Amber	Green	↑	Digital Services Strategy monitored. Projects reviewed to ensure compliance with Digital Strategy.
Welfare Reform (Universal Credit) Impact	Amber	Green	→	Welfare Reform likely to impact upon the Council's services. Current controls and mitigating actions in place to manage impact.
Housing Development Programme	Amber	Green	↑	Policies/protocols in place, updated/reviewed regularly. Housing Programme Board held to monitor developments and manage impacts.
Safeguarding	Amber	Green	→	Safeguarding Policy in place. Training for councillors and staff on safeguarding adults and children, established reporting process.
General Data Protection Regulation	Amber	Green	→	Implications if legislation breached. Controls in place include compliance with DPA 1998, GDPR project, Data Protection Officer member of local and national GDPR working groups.
Brexit	Amber	Green	→	A countywide Brexit group has been set-up where the council is represented.
East Suffolk Commercial Strategy	Amber	Green	→	Failure to implement East Suffolk Commercial Strategy. Risks to be reviewed and monitored.
Service Delivery Contracts / Partnerships (large/significant)	Amber	Green	↑	Regular review of Contract Procedure Rules ensuring alignment with business priorities and legislation. Partnership performance included within Internal Audit programme.
Service Delivery Contracts / Partnerships ('other')	Green	Green	↑	Contract management guidance being reviewed/ updated, which will then be communicated to officers.
Ethical Standards (maintain and promote)	Green	Green	→	Protocols and Codes of Conduct kept under constant review.
East Suffolk Business Plan	Green	Green	↑	To be reviewed.
Capital Programme	Green	Green	↑	Capital programme in place. Asset Mngt Group meets regularly and examines use/disposal of assets.

Within Quarter 1, the risk relating to Service Planning had been removed from Corporate Risk Register and is being monitored at service level. The risk relating to 'One Council - East Suffolk Council' had also been removed as the programme had been successful.

## National and LG Inform Performance Indicators

## Appendix A

National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q1)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 19/20 Actual	Q4 2019/20 Target	Q4 19/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)	Update/comment on quarters performance
<b>Planning</b>														
<b>Major planning applications determined</b>	Percentage of major planning applications determined in 13 wks	😊 Green	Target: 60.00% (Stretched Target: 65.00%)	<b>100% 13/13</b>	Target: 60.00% (Stretched Target: 65.00%)		Target: 60.00% (Stretched Target: 65.00%)		Target: 60.00% (Stretched Target: 65.00%)		Target: 60.00% (Stretched Target: 65.00%)	<b>100% 13/13</b>	Above target	Performance for the determination of major planning applications had successfully exceeded its Quarter 1 target.
<b>Minor planning applications determined</b>	Number of minor planning applications determined in 8 weeks	😊 Green	Target: 65.00% (Stretched Target: 75.00%)	<b>67% 104/154</b>	Target: 65.00% (Stretched Target: 75.00%)		Target: 65.00% (Stretched Target: 75.00%)		Target: 65.00% (Stretched Target: 75.00%)		Target: 65.00% (Stretched Target: 75.00%)	<b>67% 104/154</b>	On target	Planning instigated paperless working which will speed up time officers have to consider applications and instigated a six wk determination target for all minor and other applications unless exceptional circumstances. Some items were delayed in determination due to no Planning Cttee in May and bedding in of new referral process. Backlog is cleared and current trend is of improved performance.
<b>Other planning applications determined</b>	Percentage of other planning applications determined in 8 weeks	😊 Green	Target: 80.00% (Stretched Target: 90.00%)	<b>85% 437/516</b>	Target: 80.00% (Stretched Target: 90.00%)		Target: 80.00% (Stretched Target: 90.00%)		Target: 80.00% (Stretched Target: 90.00%)		Target: 80.00% (Stretched Target: 90.00%)	<b>85% 437/516</b>	On target	Planning instigated paperless working which will speed up time officers have the application to consider, and also instigated a six-week determination target for all minor & other applications unless exceptional circumstances. Current trend is one of improved performance levels.

## East Suffolk Performance Report Q1

National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q1)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)	Update/comment on quarters performance
<b>Housing</b>														
Number of applicants in temporary accommodation	The number of applicants in TA at the end of each quarter. (Snapshot at end of each of quarter)	n/a	tbc	57	tbc		tbc		tbc		tbc	57	tbc	There were 57 applicants in temporary accommodation at the end of Quarter 1.
<b>Customers</b>														
Complaints	Percentage of complaints upheld / partially upheld (per 10,000 population)	n/a	n/a	14.01	n/a		n/a		n/a		n/a	14.01	On target	Training delivered to managers/team leaders on identifying complaints which will assist with improving customer satisfaction in future.
<b>Green Environment</b>														
Household waste sent for reuse, recycling and composting (NI 192)	Percentage of household waste sent for reuse, recycling and composting	😊 Green	46.62%	48.37%	46.72%		45.15%		39.72%		44.62%	48.37%	On target	Performance for Quarter 1 was above target due to the continued introduction of garden waste.
Residual waste per household	Kg of waste per household	😊 Green	122.17kg	115.12kg	111.85kg		111.85kg		114.83kg		460.29Kg	115.12kg	On target	Amount of residual waste collected in Q1 increased slightly compared to Q4, by 329.14 tonnes (51.4% of waste collected). Year on year residual as decreased by 411 tonnes.
Flytips reported	Number of reported fly tipping incidents per quarter	n/a	n/a	380	tbc		tbc		tbc		tbc	380	tbc	Number of fly tipping incidents was lower than Q1 of 2018/19 (combined figure - 461). Further investigation into these figures is required. Targets figures to be reviewed.



## East Suffolk Performance Report Q1

National & LG Inform Performance Indicators	Performance Indicator detail	Current status (for Q1)	Q1 2019/20 Target	Q1 2019/20 Actual	Q2 2019/20 Target	Q2 2019/20 Actual	Q3 2019/20 Target	Q3 2019/20 Actual	Q4 2019/20 Target	Q4 2019/20 Actual	Yearly Target	Year to Date Actual	Projected Direction (towards End of Year Actual)	Update/comment on quarters performance
<b>Flytipping enforcement notices</b>	Number of fly tipping enforcement actions	<i>n/a</i>	<i>n/a</i>	<b>141</b>	<i>tbc</i>		<i>tbc</i>		<i>tbc</i>		<i>tbc</i>	<b>141</b>	<i>tbc</i>	The actual is lower than same period of the previous year (combined figure of 458). Further investigation into these figures is required. Targets to be reviewed.
<b>Resources</b>														
<b>Website visitors</b>	Number of unique website visitors	<i>n/a</i>	<i>n/a</i>	<b>133,332</b>	<i>n/a</i>		<i>n/a</i>		<i>n/a</i>		<i>n/a</i>	<b>133,332</b>	On target	Number of unique website users had increased by 3.4% compared to the same period of 2018/19.
<b>ICT Network Availability</b>	Percentage of ICT network availability	😊 Green	<b>98%</b>	<b>99.7%</b>	98%		98%		98%		98%	<b>99.7%</b>	On target	ICT network availability exceeded its target, particularly excellent performance due to the many changes that took place with the introduction of ESC.
<b>Sickness absence</b>	Number of days/shifts lost due to sickness absence per FTE	😊 Green	1.7 days	<b>0.83 days</b>	1.7 days		1.7 days		1.7 days		6.8 days	<b>0.83 days</b>	On target	Figures are lower than the target for this quarter. HR continue to work closely with managers to further reduce absence management, and work towards implementing further healthy workplace initiatives.