



GREAT YARMOUTH
BOROUGH COUNCIL

Environment Committee

Date: Wednesday, 12 April 2017

Time: 18:30

Venue: Supper Room

Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest arises, so that it can be included in the minutes.

- 3 MINUTES 4 - 8**
- To confirm the minutes of the meeting held on the 1 March 2017.
- 4 MATTERS ARISING**
- To consider any matters arising from the above minutes.
- 5 FORWARD PLAN 9 - 9**
- Forward Plan attached.
- 6 CAPITAL PROJECTS - PUBLIC CONVENIENCE 10 - 13**
REFURBISHMENT 2017-18
- Report attached.
- 7 CLEANSING OF MAIN ROADS - UPDATE 14 - 15**
- Report attached.
- 8 REVIEW OF SERVICES PROVIDED BY GYB SERVICES 16 - 17**
- Report attached.
- 9 ANY OTHER BUSINESS**
- To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.
- 10 EXCLUSION OF PUBLIC**
- In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-
- "That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

11 **GREAT YARMOUTH BOROUGH SERVICES BUSINESS PLAN**
2017-18
Details

Environment Committee

Minutes

Wednesday, 01 March 2017 at 18:30

Present :-

Councillor Smith (in the Chair); Councillors Annison, Bensly, Fairhead, Hacon, Hanton, Grant, Pratt, Smith, Walch, Waters-Bunn, Wright

Councillor Carpenter attended as substitute for Councillor Weymouth

Also in attendance :-

Mrs J Beck (Director of Customer Services), Mr B Parker (Head of Coastal Management Coastal Partnership East), Mr B Harris (Coastal Manager), Mr G Buck (Group Manager, Environmental Health), and Mrs S Wintle (Member Services Officer).

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Jones and Weymouth.

2 DECLARATIONS OF INTEREST

There were no Declarations of Interest declared at the meeting.

3 MINUTES

The minutes of the meeting held on the 25 January 2017 were confirmed.

4 MATTERS ARISING

The Director of Customer Services reported that to date no update had been received from Highways England in relation to the maintenance of roundabouts but that work would continue on this matter.

5 FORWARD PLAN - ENVIRONMENT

The Chairman reported on items that were to be considered by the Environment Committee at future meetings.

Councillor Waters - Bunn made reference to the previous Air Quality report which had been considered by Members and asked whether an update would be brought back to the Committee. The Group Manager, Environmental Health advised that an Air Quality review report would be brought back to the Committee at a later date.

RESOLVED :

(1) That subject to the following amendments the Committee received the Forward Plan for the Environment Committee:-

(a) That Review of Waste Collection and Air Quality Review be added as additional items to the Environment Forward Plan.

(b) That the item relating to the Boardwalk remain on the Environment Forward Plan

6 SHORELINE MANAGEMENT PLAN POLICY CHANGE FOR HOPTON

The Committee considered the Head of Coastal Management Coastal Partnership East's report which asked Members to consider approving the change of Shoreline Management Plan (SMP) policy for sub cell 6.20 Hopton to "Hold the Line" for both medium and long term and to authorise Officers to seek approval with other organisations in accordance with the change procedure detailed within the report.

Councillor Grant asked what was anticipated in years when referring to long term, and he was advised that 2105 was the anticipated time frame, however these would be subject to review.

Members commended the work that had been undertaken by the Head of Coastal Management and his team.

RESOLVED :

(1) That approval be given to the change of policy for sub cell 6.20 Hopton to "Hold the Line" for both medium and long term.

(2) That authorisation be given to Officers to seek approval with other organisations in accordance with the change procedure detailed within the report and proceed for endorsement from the Eastern Regional Flood and Coastal Committee (RFCC) and final approval from the Environment Agency.

7 QUARTER 3 PERFORMANCE REPORT

The Committee considered the Director of Customer Services report which provided Members with an update on current performance of Environment Committee measures for the third quarter of 2016/17 (Oct-Dec) where progress is assessed against targets which are set at the start of the financial year.

Councillor Waters - Bunn asked in relation to refuse collections and why on some rounds both the black and green bins were emptied together, and she was advised that within the areas of communal bins if refuse collectors find a recycling bin that has been heavily contaminated, this will then be emptied with the normal residual round to allow residents to begin recycling again appropriately. With normal 240litre wheeled bins, if the green bin is found to be contaminated a sticker is attached and the bin not emptied. Environmental services are then advised and a visit is made to the householder to talk about recycling. However, Members were advised that contamination within communal bins remain a big issue to the refuse collection rounds and this is an area that will be targeted in the drive to reduce contamination rates overall.

The Group Manager, (Environmental Health) reported that it was hoped that a re-introduction of a second Waste Communications Officer within Environmental Services would help to reduce the percentage in contamination by working to re educate residents which had proved successful previously.

Councillor Wright raised concern in relation to the contamination of bins occurring once residents have placed recycling bin out for collection. The Group Manager, (Environmental Health) asked for details of the location of occurrence and stated that this issue would be addressed.

Councillor Carpenter made reference to Bin locks and suggested that previously these have been used as a method of reducing contamination. The Director of Customer Services advised of a scheme to "Change the Lid" that is being used as a measure to reduce contamination around communal bins.

The Group Manager, (Environmental Health) advised that soiled nappies remained one of the largest contaminates. Councillor Carpenter pointed out the need for new parents to be made aware, and she was advised that it was hoped a package could be delivered through to Doctors, GPs and hospitals to advise parents. Members discussed the issue of the need for appropriate outer

packaging labels to raise awareness of correct disposal.

Councillor Hacon asked whether there was an Environmental Officer who attended local schools to raise awareness, the Group Manager, (Environmental Health) stated that the Waste & Recycling Communications Officer had undertaken some work with schools, however it was hoped this would increase upon appointment of a second Waste Communications Officer.

Councillor Annison made reference to Garden Waste Services and asked when it was hoped this would be digitalised to enable Direct Debit Payments, and he was advised that this matter would be addressed in the near future as part of the Borough Council's digital roll out.

RESOLVED :

That all measures be monitored during the next quarter.

8 LITTER - HOPTON AND BEACON PARK ROUNDABOUT

Councillor Annison raised his concern to the amount of litter between the Hopton and Beacon Park Roundabouts, he advised that he had been in contact with Highways England who had stated that this issue was the responsibility of the Borough Council, The Director of Customer Services asked for a copy of the correspondence received from Highways England and suggested that the matter be raised at the next meeting of the Environment Committee.

9 ABANDONED VEHICLES

Councillor Carpenter raised her concerns in relation to the removal of PNC access for Officers who deal with abandoned Vehicles, she advised that Officers can no longer check if a vehicle is stolen, uninsured etc. Councillor Hanton advised that Suffolk Constabulary had taken control of both Norfolk and Suffolk and had therefore made the decision to withdraw the services.

Councillor Waters Bunn suggested a letter be sent to the Chief Inspector of Norfolk Police, Nathan Clark to raise the concerns of the Committee, Councillor Hacon suggested that PCC Lorne Green also be made aware of the Committee's concerns.

RESOLVED :

That a letter be sent to both Nathan Clarke, Chief Inspector of Norfolk police and PCC Lorne Green to state the concerns of the Committee in relation to the withdrawal of PNC access.

10 ST GEORGES PARK LIGHTING

The Director of Customer Services reported on an email that she had received from Mrs Staff, a resident of the Borough in relation to lighting at St Georges Park.

The Director of Customer Services advised that Mrs Staff had been made aware that that St Georges Park is not one of the priority areas for regeneration for the Borough therefore there would be no funding available from the Council for associated works and that there was a need to identify how repairs, maintenance and electricity costs would be covered.

Members were advised that a business case would need to be developed for the project, should the Committee be minded to approve proposals being brought forward.

In discussing the proposals the following issues were raised :-

- The Level of brightness produced from the lights
- The need to avoid Anti Social Behaviour within the park
- The timing of the lights

RESOLVED :

That approval be given to Mrs Staff to bring a proposal forward to the Environment Committee on the lighting at St Georges Park.

The meeting ended at: 20:30

Forward Plan for Environment Committee

	Matter for Decision	Report by	Pre Agenda Meeting (PAM)	Environment	Policy & Resources	Council
1	Capital Programme - Public Conveniences	Director of Customer Services	04/04/17	12/04/17		
2	Clensing of Main Roads - Update	Group Manager (Environment)	04/04/17	12/04/17		
3	GYB Services Business Plan 2017/18	Director of Customer Services	04/04/17	12/04/17		
4	Review of Services Provided by GYB Services	Director of Customer Services	04/04/17	12/04/17		
5	Footway lighting	Group Manager (Environment)	30/05/17	06/06/17		
6	Fully Accessible Toilet Changing Facilities	Director of Customer Services	29/08/17	06/09/17		
7	Board Walk - North Yarmouth	Director of Customer Services		TBC		

Subject: Capital Projects – Public Convenience Refurbishment 2017-18

Report to: EMT 6th April 2017
Environmental Committee 12th April 2017

Report by: Jane Beck Director of Customer Services

SUBJECT MATTER:

A rolling programme of public convenience refurbishments commenced in 2016-17. This report outlines the works undertaken to date and identifies options for consideration for the 2017-18 financial year.

Recommended: Members are asked to consider the information in this report and to identify two public convenience blocks located within Great Yarmouth and Gorleston for refurbishment in this financial year.

1. BACKGROUND

- 1.1 In 2014-15 a full review was undertaken of the public convenience facilities operated by the Council. As part of the review it was clear that a number of the toilet facilities within the Borough required significant investment.
- 1.2 As part of the budget process for 2016-17 Capital funding was identified to fully refurbish two conveniences blocks which are operated on an all year round basis. Work therefore commenced in January 2017 on the Jetty and High Street, Gorleston.
- 1.3 Work has now been completed for both of the above locations.

2. CURRENT POSITION

- 2.1 The Capital Programme for 2017-18 identifies a further capital fund of £160k set aside to fully refurbish further facilities within the Borough.
- 2.2 Based on a similar refurbishment cost to previous schemes it is anticipated that a minimum of two locations could again be completed utilising this fund.
- 2.3 Currently the all year operational public conveniences include:
 - The Conge, Great Yarmouth
 - Market Gates, Great Yarmouth
 - Euston Road, Great Yarmouth
 - Jetty, Great Yarmouth (refurbishment complete)
 - High Street, Gorleston (refurbishment complete)
 - Pier Head, Gorleston
 - High Street, Caister
 - The Green, Martham

2.4 Further seasonal public conveniences include:

- North Drive, Great Yarmouth
- Marina, Great Yarmouth (refurbished in 2014)
- Ravine, Gorleston

However, it is recommended that toilets with all year use and therefore the highest footfall are completed first.

2.5 There remains a number of additional seasonal facilities which although owned by Great Yarmouth Borough Council continue to be operated through the benefit of management agreements with Parish Council's, local businesses and individual operators these are currently excluded from this report.

3. OPTIONS

3.1 The refurbishments in 2016-17 were identified as a result of urgent repairs required within both locations which would have involved significant costs for drainage and ventilation changes, these have therefore been incorporated into the overall refurbishment.

3.2 The remaining public conveniences are all of a similar standard although there are not any notable repairs issues. This therefore offers the opportunity for the Committee to plan the priority order for the remaining refurbishments.

3.3 The issues to bring to the Committee for consideration involve future operations that may which to be considered as part of this process.

3.4 It is recommended that all summer season only facilities for capital refurbishments are considered at a later date subject to funding being available.

3.5 Locations:

- **The Conge** - falls within the Town Centre Masterplan area and is identified as being on the main route into the Town Centre, providing the only public convenience between the Railway Station and the Market Place. Although this facility has had a replacement floor within the last 4-5 years no other works have been undertaken.
- **Market Gates** – There remains challenges in relation to location of these facilities being under the Market Gates shopping centre. As part of this process it is felt that consideration should be given to the continued use of these facilities and that further investigations should be undertaken to establish usage. This property is currently on long term lease to GYBC.
- **Euston Road** – a significant refurbishment was undertaken 5 years ago although these facilities would still benefit from a refit it is felt that this could

be undertaken later in the programme.

- **Pier Head, Gorleston** – These facilities have significant usage during the summer season but also remain open all year. Works are required urgently to bring these facilities up to standard including improved ventilation.
- **Caister and Martham** – Both these facilities remain open all year although with considerably lower demand it is suggested that these remain as part of the overall refurbishment but as with Euston Road are undertaken later in the programme or considered in conjunction with the seasonal facilities.

ADDITIONAL FACILITIES

- 4.1 The potential to consider improved disabled facilities through the refurbishment programme has been raised particularly by the 'Changing Places' provision. The 'Changing Places' web site identifies locations which offer facilities for people with profound and multiple learning disabilities, as well as people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis who often need extra equipment and space to allow them to use the toilets safely and comfortably.
- 4.2 Changing Places Toilets are different to standard accessible toilets (or 'disabled toilets') and should be offered in addition to the accessible toilets. There is a 'Changing Places' facility currently available at the Marina Centre Great Yarmouth. The Sentinel Leisure Trust has clarified that signage is on display in the foyer of the Marina Centre making it clear that the facilities are available for general access and not strictly for use by Marian Centre customers.

Each Changing Places toilet provides:

The right equipment

- a height adjustable adult-sized changing bench
- a tracking hoist system, or mobile hoist if this is not possible.

Enough space

- adequate space in the changing area for the disabled person and up to two carers
- a centrally placed toilet with room either side
- a screen or curtain to allow some privacy.

A safe and clean environment

- wide tear off paper roll to cover the bench
- a large waste bin for disposable pads
- a non-slip floor.

- 4.3 In considering the addition of a further facility to that located in the Marina Centre the following elements need to be considered:- location, size, accessibility and security.

Ideally any such facility will be centrally located and easily accessible however it should be noted that the minimum size requirement for such a facility is 3m x 2m. The public conveniences listed above do not currently offer a suitable size solution to convert an accessible facility to a full 'Changing Places' facility. Any provision of this type of facility would necessitate remodelling a block to provide the required amount of space.

Costs for equipment within a 'Changes Places' facility are in the region of £12,000 and ideally would be provided in a location with security / secure access.

RECOMMENDATIONS:

- 5.1 The Committee is asked to identify two locations for refurbishment in the 2017/18 Capital budget.
- 5.2 To approved the commencement of a footfall audit for the Market Gates public conveniences to inform a future report on continued usage.
- 5.3 Committee is asked to approve consideration of an additional fully operational 'Changing Places' facility available in the Borough based on location, accessibility, security. This facility will be evaluated as refurbishments are identified to ascertain the most feasible and appropriate location.

Area for consideration	Comment
Monitoring Officer Consultation:	No
Section 151 Officer Consultation:	Yes
Existing Council Policies:	No
Financial Implications:	Yes
Legal Implications (including human rights):	No
Risk Implications:	No
Equality Issues/EQIA assessment:	No
Crime & Disorder:	No
Every Child Matters:	No

Subject: Cleansing of Main Roads - Update

Report to: Environment Committee 12th April 2017

Report by: Glenn Buck Group Manager Environmental Services

SUBJECT MATTER/RECOMMENDATIONS

This report is intended to update members on the review of the methods employed by GYB Services with respect to highways cleansing.

INTRODUCTION

At the Environment Committee on 1st March 2017, members raised concerns at the amount of litter particularly that was visible on some of the main roads in the Borough. Although a number of these roads were the responsibility of Highways England and Norfolk County Council Highways to maintain, cleansing including activities such as litter removal falls to the Borough Council to undertake. The Council's operational partner, GYB Services undertakes this cleansing.

Members were advised that the issue had been recognised and that discussions were underway with GYB Services around the mechanism for such cleansing. A significant factor in the cleansing of these areas is the extremely high risk nature of the activity when considering worker safety operating on such roads where vehicles are travelling at high speeds.

CURRENT POSITION

The issue has been reviewed together with GYB Services. They are in the process of reviewing, updating and improving their risk assessments and working practices in line with updated guidance and best practice to ensure that staff remain as well protected as possible. Key to safe working practice is the provision of clear signage kerbside to warn drivers well in advance with new large rear-of-vehicle signs to help push drivers away from the nearside of roads, particularly those with fast speed limits. GYBS have commissioned the manufacture of these new signs which it is hoped will be available shortly and the revised and updated safe practices will be put into action imminently.

In addition Highways England have been asked for details of their new contractor so that we can open up a dialogue to enable better cooperation between both operational elements. For example the Borough can arrange for litter picking at the same time that Highways England are cutting verges. To date a response from Highways England is awaited.

RECOMMENDATION

Members are asked to note the update.

Subject: Review of services provided by GYB Services

Report to: Environment Committee 12th April 2017

Report by: Director of Customer Services and Managing Director GYB Services

SUBJECT MATTER/RECOMMENDATIONS: - Members are requested to note the report

1. Current Position

The value of the joint venture arrangement is the flexible approach to how we use the dedicated resource level on Council work. This enables us to be responsive to challenges or changes as they arise. It is however a finite resource so it is important that priorities are communicated. The Borough Council have identified/reconfirmed priorities upon which they wish GYBS to focus during the coming year. These are:

- Great Yarmouth Market Place and Town Centre
- Great Yarmouth and Gorleston Seafronts
- Litter and Street Cleansing
- Grass cutting
- Pathways and Passageways

In order to address these priorities GYB Services has made the following changes to its service provision:

Grass cutting

Following issues with grass cutting last year, due mainly to the exceptionally warm and wet weather in the first half of the season, a review was undertaken to see what could be done within the existing budgetary constraints to be more flexible and responsive to unseasonable weather conditions.

As a result, this year the grass cutting teams will be trialling a 4 day working week (although same number of hours). It is anticipated that this will provide more resilience in terms of catching up after bad weather/machinery breakdowns. The trial will be evaluated over the first three months of the cutting season.

Significant work has been done recently with regard to managing the risks of HAVS (Hand/Arm Vibration Syndrome) which has affected a number of our staff and has introduced additional operational constraints that we are working to accommodate within both our Health and Safety and service delivery obligations. This complicated process may lead to some short term service impacts from time to time that we are monitoring and working hard to manage the greater restrictions on machinery use by monitoring workforce activities and operating flexibly.

Reorganisation within the Grounds Section has enabled enhanced supervision, which will now be measured and recorded as a KPI on the balanced scorecard.

Street Cleansing

Significant problems were experienced in 2016/17 with mechanical sweeper breakdowns. As a result, GYB Services have retained an old mechanical street sweeper, which has been replaced with a new one for 2017/18, to be used as a breakdown spare. We have also invested in an increase to the level of spare parts held by us, in particular which have been prone to failure in the past.

On high profile areas (e.g. seafront), we have identified and targeted 'hot-spot' areas where specific issues were causing problems within/between programmed cleansing visits. Cleansing regimes have been adjusted to try to deal with these issues more effectively

Performance and productivity will continue to be monitored; supervisor checks will now be measured and recorded as a KPI on the balance scorecard.

Refuse Collection

GYB Services are continuing to identify, trial and implement operational changes to try and create further capacity within existing resources for refuse to accommodate service growth from both new build (est. 300 for 2017/18) and increases in the garden waste collection service (target for 2017/18 1000 additional properties)

2. LIAISON BOARD/ BOARD MEETING

The quarterly Liaison Board and full Board Meetings were held on 6th March. Period 10 finances and performance against the business plan 2016/7 were reviewed and reported as on track. Compliments (of which there were 37) and Complaints (of which there were nine) were noted for the 3-month period November to January. Customer satisfaction was measured at almost 100%, with 74 out of 75 customers called satisfied with the service provided. The Project and Risk registers were reviewed and the Toilet refurb projects for 2017/18 were discussed.

The majority of the meeting was spent on discussion of the Business Plan for 2017/8 which is covered by an additional report. A Health and Safety report, predominantly relating to HAVS, was given and has been summarised in this report.

Following these discussions, the GYB Services Business Plan for 2017/8 was approved by the Board, to be passed to Environment Committee.

3. RECOMMENDATION

Members are asked to note the update