



GREAT YARMOUTH
BOROUGH COUNCIL

Environment Committee

Date: Wednesday, 12 October 2016
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 12 September 2016.
- 4 **MATTERS ARISING**
- To consider any matters arising from the above minutes.
- 5 **COASTAL STRATEGY FOR WINTERTON TO GREAT YARMOUTH** 9 - 22
- Report attached.
- 6 **COASTAL MANAGEMENT** 23 - 27
- Report attached.
- 7 **PUBLIC HEALTH ACT FUNERALS** 28 - 34
- Report attached.
- 8 **GYBS LIAISON BOARD** 35 - 39
- Report attached.
- 9 **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."
- 10 **THE COLLECTION AND PROCESSING OF RECYCLING MATERIALS - PROPOSED CHANGES TO THE CURRENT SYSTEM**
- Details

11 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.

Environment Committee

Minutes

Monday, 12 September 2016 at 18:30

PRESENT :

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

Councillor K Grey attended as a substitute for Councillor Jones

Mrs J Beck (Director of Customer Services), Mr G Buck (Group Manager, Environmental Services), Mr R Hodds (Corporate Governance Manager), Mr P Shucksmith (Senior Environmental Ranger) and Mrs N Holden (Director GYB Services).

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Jones and Weymouth.

2 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

3 MINUTES

The minutes of the meeting held on the 20 July 2016 were confirmed.

4 MATTERS ARISING

With regard to the item in respect of the Air Quality Status Report, the Group Manager, Environmental Services reported that the diffusion tubes as discussed at the last meeting would be located when the tubes are next changed which should be in about two weeks time.

5 DOG CONTROLS

The Committee considered the Senior Environmental Ranger's report which provided Members with details about a review being carried out of dog control measures within the Borough with a view to consolidating existing bylaws and designation orders along with any new requirements under a single Public Space Protection Order (PSPO).

The Senior Environmental Ranger reported that a review of dog control measures across the Borough had been undertaken with a view to updates bylaws and controls many of which were created in the 1980's. The new controls will be regulated under the recently introduced Anti Social Behaviour, Crime And Policing Act 2014. Initial consultation has been carried out internally with Officers, Management and Councillors and externally with Parish Councils and a number of land owners as to what control measures are felt are required on publicly accessible land across the Borough. These proposals had been collated into a draft PSPO, and as part of the legal process to implement a PSPO public consultation must be carried out to provide the opportunity for comment and views on the proposals. Furthermore, the Senior Environmental Ranger had recently attended a workshop at Barking and Dagenham Council who had carried out a trial of using DNA sampling to help address the issue of dog fouling.

In discussing the report Members raised queries on the sites that had been identified which currently have no Borough Council control measures in place but for which Environmental Services had received a proposal. A Member commented that there was a need to advise the public as well as where dogs should be kept on a lead where dogs can be exercised off the lead. A Member also commented that the Council should not take on the responsibility for enforcement of the provisions on privately owned land.

The Committee recorded their thanks and appreciation to the work carried out by the Environmental Rangers throughout the Borough.

RESOLVED :

(1) That approval be given to the consolidation of dog control legislation within the Borough into a new PSPO as detailed in the Senior Environmental Ranger's report.

(2) To agree to the methodology of the public consultation as detailed in the Senior Environmental Ranger's report.

(3) To agree that following the public consultation the final draft version of the PSPO will be brought back to the Environment Committee for ratification.

(4) To agree that for the present time the Council will not pursue the issue around DNA testing on dog faeces.

6 QUARTER 1 PERFORMANCE REPORT

The Committee considered the Director of Customer Services report which gave Members an update on the current performance of Environment Committee measures for the first quarter of 2016 / 17 (April to June) where progress has been assessed against targets which had been set at the start of the financial year.

RESOLVED :

That all measures be monitored during the next quarter.

7 GARDEN WASTE COLLECTION SERVICE

The Committee considered the Group Manager, Environmental Services report which advised Members of the proposed arrangements to improve the system of collection of the annual renewal of residents subscriptions to the Council's garden waste collection service. The report requested Committee to endorse Executive Management Team's recommendation for the release of £17,400 from the Council's Spend To Save budget to enable the purchase of a software system to handle the proposed arrangements.

RESOLVED :

That the Group Manager Environmental Services report be noted, and that the Committee endorse the decision made by Executive Management Team that £17,400 be used from the Spend To Save for the initial up front cost to purchase the Bartec System.

8 MAINTENANCE OF A12 ROUNDABOUTS

The Committee considered the Director of Customer Services report which informed Members of the current position with the A12 Highway England roundabouts and asked Members to consider possible options for their future maintenance provision.

The Director of Customer Services reminded the Committee that Highways England currently maintains the roundabouts at Hopton, Gorleston Beacon Park, Middleton Road, Victoria Road and Harfreys industrial Estate. The roundabouts at Gapton Hall Industrial Estate and Vauxhall roundabout are maintained through the joint venture contract with GYB Services. Highways

England had acknowledged in September 2015 that the condition of the roundabouts was poor and had agreed a range of works to improve the locations bringing them back up to the Highway England defined standard. This work originally due to be undertaken in November 2015 did not take place until February 2016. Since the work in February minimal works have been undertaken on the five Highway England roundabouts the result being that again all are in poor condition and confirmation has been received that no further work is anticipated to be undertaken on any of these roundabouts until September / October 2016.

The Director of Customer Services reported that Highways England had outlined an option for the Council to take over the management and maintenance of the five roundabouts which would be based on a Section 142 Licence Agreement. The Director of Customer Services referred to the work that needed to be undertaken to the roundabouts and on the issue of equipment being able to access the roundabouts to carry out the necessary works.

RESOLVED :

(1) That approval be given to progress negotiations with Highways England towards a Section 142 Agreement.

(2) To identify options to mitigate additional costs through Private Sector funding.

9 EXTRA WORKS UPDATE

The Director of Customer Services reminded the Committee that Norse had agreed to provide extra funding for a 4 week period to undertake extra works throughout the Borough. The Director of GYB Services reported that this 4 week period had been extended for a further 2 weeks.

The Committee also considered a power point presentation from the Senior Environmental Ranger which identified the monitoring that had been undertaken to the extra works that had been carried out throughout the Borough.

The Director of GYB Services reported that the 4 week operation known as "Sparkle" had finished and that GYB Services had now caught up as to where they should be with the level of work to be carried out, and all issues had been brought up to the required standard.

A Member stated that there were still some areas in the Borough that required attention and the Chairman suggested that individual Councillors should approach GYB Services direct with any current issues they may have.

RESOLVED :

That the report with regard to the extra works update be received and that any individual Councillors who have particular issues in their wards should contact GYB Services direct with their issues.

10 VISIT TO RECYCLING FACILITY IN NORWICH

The Group Manager, Environmental Services reported that he had arranged for up to nine Members to visit the recycling facility in Norwich on Tuesday 29 November. The Group Manager would be writing to Members to indicate whether they wished to attend this visit.

The meeting ended at: 19:45

Subject: COASTAL STRATEGY FOR WINTERTON TO GREAT YARMOUTH

Report to: EMT 29th September 2016
Environment Committee 12th October 2016

Report by: Jane Beck Director of Customer Services

SUBJECT MATTER/RECOMMENDATIONS

The proposed delivery of a Coastal Management Review of the coastline from Winterton to South Denes Great Yarmouth. This is intended to be an inclusive project engaging with coastal communities, all relevant authorities and bodies to develop a pathway for managing coastal change going forward.

Recommendation

To seek member approval, subject to external funding being identified, to deliver the Winterton to Great Yarmouth Coastal Management Review.

1. INTRODUCTION/BACKGROUND

- 1.1. The Borough Council has permissive powers under the Coast Protection Act 1949 to carry out works along this section of coastline
- 1.2. The Coastal Management Review will consider the coastline's existing natural processes and how this interacts with communities and their aspirations for the future.
- 1.3. It will look at the existing natural and manmade defences together with the environmental designated sites.
- 1.4. It will, in consultation with others, develop a plan for the short, medium and long term management of this area of the coastline.
- 1.5. This action aligns with the Shoreline Management Plan (SMP) action plan.

2. COASTAL MANAGEMENT REVIEW

- 2.1. The attached appendix A outlines the current position. The existing Shoreline Management Plan which was adopted in 2012 identifies the policies and management methods for Winterton to Great Yarmouth. A significant amount of change has occurred along this length of coastline and a review of the 2012

plan is therefore recommended.

3. FINANCIAL IMPLICATIONS

3.1. We will be seeking grant to cover this costs of this project.

4. RISK IMPLICATIONS

4.1. Implications from any changes in the management of the Winterton to Great Yarmouth coastline could result in having a future impact on the community.

5. CONCLUSIONS

5.1. The previous Shoreline Management Plan was adopted in 2012 changes to the coastline indicate the need to review the position and this report and attached appendices support this position.

6. RECOMMENDATIONS

6.1. Committee to endorse the requirement to undertake a review of the Winterton to Great Yarmouth Shoreline Management Plan subject to subject to suitable external funding being identified.

7. BACKGROUND PAPERS

7.1. Shoreline Management Plan 2012

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	
Financial Implications:	
Legal Implications (including human rights):	
Risk Implications:	
Equality Issues/EQIA	

assessment:	
Crime & Disorder:	
Every Child Matters:	

Outline of coastal conditions and bases of requirements for Coastal Management review for Winterton to Great Yarmouth

Executive Summary

Great Yarmouth Borough Council became the maritime authority for the parishes in the northern part of the borough following the Local Government re-organisation in 1974 and inherited a varied coastline. Some areas have natural dune, soft cliffs and others, some form of manmade defence. The Council adopted the current Shoreline Management Plan (SMP) in 2012. This sets out the high level policy aims for the coastline from North Norfolk to Waveney including Great Yarmouth. With a changing coastline there is a need, from time to time, to review the policies and management methods. This report sets out the reasons that a review is appropriate and is consistent with the SMP.

General details

Coastline length (this area) 16.8km

Defences (this area) 13.3km

Properties at risk with existing SMP policies up to 2105

Winterton to Scratby 150

California to Caister 130

Caister-on-sea 50

Great Yarmouth nil

Total 330

Winterton/Hemsby

Winterton through Hemsby up to the north part of Scratby are fronted by vegetated soft dunes part of which is designated a Site of Special Scientific Interest (SSSI), Special Area of Conservation (SAC) and Special Protection Area (SPA). Substantial rates of erosion have occurred following a period of adverse conditions including the 2013 tidal surge; this has generated concern from the community. In response to the loss of homes and the community concerns a trial section of dune defence has been approved by GYBC and the Save Hemsby Coastline group have funded and constructed this. In order to consider the changes happening along the greater frontage, it is proposed to undertake a coastal management review to include this trial and any planned future works to understand how they integrate both with coastal processes and community aspirations for the long term. This will encompass consultation with other authorities, agencies and the wider communities.

Scratby/California

The northern section is fronted by soft low dunes behind which are a soft sand/clay soil cliffs of about 17m high. Dune protection has recently been installed to the seaward side of the low dunes which connects the trail at Newport Cottages to the north and rock berm at California to the south. This defence is deemed an interim measure (20 years) until a long term solution can be found. The proposed coastal management review will engage with the community, following on from the work of the Pathfinder project, to determine how best to manage the coast into the long term.

Caister

The coastal frontage along the village of Caister has been defended for some time and the present defences are in a good condition with one exception that is a part of the concrete sea wall sloping apron and wave return wall was not constructed at the time. Beach levels are variable along this section, at this time they remain high at the back of the beach but, towards the southern section, the low and high water marks have moved further up the beach. The northern section is shown in the SMP as a potential erosion area in the long term and the proposed study will look at options to manage this part of the coastline.

Great Yarmouth

The beaches along the majority of Great Yarmouth's frontage have been accreting for last forty years or so and it is not predicted to change in the near future. The sea walls were constructed over a prolonged time period and probably to differing designs. Areas that can be accessed are shown to be fair condition although there are sections where the coping has failed and will require repairs. It is intended to include this frontage to consider changes to sea level rise and to complete management plan for the Great Yarmouth borough coastline.

Report Body

Winterton and Hemsby

The coastline is within Shoreline Management Plan 6 (SMP6) and is defined by sub cells 6.13, 6.14, 6.15, 6.16 and 6.17. The sub cells were based on the characteristics of the coastal processes at the time of drafting the SMP. To the north (up drift) of this location there is an existing coastal management study covering sub cell 6.13, and to the south, a recently reviewed strategy (Gorleston to Lowestoft Coastal Strategy). This proposed strategy will complete the coastal management planning for this coastline giving a holistic view of the future management and help the communities understand the changing environment.



Winterton dunes summer 2016

The coast from Winterton (sub cell 6.14) through to, and including, Hemsby is fronted by naturally formed dune system. These dunes have been established over many years and show signs of past accretion and erosion. It is known that over more recent years this coastline is more susceptible to erosion. The historic coastal cliff line can be seen landward of these dunes with the village and homes sited on this higher ground. In the Hemsby area there remain a few properties which have, in the past, been constructed in amongst the dunes.

The area to the north has evolved as a succession of tall vegetated dunes separated by valleys. The southern section, although of similar formation, is narrower and has fewer dune/valley profiles. Sections of this area have various national and international environmental designations,

- Winterton Dune Special Area of Conservation (SAC)
- Great Yarmouth North Denes Special Protection Area (SPA)
- Winterton Horsey Dunes Site of Special Scientific Interest (SSSI)

There are no manmade coastal defences along this length of coastline and the area has been able to evolve using natural processes without restriction other than minor dune conservation work at Hemsby.

Trends as reported by the Environment Agency in the 2013 Coastal Trends Analysis using data covering surveys between 1991 to 2012.

N092 – Winterton Ness

Significant erosion trends at all levels; -2.0 m/yr at high water and -3.8 m/yr at low water to give a mean steepening trend of -2.6 m/yr.

N093 – Winterton Ness

Massive accretion trends at all levels (7.0 m/yr at high water; 4.2 m/yr at low water), with water levels moving offshore by 160m since 1992 as a result of the northwards movement of Winterton Ness. The mean accretion trend is 6.4 m/yr.

N094 – Winterton-on-Sea

Significant erosion trends to 2004 where water levels move onshore by around 75ms. Water levels then move offshore due to coastal defence works adjacent to car park with subsequent accretion here largely held. Overall mean erosion trend of -1.6 m/yr together with steepening of the foreshore. The morphodynamics here are due to northward migration of the Ness.

N095 – Winterton-on-Sea

There are massive erosion trends (-3.4 m/yr to -3.5 m/yr) to 2006 with foreshore retreat of up to 120m. After this defence works see the foreshore move seawards by 90m. Since 2006 all water levels have seen a further trend of erosion. There is no rotational change of the foreshore.

N096 – Winterton-on-Sea

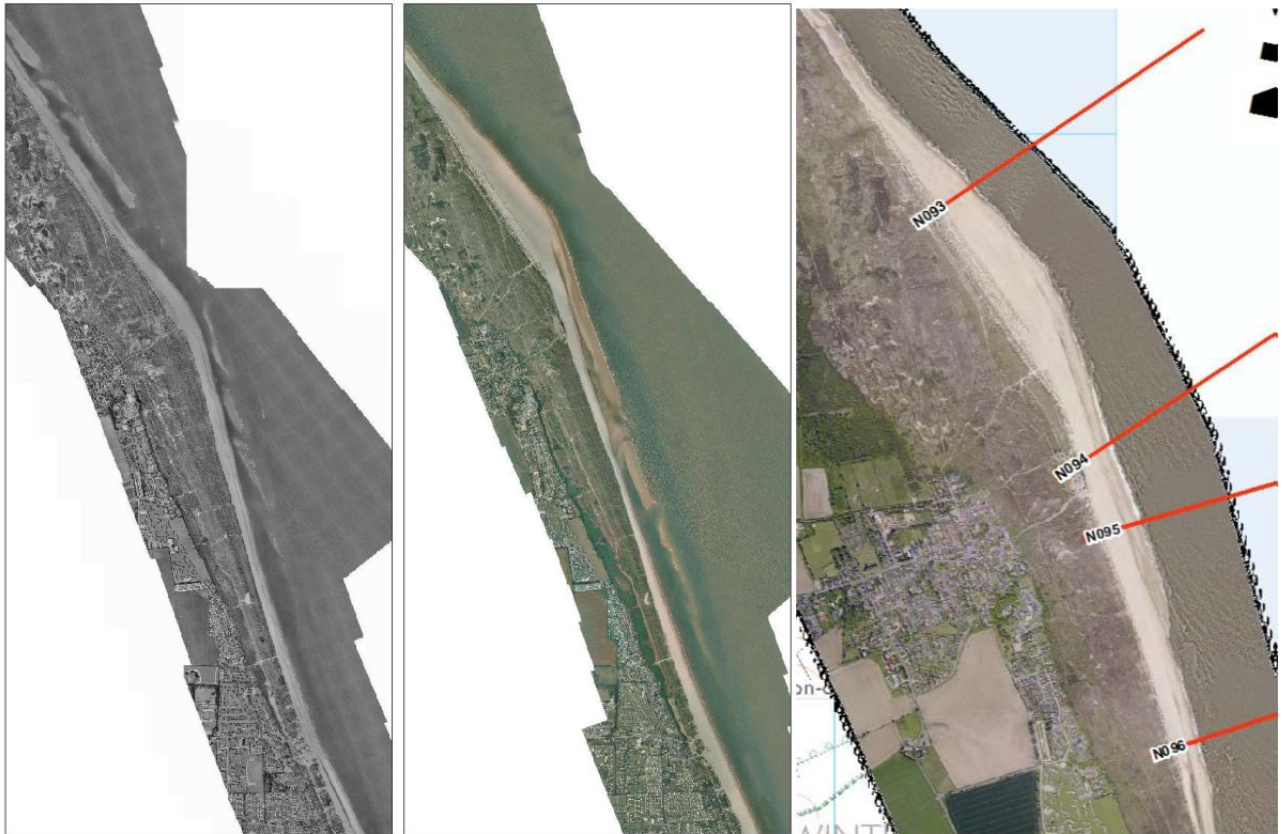
Strong erosion trends at all levels with a loss of 60 to 80m, since 1992 and a mean trend of -3.2 m/yr.

N097 – Hemsby

This profile shows loss of 60m of the foreshore during the monitoring period but with an accretion spike in 1997. Mean erosion trends are -2.7 m/yr with a steepening beach profile.

N098 – Hemsby

Cyclical trends of erosion and accretion within an overall trend of no movement. The foreshore is at its maximum seawards extent between 2004 – 2007.



Since this review there have been occasional, and separate localised erosion to the south of Winterton Ness, Hemsby dunes and other areas south. This erosion has been limited to the seaward face of the front dune system and has left the slope, at certain locations, at an unsustainable angle. See below.



Winterton dunes (south end) north of Hemsby

Due to the topography of the valley/dune layout there are few easily useable beach access points from the valley. The main access points are at Beach Road Winterton and Hemsby Gap. There are however a number of smaller pathways that have been developed and maintained by prolonged foot traffic, one of which is causing concern and is shown below.



Seaward view of access point north of Hemsby (Long Beach Estate)

There is some local concern that the sea will break through at this point and flood the valley behind. The ground levels within the valley are at approximately +3m to +7m AOD and therefore it would require an extreme event to place water into this area and once this had passed the water would recede. At this time there is no risk of flooding to the properties along this length of coastline although some of the buildings constructed within the dunes at Hemsby could be subject to the consequences of erosion.

Following a meeting with the Environment Agency (EA), Natural England (NE) and Great Yarmouth's Coastal Manager it was agreed that minor works could be considered in this location. In this case cleft chestnut fencing has been used as a method of reducing sand erosion, caused by foot traffic, by controlling the pathway through the dune and to encourage the deposition of windblown sand.



At Hemsby it has been agreed to use a similar method and carry out works, with the help from the local community, to help maintain the dunes by trapping windblown sand at the base of the dunes.

Following a series of adverse sea events during 2013, and culminating in the tidal surge of 5th December 2013, this area of coastline suffered significant change to beach levels and cliff alignment. This last event received wide publicity and The Save Hemsby Coastline (SHC) group received public donations to their fund. This fund, together with a grant from Norfolk County Council and support from GYBC, enabled the group to deliver sections of dune protection designed to limit the effects of erosion.



Hemsby Concrete “OctoBlocs” commissioned by SHC

Scratby and California

Further south are the communities of Scratby and California (sub cell 6.14 & 6.15). The dune system described above does not extend beyond Newport Cottages but changes to a vegetated low fore dune fronting a soft cliff. There are no environmental designated sites along this section coastline. Defences have been constructed to offer differing levels of protection to this section of coastline.

The first defence constructed by GYBC in c1996 is a rock berm fronting California cliff area. The cliffs at this location were being undermined by wave action during very high tide and storm conditions. Follow this undercut of the cliff toe there would be a sheer failure and the cliff line would retreat. The rock berm greatly reduced the impact of the waves on the cliff and has reduced the rate of cliff erosion. This defence is constructed above mean high water and does not trap sediment from the littoral drift process.



California rock berm

Following this successful intervention and community concerns relating to erosion elsewhere, a scheme to extend the rock berm northwards was proposed. In 2007 GYBC carried out a pre-feasibility study to ascertain if this would work, would be acceptable to Natural England, Environment Agency and could be funded. Although the project was technically viable it would not meet the funding criteria in use at that time. There was a willingness to prepare a scheme and submit for approval in the understanding that funding may become available in the future.

During the preparation of this scheme an opportunity arose in the form of a government initiative looking at coastal change and community adaptation. This is one of the locations chosen to be the subject of DEFRA Pathfinder project in 2009.

The extension to the rock berm was taken forward and the scheme received technical approval in 2011 however there was a substantial shortfall in the funding and it could not proceed at that time.

The rock berm scheme was redesigned in 2014 to produce a more cost effective construction and using a mix of alternative partnership funding, has allowed this defence works to be carried out in 2015/16.



Scratby top of gabion cages summer 2016

This scheme has been designed with an intended life of 20 years to give the community time to consider coastal change and options for the future management of the coast.

Caister-on-sea (SMP sub cell 6.16)

The coastline of Caister has a mix of different types of defence constructed over time. Early defences were constructed by the railways to protect the coastal line from the effect of erosion. This was eventually followed by groynes and a concrete sea wall mostly completed in the c1960's. Older sections (pre 1940) at the northern part of this started to fail and were replaced with an open stone asphalt revetment c1985. The beach levels have fluctuated over time which is evidenced by the past need for the groynes and sea wall. There had been a period of prolonged lowering of the beach in the 1980's which exposed the defence structures to a critical point requiring works to be undertaken to avoid losses. The work involved the construction of two fishtail rock groynes followed by four nearshore rock reefs in 1999. Since this work was completed the beach levels at the north end has remained stable/accreted.

Further south in the central and southern beach areas there is, at present, signs of erosion with the lowering of beach levels, a narrowing of the beach and exposure of the groynes. The sea wall is in good condition and is not being undermined at this time.

Great Yarmouth (SMP sub cell 6.17)

Over the last 40 years the beaches at Great Yarmouth have been steadily accreting to the point where the ends of the two piers are now above the high water mark. The North Denes area, a SSSI and SPA, has also been accreting from a point where the tide was up against the sea wall to now where high water mark is some 440m from the wall. The build date of the walls along the frontage of Great Yarmouth is not confirmed but there is evidence for work c1920-27. In general the walls are in a fair condition and provided the beach remains high or continues to accrete there will not be cause for concern. There are sections where the coping is damaged and this will require work to repair or replace it. Also the face of the wall, at some location is showing signs of aging and will require some form of surface treatment but this is not a structural problem.

Subject: COASTAL MANAGEMENT

Report to: EMT (29/9/16) Environment Committee (12/10/16)

Report by: Bill Parker, Head of Coastal Management Coastal Partnership East

SUBJECT MATTER/RECOMMENDATIONS

Introduce the Environment Committee to the work of Coastal Partnership East, specifically informing them of progress of the Gorleston to Lowestoft Coastal Strategy and Great Yarmouth tidal defence.

To seek the support of the committee to undertake a coastal management review between Winterton and Great Yarmouth.

1. INTRODUCTION/BACKGROUND

Coastal Partnership East was formed on 1st April 2016 and is a joint coastal management team between four local authorities: Great Yarmouth Borough, North Norfolk, Suffolk Coastal and Waveney District Councils. This team has been formed to; provide greater resilience for each authority, to share fragmented expertise and improve recruitment potential, utilise scale to leverage benefits, build on opportunities created by New Anglia Local Enterprise Partnership and to take advantage of opportunities beyond Norfolk and Suffolk. It is not; a budget saving measure, a reduction in our commitment to local communities and businesses.

This report and accompanying presentation (see appendix A) identifies how it is organised, its work to date and seeks the support of the committee to start new work going forward.

2. Coastal Partnership East

- a. Coastal Partnership East (CPE) was officially launched on 10th June 2016 at the most easterly point of England at Lowestoft Ness. The launch was enthusiastically supported by Neil Hornby (Deputy Director Defra) and Mark Johnson (Coastal Manager Environment Agency) as a progressive and innovative approach. There are only three other similar coastal partnerships in the country but this is the first to work across two counties.
- b. The learning from these other partnerships has been brought into CPE. The team has been formed using a Local Government Act Section 113 agreement. It has a jointly funded manager will retain a team member (or potentially more in future) at GYBC. The team is managed by an Operational Officer Group (OOG) with senior management representation from each local authority (GYBC – Customer Services Director) and a Board that contains the CPE Head of Coastal Management, OOG and has Committee Chair / Portfolio

Holder representation from each local authority (GYBC – Environment Committee Chair). There are agreed terms of reference for both Board and OOG and the chair for 2016 / 17 is Cllr. Angie Fitch-Tillett (NNDC).

- c. An initial business plan with action plan for 2016/17 has been drafted and approved by the Board. It has been developed pulling together a number of key strands including: the local authority corporate plans, Shoreline Management Plans and Environment Agency requirements, coastal monitoring and risk management responses, local knowledge from the CPE team, responses to individual community needs and preparation for future flooding events (e.g. tidal surges). This is supported by the aims of: reducing bureaucracy, using technology to improve efficiency and decentralising and empowering communities.
- d. The Action Plan has five themes:
 - i. Knowing the coast – understanding how the coastal processes work, the condition of local authority assets and where and what scale the risks are. In addition this also incorporates the developing work on coastal adaptation.
 - ii. Engaging with others and improving resilience – This is the fulcrum of our work. Ensuring we engage with many partners as we can (professional, organisational and community based) to enable them to undertake the work they need to do but also that they can support CPE in the work that it needs to do. This includes supporting coastal businesses to be more resilient.
 - iii. Delivering for communities – This ranges from maintaining our current coast defence assets to investing in new and improved defences protecting communities, the visible work on the ground.
 - iv. Improving capability and capacity – As a small team we need to develop our existing staff, build our capacity both through recruitment but also by harnessing our partner's resources where possible.
 - v. Funding and Finance – Besides ensuring prudent, transparent and cost effective use of public money. Major projects investment in the next 5 years could be in excess of £66m. CPE invests time in developing new alternative funding sources to fill the gap in government funding for these schemes.
- e. There are 4 major packages of work along the CPE coastline, these include:
 - Sizewell 'C' potential nuclear power station, Lowestoft flood risk management strategy, the protection of Bacton and Walcott and Great Yarmouth tidal flood defence.

3. Priority work in Great Yarmouth Borough

a. Gorleston to Lowestoft Strategy.

Coastal strategies take a practical and detailed look at the ability to deliver the

aspirations of the Shoreline Management Plans (SMPs are the intent of management for every section of the English and Welsh coast). A strategy is being undertaken jointly by Waveney DC and Great Yarmouth BC covering from Gorleston to Pakefield (south of Lowestoft). The draft strategy has completed its public consultation stage and there are no key issues outstanding to be resolved. The next stage is for this to be submitted to the Large Project Review Group (LPRG) in the spring 2017. The LPRG is the scrutiny body of the Environment Agency that has to approve every strategy developed. We have been working with the chairman of the LPRG who is fully aware of the approach taken and we believe is comfortable with the outcomes. Once this is approved then projects can be developed to deliver works 'on the ground' which will initially be on the Hopton Corton border and into Corton in Waveney. In addition we will progress a proposed change in the Shoreline Management Plan policies for Hopton to reflect the change in management approach.

b. Great Yarmouth tidal flood defences.

Work is currently underway to address the structural issues to harbour walls and flood defences primarily caused by accelerated low water corrosion. This is a failure of sheet piling along the harbour wall but only at low tide level. An innovative new solution is being trialled (termed rejuvenation) by implementing a repair and the use of sacrificial anodes to the affected area rather than replacement of the entire pile. However this is challenging due to having to work at the low tide mark. If this trial is successful it will greatly reduce the overall cost of the works of future works. The estimated cost for the entire inner harbour area is £282m with replacement piles or potentially £85m through the rejuvenation approach. The next phase (Epoch 2) will cover 2.4km of wall and start in 2018. Whilst the work is being led by the Environment Agency, Coastal Partnership East is contributing by:

- a) providing support and expertise to the work overall.
- b) providing expertise on alternative funding sources working with the Great Yarmouth Tidal Defence Business Partnership.
- c) ensuring the interests of GYBC are reflected in the approach.

c. Winterton to Yarmouth Coastal Management review.

It is proposed to start a new work to undertake a review of coastal management from Winterton to Great Yarmouth. Currently in this section of coast there are a number of local approaches to how this coast is managed and a study would bring all of these elements together into a single co-ordinated and holistic document. The initial draft scope is being shared with the Environment Agency for their initial opinion. With their support the proposal is to then apply for a Flood Defence Grant in Aid (FDGiA) grant to fund (partly or wholly) the study. The study proposal includes a full consultation with local communities and businesses and will take two to three years to complete. It is anticipated that once this study has been completed there will then be up to date practical plans in place supported by local communities and businesses to effectively

manage GYBC coastline. This will provide clarity on when and how GYBC through CPE will need to intervene and invest in the future.

4. **FINANCIAL IMPLICATIONS**

5. Coastal Partnership East – 25% contribution to fund manager post and agreed shared costs. This is estimated for 2016/17 at ~ £25k.

Gorleston to Lowestoft – The Strategy is fully funded but future works will need to be funded separately. These have yet to be agreed or costed.

Great Yarmouth harbour flood defence – Costs are currently being reviewed due to the new approach of rejuvenation being trialled. Funding for these works is challenging and it is anticipated that a significant shortfall that will have to be found locally.

Winterton to Yarmouth Strategy – This has yet to be costed. The Gorleston to Lowestoft Strategy is budgeted at £300k and this was fully funded through the Environment Agency however with a revised funding structure there may be a need for some local funding contributions.

6. **RISK IMPLICATIONS**

Within the GYBC Corporate Risk register there are 2 key risks that CPE can help mitigate as follows:

Business Continuity – Coastal Management

Coastal Partnership East – This provides a reduction in risk to business continuity (previously loss of key staff – red flag) as GYBC is now part of a wider team more resilient team with coastal management expertise.

43 – Flood and Coast Defence

Gorleston to Lowestoft Coastal Strategy – Identification of the management approach on flood defences. There are some residual detail issues to be resolved to avoid potential reputational damage.

Great Yarmouth tidal flood defence – Work is well underway on this long term project. The risk of flooding in Great Yarmouth will diminish as each epoch is completed. The provision of funding is still on ongoing risk but work is being progressed on this.

Winterton to Yarmouth Coastal Management review – The current piecemeal approach to this stretch of coastline and lack of a long term plan is in the short term is a reputational risk to GYBC and in the longer term some coastal communities are at risk.

7. **CONCLUSIONS**

CPE provides resilience to GYBC for flood and coast defence. This will enable capacity that previously has been unavailable to GYBC to be utilised to address long term issues. Excellent partnership working has already been demonstrated and this should continue to mitigate the risks and issues faced by GYBC from flooding and coastal erosion.

8. **RECOMMENDATIONS**

1. To support the progress so far and the future work of CPE
2. To continue to support the Gorleston to Lowestoft Strategy to its conclusion
3. To note the progress of tidal flood defence works
4. To support the development of the Winterton to Yarmouth Coastal Management review.

9. **BACKGROUND PAPERS**

- a. Presentation introducing Coastal Partnership East.

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

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

Subject: Public Health Act Funerals

Report to: EMT 29th September 2016
Environment Committee 12th October 2016

Report by: Glenn Buck, Group Manager Environmental Services
Jane Jackson Technical Officer Environmental Services

SUBJECT MATTER/RECOMMENDATIONS

This report seeks to advise members of the Councils duty under The Public Health (Control of Diseases) Act 1984 to carry out the funeral of persons for whom no funeral arrangements have been made.

The Committee is recommended to note this report

1. INTRODUCTION

Under section 46 of the Public Health (Control of Disease) Act 1984, the Council is under a legal duty to cause to be buried or cremated the body of any person who has died or been found dead in their area where it appears to the local authority that no suitable arrangements for the disposal of the body have been or are being made.

There has been a marked increase in the number of funerals undertaken by the Council in recent years as seen in Appendix 1.

2. PUBLIC HEALTH FUNERALS

In respect of those funerals arranged by the Borough Council, the council can recover from the estate of the deceased person the expenses incurred by the local authority in carrying out this duty. Where there is no or insufficient money or saleable goods, the Council will cover the costs. It is important to note that the Council does not administer the estate of the deceased.

There is no obvious explanation for the sharp rise. It is speculated that it has been linked to economic factors with the deceased person not making provision for their funeral; friends, family and next of kin not having money to carry out the funeral and people being aware of the fact that no person is obliged to undertake to do a funeral (knowing that the Council has a duty to carry it out).

The Council has a major hospital within its boundaries (The James Paget Hospital) and the Council is obliged to undertake the public health funeral actions for those persons that die in hospital, irrespective of where they live. Therefore, the Council has carried out a number of funerals for persons who are not resident in the Borough

but lived in Waveney, South Norfolk and Norwich. These in the main are burials in the district where they lived unless there is information to say they wish to be cremated.

Where there are next of kin the officer will give advice on applying to the Department of Work and Pensions (DWP) for a Funeral Payment and wherever possible will seek to persuade persons other than the Council to take on the responsibility for the funeral. Frequently, friends and relatives will rethink about taking on the funeral once they have been given information on how to proceed with making funeral arrangements, ways in which they can obtain funds to do so and when the limitations on what the Council is prepared to do are explained. There has been a good success rate at diverting the arrangements from the Council. It is estimated that some 35 funerals were diverted in 2015/16. There is no doubt the number of funerals coming to the Council would have been substantially higher, and this is seen as time well spent by Officers.

The guidance of the Institute of Cemeteries and Cremation Managers (ICCM) states that there should be dignity provided in death for all people – there should be no obvious differences between a ‘normal’ funeral and a public health funeral. Environmental Services tries in general to adhere to these principles. As part of the arrangements, if there are friends and relatives who wish to attend the funeral an arrangement is in place for a Church of England minister or a funeral director to say a few words at no extra cost, provide music at the crematorium (free) and a single hearse is provided as part of the contract costs. Cremations are held at 09:00 hours and burials within the Borough at 09:30 hours.

Frequently friends and relatives try to influence the proceedings requesting additions for example limousines, but these are never accommodated as the costs could be used to offset the funeral costs. The Council does not subsidise funerals. Often this leads to angry exchanges with friends and relatives.

3. FINANCIAL IMPLICATIONS

The cost to the Council can be seen in Appendix 1. Annual budget provision is made to cover this.

A typical funeral costs in the region of £1,000. This includes funeral directors fees, cremation or burial costs and doctors’ fees if appropriate.

The Council has a contract with a local funeral director to carry out the funeral. This was awarded following a competitive tendering exercise earlier this year in which all local funeral directors were given the opportunity to submit a tender.

4. COST RECOVERY

Cost recovery is carried out by Environmental Services staff only. It effectively begins once it is apparent that the funeral will be one for the Council to carry out. However, it must be borne in mind that many of the deceased do not have anything of value at all hence the Council carrying out their funeral in the first place.

Officers conducting the property search are ever mindful of the need to try to reclaim the costs of the funeral from the deceased's estate. The property search is extremely thorough – looking in all likely hiding places within a property for valuables and paperwork. High value, easily saleable goods are also removed by officers at this time

Since early 2014, Environmental Services has engaged the services of a local auction house to help remove and sell other possessions that may have a value. It is here that further conflict with friends and relatives can arise as they perceive monies (whether cash or in a bank account) and goods as being theirs rather than belonging to the estate of the deceased. This is an area of work that frequently leads to friends and relatives getting upset about inheritances that may have been 'promised' by the deceased.

Most deceased persons do have bank accounts; some have insurance policies and pension arrangements. Officers conducting the property search will remove any documents relating to such. However, the experience of Officers is that the financial institutions whilst they will release money for funerals eventually, they are very inconsistent when paying the funeral arrangement fees charged by the Council. For any given funeral it can take a number of months of letter writing and phone calling before any monies can be recovered to pay in part or whole for the funeral.

The Council cannot make a profit from a deceased's funeral and excess costs cannot be retained to offset the cost of the service in general. Any excess monies must be returned to the estate of the deceased or passed to the Bona Vacantia Division of the Government Legal Department.

Where there is next of kin money and goods can be passed to them but if there is no will this has to be in accordance with the laws of intestacy. The Council has a duty to ensure that any sums we do hold are only released to persons who have a right to receive it. Officers do insist on proof of identity in all cases.

It is important to reiterate that the Council does not take over the administration of the deceased's estate; something that is frequently not realised by next of kin and friends. Having said that however, advice from the Council's legal advisor is that the Council must always be open and transparent in the way it deals with these funerals and estates so as not to be accused of mal practice.

This area of work also attracts a large number of Freedom of Information requests from 'heir hunter' companies requesting details of deceased and funerals carried out together with a number of media enquiries. Environmental Services publish information on these funerals on a monthly basis on the Councils website.

5. **RISK IMPLICATIONS**

Most persons needing a Public Health Act funeral do so generally due to a lack of money or a person to take responsibility to pay for it. This means that the cost falls to the Council. Officers do recover as much of the costs as they can and this is around 50% of the total outlay for funerals in each year. The Council will never be in a position whereby it will recover all of its costs.

6. **RECOMMENDATIONS**

The Committee is asked to note the contents of this report

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

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

Numbers of Public Health Act Funerals

Year	No. of Funerals	Costs to Council (£)	Costs Recovered by Council (£)
2007/08	21	19,526	Not known
2008/09	9	8,804	Not known
2009/10	17	17,452	11,704
2010/11	11	14,245	6,160
2011/12	35	40,410	24,148
2012/13	36	45,726	26,069
2013/14	49	68,391	36,987
2014/15	56	69,108	39,058
2015/16	38	43,961	35,668
2016/17 to date	30	27,446	24,625

Please note that prior to 2011 cost recovery was undertaken by the Council's Legal Services. Since 2011 it has been carried out by Environmental Services. Due to the delays in recovering the monies, the costs recovered do not totally relate to the funerals carried out in each financial year.

Public Health Funerals – Procedural Arrangements

Formal notification of a death where there is no one to arrange a funeral can be received from a number of sources including the Coroner's Office, James Paget University Hospital, nursing and residential care homes, members of the public and occasionally may receive a 'heads up' from a funeral director.

Upon notification, if the deceased person lived alone, officers make arrangements (contact friends, relatives, landlords, the hospital or the Police to retrieve keys etc.) to enter the deceased's property as the earliest possible time. Experience has shown that whilst friends and relatives may not pay for the funeral, there are people who will enter the deceased's property and remove valuable items very soon after death. It is very important for Council Officers to enter the property as soon as possible before personal papers, valuable items and cash etc. are removed by others.

In cases where there is a surviving partner who cannot pay, the Council generally does not seize items but does discuss with the partner the possibility of contributions to the cost, perhaps via a Bereavement Payment from the DWP for example.

At this point officers will collect medical certificates, register the death if necessary and liaise with family and friends, the police, the coroner's officer, hospital, registrar, care home staff and the funeral director.

Property searches are always carried out in pairs. All cash found is removed together with any identity documentation relating to the deceased and possible next of kin such as bank accounts, pensions, insurance policies, address books etc. At this point high value easily transported items such as televisions and jewellery are also removed together with motor vehicles if insufficient cash to cover the cost of the funeral has been found. All material removed is documented and all cash paid into the Council's accounts (for interim safe keeping before paying back to the deceased's estate or Bona Vacantia Division of the Government Legal Department minus our costs). Property searches are often carried out in very unpleasant conditions – blood, body fluids and faeces are common particularly where the body has lain for some time before discovery. There is a need for Officers to be experienced in dynamic risk assessment and be appreciative of the health risks encountered in some of the properties.

The Officer then makes arrangements for the funeral liaising with our contracted funeral director. The Officer will try to track down relatives, often being the first person to break the news of the death. By talking to friends and relatives Officers try

to build a picture of the deceased as to their religion and whether they had expressed a desire to be cremated or buried. If there is no hint of a preference the Council will arrange for a burial to take place as the Council cannot cause a body to be cremated if they believe this would be contrary to the deceased's wishes.

Ashes after cremation are returned to Environmental Services for passing on to relatives or are scattered at the crematorium. Here again considerable delays can occur waiting for relatives to pick up the ashes which have to be stored until then in the Environmental Services office.

If a burial is to be undertaken within the Borough this will usually be either at the Magdalen Cemetery or the Caister Borough Cemetery. Bereavement Services locates a suitable plot. These plots are not purchased and friends and relatives of the deceased are made aware that the plot is a common grave. This may be reused at a later date and contain non family members. These plots are allocated by the Bereavement Services Manager and are normally those that would be difficult to sell for example around the edge of the site. If burial is required for non-residents of the Borough it is a significantly cheaper option for them to be buried in their own local authority area.

Subject: GYBS Liaison Board 5th September 2016 – Report Back

Report to: Environment Committee 12th October 2016

Report by: Jane Beck Interim Chief Executive
Glenn Buck Environmental Services Group Manager

SUBJECT MATTER/RECOMMENDATIONS

This report seeks to inform Members of the Committee of the discussions held at the GYBS Liaison Board meeting on 5th September 2016.

The Committee is asked to note the contents of the report.

1. INTRODUCTION

This report seeks to inform members of the key discussions and outcomes from the last GYBS Liaison Board Meeting that took place on September 5th 2016.

As Members are aware, some local environmental services such as waste and recycling collection, grounds maintenance, street cleansing, footway lighting, public toilets, repairs and maintenance, cemeteries and crematorium and leisure are delivered by GYB Services as the Council's operational partner. The Council and GYB Services entered into a ten year joint venture (JV) agreement in 2013.

As part of the Governance arrangements of the JV, a Liaison Board was established to oversee the operational issues and as a forum to discuss the day to day management of the JV, quality issues, business plan and budgetary arrangements amongst other matters and to make recommendations as necessary to the Partnership Company Board.

The GYBS Liaison Board has scheduled meetings every quarter although informal, unscheduled meetings are called where serious issues arise that require airing.

2. REPORT BACK FROM MEETING ON 5TH SEPTEMBER 2016

Financial Position

As part of the JV any surplus is shared 50/50. The budget position is reviewed at each Liaison Board meeting. Whilst it is too early in the year to draw any conclusions, the overall position is that currently the figures are showing a lower than anticipated surplus although this is likely to change as the year progresses.

Performance Measures

The performance of GYBS is primarily measured using the balanced scorecard system. The Appendix details this and shows the measures used. The balanced scorecard uses the traditional traffic light system of red, amber, green to show compliance with performance targets. The balanced scorecard covers most of the services provided by GYBS and is not restricted to only issues within the JV. An issue of concern highlighted red is the number of garden waste bins that have been missed and not collected since May. The target is no more than 15 per month but as can be seen the actual figures are significantly higher. There are a number of possible reasons why the figure although dropping has been in excess of the target. It is believed that the issues members were previously advised of surrounding the methodology of the collection of the annual subscription to the service were responsible for the majority of the missed bins up to that time.

Performance indicators can be added to this list at any time with Liaison Board agreement.

Compliments and Complaints.

A further performance measure used by GYBS is the use of compliments and complaints. These help to identify the level and quality of the service provided and work undertaken. The table below details the numbers received for the period May to July:

Service	Compliments	Upheld Complaints	Comps. Not Upheld
Refuse	19	7	2
Building	8	1	2
Grounds	8	4	28
Cleansing	19	-	5
Customer Services	2	-	-
Toilets	4	-	-
Pest Control	2	-	-
Totals	62	12	37

Customer Satisfaction

GYBS also have their own procedures to monitor customer satisfaction using a call back system on a sample of 25 randomly selected service requests. The calls made to customers for the period May to July are shown in the table below.

Service	No. of Calls	No. Satisfied
Cleansing	21	21
Refuse	39	38
Pest Control	15	15
Building	0	0
Total	75	74

The one customer who was not satisfied had experienced a problem with a missed bin. This was eventually resolved to the customer's satisfaction.

Business Growth

GYBS continues to look for opportunities to make savings in the delivery of the service and to identify potential new markets and works. The income from these additional works provides the surplus share element that the Borough Council benefits from. GYBS have secured a million pound project jointly with other Norse companies for the grounds works to the new Norwich Northern Distributor Road

Operation 'Sparkle'

Members will recall receiving a report back at the meeting on the 12th September 2016 around Operation Sparkle and the additional street cleansing and grounds maintenance works carried out and funded by GYBS.

The Liaison Board received an update at its meeting stating that the project had had to be extended for a period of two weeks for two reasons. Firstly there was an equipment failure at the beginning of the project which resulted in the mechanical road sweepers being unavailable for over a week. In addition the anticipated costs were lower than budgeted so the decision was taken to extend the project to utilise the entire estimated budget. The project which was then undertaken over a six week period has now been completed.

3. FINANCIAL IMPLICATIONS

This report carries no direct financial implications for the Borough Council. However, difficulties identified by both the Borough and GYBS in the quality of works and issues raised by Members over the summer will be taken on board and will inevitably form part of the discussions around the budget setting process.

Liaison Board will be considering options to identify an increased flexibility in service, GYB Services are looking closely at delivery to find solutions to some of the difficulties experienced this year.

4. **RISK IMPLICATIONS**

The issues raised over the summer months by members of the public and elected members do identify the reputational risk to both the Council and GYBS. For many residents, visitors and businesses, the Borough Council and GYBS are seen to be part of the same organisation. The issues raised and the need to carry out additional works this summer will lead to a review of the risks affecting both parties.

5. **RECOMMENDATIONS**

Members are requested to note the contents of this report.

6. **BACKGROUND PAPERS**

Agenda of the GYBS Liaison Board meeting of 5th September 2016

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

GYB SERVICES LTD - 2016/17 BALANCED SCORECARD

Dept	Measure	Target	Report Freq	May-16	Jun-16	Jul-16	Comments (if applicable)	Lead
Cleansing	Recorded 'Standard of Service' Inspections, Public Toilets	10 Per month	M	15	12	16	All ok, no major issues	SN
Cleansing	Fly-tip removal (total for month)	Remove within 3 working days	M	97% (450)	100% (546)	99% (596)	Figures exclude Bbits	AH
Grounds & Leisure	Achieve budget for non-contracted sales £275k	£95k	M	£20k	£80k	£109k		PK
Grounds & Leisure	Maintain grass cutting frequency	21 calendar days	M	28 days	24 days	21 days		PK
Domestic Waste	Service growth (additional properties served within existing resource) - max 500 (cumulative)		M	18 (36)	20 (56)	17 (129)		AH
Domestic Waste	Monitor tonnage of garden waste (cumulative) April - Mar		M	334 (569)	421 (990)	398 (1388)		AH
Domestic Waste	Service Growth - Increase take-up of garden waste service within existing resource - 8000		M	6936	7106	7464	As at 3/8/16	PS
Domestic Waste	Monitor number of garden waste bins missed monthly	15 per month	M	45	43	31		AH
Domestic Waste	Monitor number of missed bins monthly (weekly equiv)	20 per week	M	64 (14)	103 (24)	70 (16)		AH
Domestic Waste	Missed bins collected within 24 hours	95%	M	97%	99%	98%		AH
Trade Waste	Ensure labour costs are within budget of £350k	£116k	M	£56k	£86k	£114k		SF
Trade Waste	Trade waste customer satisfaction (Nov)	95%	A	96%	96%	96%		SF
Trade Waste	Disposal cost as percentage of collection income	40%	M	41%	50%	43%		SF
Trade Waste	Business Growth Summary	£9k	M	£4k	£1k	£15k		SF
Trade Waste	Achieve profit target of £49k	£25k	M	£5k	£12k	£15k		SF
Building & Engineers	Emergency same day repairs - total (attended in target time)	100%	M	91%	87%	100%		AC
Building & Engineers	Asset inspections - car parks (35) (F,M, A, N)	100%	Q	100%	100%	100%		AC
Building & Engineers	Legionella inspections - 28 locations (18 General, 10 Housing)	100%	M	100%	100%	100%		AC
Building & Engineers	Street lighting - above ground repairs within target time (7 working days)	90%	M	77%	66%	77%	24 out of 31	AC
Building & Engineers	Play areas inspection - independent annual audit - number of risks identified moderate or above - rectified within target time	100%	A	91%	91%	91%		AC
Corporate	O' licence rating	Green	M	Green	Green	Green		PT
Corporate	Vehicle accidents (monthly equivalent)	< equiv month	M	1 (0)	3 (0)	5 (1)		AH
Corporate	Staff accidents	< equiv month	M	0 (1)	2 (4)	0 (1)		LC
Corporate	Compliments/Complaints	compliments> complaints	M	17 -17	14 -16	22 -16	13 out of 16 complaints <u>not</u> justified.	AH
Corporate	Achieve 2016/17 partnership surplus of £66k	£-40k	M	£327k	£282k	£-38k		AH
Corporate	Reduce sickness levels	< 3%	M	4.07%	3.13%	2.53%		AH