

## Scrutiny Committee, 29 June 2016

### Information Bulletin

The Information Bulletin is a document that is made available to the public with the published agenda papers. It can include update information requested by the Committee as well as information that a service considers should be made known to the Committee.

This Information Bulletin covers the following items:

1. [Trusted Adviser Information Update](#)
2. [Suffolk Flood Risk Management Scrutiny Sub-Committee](#)
3. [Supporting Economic Growth in Suffolk](#)

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### 1. Trusted Adviser Information Update

- 1.1 On 2 July 2015, Scrutiny Committee requested an information bulletin item for its meeting in February 2016 on the evaluation of the Waveney Trusted Advice service, including an indication of the numbers of people using it and arrangements in place for those who were “hard to reach”. The bulletin was originally delayed, pending the outcome of the evaluation, results of which are now attached (see Appendix 1).

#### Background

- 1.2 In June 2015, five voluntary sector organisations were recruited and grant funded £20,000 each to be Trusted Advice Organisations:- 1) Access Community Trust; 2) Age UK Suffolk; 3) North East Suffolk Citizens Advice Bureau; 4) Suffolk Family Carers; 5) Suffolk Libraries (Beccles).
- 1.3 Evaluation, completed in March 2016, confirmed that the Trusted Adviser model in Waveney is showing early signs of the success associated with collaborative working with partners. It is the view of Adult and Community Services (ACS) that, whilst a positive model, it requires further work to make it both sustainable and cost effective across the county.

#### Future Model

- 1.4 ACS management team has therefore agreed further piloting of the model in Waveney, at reduced cost, to support further analysis of the impact of the Trusted Adviser approach, and the delivery of the model extended to be included as part of the development of the Integrated Neighbourhood Networks with Health.
- 1.5 The development of the Trusted Adviser project alongside the 12 Integrated Neighbourhood Teams will require the continuation of the Trusted Adviser model as being one based in good co-production and collaboration with all partners will be key to achieving this.

- 1.6 It is anticipated that Key Themes to be further developed as part of this approach will include:-
- a) work with future Trusted Adviser organisations to develop training and development opportunities with partners using the Care Act Integrated Neighbourhood Networks approach and the Supporting Lives Connecting Communities (SLCC) model;
  - b) further development of good links with local neighbourhood teams;
  - c) developing links between Local Area Co-ordinators and Trusted Adviser Partners to establish community accessibility when required;
  - d) All Trusted Advisers to sign up to the Suffolk Information Partnership standards including the use of 'Warm Handovers' and use of Suffolk Help for Adults (Info Link) website. The 'warm handover' approach is where someone from one of the partnership organisations thinks a customer would benefit from help and support from another, they can refer them on, with their permission. The idea is to help people in need of support or advice having to repeat their story to lots of people, and to help them access services they might not be aware of.

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## **2. Suffolk Flood Risk Management Scrutiny Sub-Committee**

- 2.1 The Suffolk Flood Risk Management Scrutiny Sub-Committee is a Sub-Committee of Suffolk County Council Scrutiny Committee (SCC). It is chaired by Councillor Mary Evans, who represents the County Council, and each of the Borough and District Councils are also represented. The Sub-Committee met on 10 June 2016 at Riverside, Lowestoft, when it considered the County Council's role as Lead Local Flood Authority in working with local communities and local flood risk management authorities in the investigation of the flooding of the Kirkley Stream, Lowestoft in July 2015.
- 2.2 On the night of 24 and 25 July 2015, rainfall of twice the July average (a 1 in 40 year event, equivalent to a 2.5% chance of happening in any given year) caused an exceedance of the capacity of the surface water drainage systems of both SCC Highways and Anglian Water, exacerbated by blockages in the Kirkley Stream caused by debris, excessive vegetation, fly tipped rubbish and illegally dumped garden waste. Some drain outfalls were also subsequently found to be situated at too low a level to drain properly into the stream.
- 2.3 The result was that 33 properties were flooded internally to a depth of approximately 300-500mm and the public highway flooded to approximately 450mm over a length of about 50m. There was also further flooding of outbuildings and gardens. One home and numerous gardens were also flooded and contaminated with raw sewage further upstream in Carlton Colville.
- 2.4 Under the terms of the Flood and Water Management Act 2010 the County Council (Lead Local Flood Authority) is required to investigate significant local flooding incidents, publish the results of such investigations and play a lead role in emergency planning and recovery after a flood event.

- 2.5 The County Council investigated the flooding of the Kirkley Stream and produced a report which identified Anglian Water, Suffolk County Council (SCC)(as Highways Authority) and Waveney District Council as relevant Risk Management Authorities with responsibility for local Flood Risk Management. The report included a number of recommendations, and implementation of these is now practically complete.
- 2.6 A number of newsletters were produced and a series of public meetings were held to provide the local community with updates on progress. The Chairman of the Sub-Committee attended the most recent meeting to invite feedback from local residents on the way that the County Council had responded to the flooding incident, and four responses were subsequently received. The Environment Strategy Team at SCC responded to these comments directly and they were reported to the Sub-Committee.
- 2.7 At its meeting on 10 June 2016, the Sub-Committee was joined by the Cabinet Member for Environment and Public Protection, SCC, the Leader of Waveney District Council, the Head of Environment Strategy, SCC and two representatives from Anglian Water. A number of members of the public and local county and district councillors attended and the Sub-Committee received verbal contributions from five of them.
- 2.8 The Committee made the following recommendations:
- 2.9 To commend all parties on the way in which they continue to work together to learn from experience and reduce the risk of the flooding of homes by the Kirkley Stream.
- 2.10 To recommend to the Cabinet Member for Environment and Public Protection that members of the local community should be encouraged to volunteer as flood wardens and be provided with training in order to work with responsible authorities to monitor the status of the stream, report any concerns and facilitate engagement with local residents.
- 2.11 To recommend to the Cabinet Member for Environment and Public Protection that engagement with the wider local community, including schools, should continue on a regular basis and include:
  - a) emphasising the importance of keeping the stream free of debris;
  - b) emphasising the importance of reporting all flooding events, including those not affecting buildings;
  - c) promoting awareness of the range of property level flood resilience measures that are available to home owners.
- 2.12 To recommend that all organisations whose telephone number is listed as an emergency contact number for the Kirkley Stream should ensure that call centre staff are aware of how to respond to, and escalate, any call indicating that levels in the stream are rising.
- 2.13 To recommend that authorities responsible for planning development in the catchment of the Kirkley Stream should implement policies that limit surface water run-off from all future developments, and that they should require developers to install mitigation measures before dwellings are built.
- 2.14 To request the following information, to be provided for the Committee at its next meeting:

- a) an update on progress with the development of the Kirkley Stream partnership and the allocation of a contract to maintain the stream;
  - b) an update on progress with the reconsideration of the design of the Anglian Water trash screen;
  - c) a copy of the guidance provided to Anglian Water call centre staff advising them how to respond if a caller informs them that water levels in the Kirkley Stream are rising.
  - d) An update on progress with the implementation of Lowestoft Flood Risk Management Strategy, including information on how individual projects will be funded.
- 2.15 The papers for the meeting including the Information Bulletin, which contains information about the Lowestoft Flood Management Strategy, the maintenance of Sustainable Urban Drainage Systems, Flood and Coastal Erosion Resilience Partnership Funding and the use of the On-Street Parking Account surplus for drainage improvements, can be accessed via the following link:  
<http://committeeminutes.suffolkcc.gov.uk/meeting.aspx?d=10/Jun/2016&c=Suffolk Flood Risk Joint Scrutiny Sub Committee>
- 2.16 The minutes of the meeting will be confirmed at the next meeting of the Sub-Committee, which will be held on 10 November 2016. It is anticipated that at this meeting the Committee will consider how drainage, including highways drainage, is being managed in the current planning process.
- 2.17 The Lowestoft Flood Risk Management Project has produced a draft strategy to reduce the risk of flooding in Lowestoft from the sea, rivers and from extreme rainfall. A public consultation on the strategy is being held between 6th June and 29th July 2016, and further information is available from:  
<http://lowestoffrmp.org.uk>
- 2.18 Copies of Flood Investigation Reports, newsletters and information on flood management strategies can be found on the Suffolk Flood Risk Management Partnership pages of the Green Suffolk website at:  
<http://www.greensuffolk.org/about/SFRMP>
- 2.19 For further information please contact: Katherine Bailey, Democratic Services Officer; Email: [Katherine.Bailey@suffolk.gov.uk](mailto:Katherine.Bailey@suffolk.gov.uk), Telephone: 01473 260132.

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### 3. Supporting Economic Growth in Suffolk

- 3.1 At its meeting on 4 June 2015 the Committee made a number of recommendations regarding the above. This Information Bulletin updates the Committee on progress against these recommendations.

#### **Recommendation b) related to inward investment activity.**

- 3.2 **Response/progress** - The Invest in Suffolk website ([www.investinsuffolk.com](http://www.investinsuffolk.com)) has been refreshed and further work is ongoing. The County Council is working with Norfolk County Council and New Anglia Local Enterprise Partnership (LEP) to explore how a collaborative inward investment service will work in the future. This includes considering a more joined up service with

district and borough colleagues as well as opportunities to lever in external funding to support the work.

**Recommendation c) related to New Anglia LEP supporting the Better Broadband programme and helping to remove barriers to securing connections to the last 5% of difficult to reach premises.**

- 3.3 **Response/progress** - New Anglia LEP is currently drawing up the funding agreements for the agreed Growth Deal contributions to the Better Broadband programme. This will be a simplified local process, with the funding allocation defrayed during the current financial year.
- 3.4 Discussion has been held with the Suffolk broadband team around delivering faster broadband to the new Enterprise Zone sites in Suffolk, including those in Bury St Edmunds, Stowmarket and Ipswich, some of the sites in Ipswich already being served with superfast broadband. Developers of the new sites will be encouraged to contact BT as soon as local site development plans with proposed infrastructure routes are available to ensure that appropriate ducting is in place in preparation for the fibre provision.
- 3.5 To support small and medium enterprise (SME) access to faster broadband, the Better Broadband website has been redesigned to encourage businesses to switch to a new Broadband package once fibre is available in their area. New Anglia LEP is also intending to utilise the Growth Hub advisers to promote availability and advise SMEs on provision levels in their area. The Suffolk broadband team are also able to advise individual companies, through the LEP, on their position in relation to the timescale of the rollout programme in their area.
- 3.6 The broadband take-up rate in the area is higher than 20% leading to a gain-share or clawback being returned to the programme and this funding will be used to help address the final 5% of coverage in the area. The programme as a whole continues to deliver ahead of schedule.

**Recommendation d) related to skills and the hospitality sector and Recommendation e) related to skills and the agricultural sector.**

- 3.7 **Response/Progress** - The New Anglia Skills Board is overseeing work to raise inspiration and awareness levels in key local sectors such as agriculture and hospitality. One element of this work is the development of the 'ICANBEA' platform which will provide young people across Suffolk and beyond with a clear view of the careers opportunities open to them. Alongside this work, both County Councils are continuing to promote apprenticeships through their apprenticeships services. Through these services there will be a focus on apprenticeships relevant to the local area including agriculture and hospitality. The Suffolk County Council (SCC) Skills Team is also supporting the New Anglia Skills Board in the development of sector skills plans for all key growth and employment sectors, including agriculture and tourism, which will highlight key skills barriers and identify clear actions that both the private and public sector, including the LEP, will commit to delivering. Alongside this the Skills Team is providing specific support to the Suffolk Agricultural Association and the Royal Norfolk Agricultural Society in their work to raise awareness of careers in the land-based sector.

**Recommendation f) related to New Anglia LEP Board appointments.**

- 3.8 **Response/progress** - Private sector Board members are recruited through an open advertisement process, with Board vacancies publicly advertised and a recruitment panel made up of public and private sector Board members.
- 3.9 This panel makes recommendations for new appointments which then require the endorsement of the full Board.
- 3.10 It is the policy of the LEP to ensure that the Board represents as full a range as possible of businesses by geography, size and sector.
- 3.11 Therefore when any vacancy arises additional weighting is given to candidates who represent geography, size or sector of business which is currently under-represented on the Board.

**Recommendation g) related to support for small businesses wishing to take on apprentices.**

- 3.12 **Response/Progress** - As part of the County Council's investment in apprenticeships, a pilot project was delivered to help small businesses take on apprentices. The 'Apprenticeship Suffolk Business Service' worked with over 4,000 employers and generated in excess of 500 new Apprenticeship vacancies. This project has been able to assess the barriers as part of this work with 4,000 companies and has identified that the most significant barrier to small businesses is the lack of young people available to take up these opportunities. Knowledge and funding are the next most often cited barriers, but are considerably less of an issue than supply of applicants. Knowledge and understanding in SMEs is being enhanced directly through the pilot and will be part of the County Council's approach to apprenticeships going forward. The issue of funding is being addressed nationally through the Apprenticeship Grant for Employers (AGE) and will be further dealt with through the Apprenticeship Levy. The County Council will particularly focus its efforts at undertaking even more work to promote apprenticeship opportunities to young people, building on the progress already achieved over the last two years.
- 3.13 Through the ongoing devolution work and working with the New Anglia Skills Board, the County Council also lobbies for policy change. As part of the draft East Anglia Devolution Deal we have secured commitment from Government to assume local responsibility for the Apprenticeship Grant for Employers (AGE). This will give us greater control to ensure that this funding meets local SME needs.

**Recommendation h)i related to an information request for an analysis of the performance of the Growing Business Fund and Small Grants Fund broken down into economic sectors for Suffolk.**

- 3.14 **Response/progress** - This was previously provided to the Committee on 10 February 2016.

**Recommendation h)ii related to an information request for a breakdown of the aims of the Strategic Economic Plan separated in to figures for Norfolk and figures for Suffolk.**

- 3.15 **Response/progress** - This was previously provided to the Committee on 10 February 2016.

### **Recommendation h)iii related to the Capital Investment Fund.**

- 3.16 **Response/progress** - New Anglia Capital has now made 6 investments over the course of the last year totalling in excess of £750k and ranging in size from £18k to £250k. To date all investments have been in companies based in Norfolk and include businesses in the digital creative, high tech, medtech and oil and gas sectors.
- 3.17 Quarterly pitching events continue to be held with up to 7 full and elevator pitches per event. There are now 16 Angel members, with 5 new members expected to join shortly - some of these investors are Suffolk based. The spring and summer events held in February and June respectively included potential Suffolk based investments, which are currently being considered.
- 3.18 New Anglia LEP has recently been able to increase the available funding to New Anglia Capital by an additional £500k. Further information is available at <http://www.angliacapitalgroup.co.uk/home.php>.

### **Recommendation h)iv related to the outcome of the Growth Hubs review.**

- 3.19 **Response/progress** - The review report can be found at [http://www.newangliagrowthhub.co.uk/stats/durham-growth-programme-evaluation-report\\_oct-15](http://www.newangliagrowthhub.co.uk/stats/durham-growth-programme-evaluation-report_oct-15)

### **Recommendation h)v related to an update on apprenticeships.**

- 3.20 **Response/progress** - This was previously provided to the Committee on 29 October 2015.

**Recommendation i) was a request to the Assistant Director for Economic Development and Economic Strategy to take forward the previous recommendation from the Committee that councillors should be offered briefings on the work of the Local Enterprise Partnerships, if possible tailored according to local authority district or borough area.**

- 3.21 **Response/progress** - An update from New Anglia LEP is now a standing item on the agenda of the Growth Portfolio Holders Group, which is made up of the Economic Development and the Planning portfolio holders from all Suffolk local authorities. The Chairman and Managing Director of New Anglia meet with the Leaders of all local authorities in their area every 6 months. New Anglia staff also meet with Members on an ad hoc basis to discuss individual programmes and projects. Within the County Council, the Assistant Director Strategic Development has provided a briefing to the UKIP group at the County Council and is available to do the same for other groups of Members.

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