

Broads Authority

Agenda 30 April 2021

10.00am

This is a remote meeting held under the Broads Authority's [Standing Orders on Procedure Rules for Remote Meetings](#).

Participants: You will be sent a link to join the meeting. The room will open at 9.00am and we request that you **log in by 9.30am** to allow us to check connections and other technical details.

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Introduction

1. To receive apologies for absence
2. Chairman's announcements
3. **Appointment of two co-opted members from the Navigation Committee to the Broads Authority** (Page 3)
Report by Governance Officer
4. Introduction of members and declarations of interest
5. To note whether any items have been proposed as matters of urgent business
6. Public question time – to note whether any questions have been raised by members of the public
7. **To receive and confirm the minutes of the Broads Authority meeting held on 19 March 2021** (Pages 4-16)
8. **Summary of actions and outstanding issues following decisions at previous meetings – to note the schedule** (Pages 17-24)

Strategy and policy

9. **Financial performance and direction** (Pages 25-44)
Report by Chief Financial Officer

10. **Health & Safety – 2020 Annual Safety Report and 2021/22 Annual Safety Audit Programme** (Pages 45-53)
Report by Head of Safety Management

Governance

11. **Appointment of Monitoring Officer** (Pages 54-55)
Report by Chief Executive
12. **Agenda item on feedback from outside bodies** (Pages 56-57)
Report by Monitoring Officer and Head of Governance
13. **Annual report on requests to waive Standing Orders in 2020/21** (Pages 58-60)
Report by Chief Financial Officer
14. **Summary of formal complaints for 2020/21** (Pages 61-64)
Report by Governance Officer

Reports for information

15. The Port Marine Safety Code: To consider any items of business raised by the designated person in respect of the Port Marine Safety Code

Minutes to be received

16. To receive the minutes of the following meetings:

[Broads Local Access Forum – 2 December 2020](#)

[Planning Committee – 5 March 2021](#)

[Planning Committee – 26 March 2021](#)

17. Feedback from Members appointed to represent the Authority on outside bodies

Outside bodies

Broads Tourism, How Hill Trust, National Parks UK and National Parks England, Norfolk and Suffolk Broads Charitable Trust, Upper Thurne Working Group

Local Authorities

Broadland, North Norfolk, South Norfolk, East Suffolk, Norwich City, Great Yarmouth, Suffolk County, Norfolk County Councils.

18. Other items of business

Items of business which the chairman decides should be considered as a matter of urgency pursuant to section 100B (4)(b) of the Local Government Act 1972

19. To answer any formal questions of which due notice has been given
20. To note the date of the next meeting/workshop – **Friday 23 July 2021** at 10.00am

Broads Authority

30 April 2021

Agenda item number 3

Appointment of two co-opted members from the Navigation Committee to the Broads Authority

Report by Governance Officer

Purpose

The appointment of two co-opted members from the Navigation Committee to the Broads Authority.

Recommended decision

In line with the recommendation of the Navigation Committee, to appoint Nicky Talbot and Simon Sparrow to the Broads Authority for one year until 13 May 2022.

1. Introduction

- 1.1. As set out in Section 1 of the Broads Act, the membership of the Broads Authority includes “two members appointed by the Authority from those members of its Navigation Committee (established under section 9 of this Act) who are not already members of the Authority.”
- 1.2. At its meeting on 20 March 2015, the Authority agreed that the term of appointment of the two co-opted members of the Navigation Committee to the Broads Authority should be on an annual basis. The current appointments expire on 14 May 2021.
- 1.3. In accordance with Schedule 4 section 4(3), “The (Navigation) Committee shall elect a chairman from among those of its members who are members of the Authority and may, if it thinks fit, appoint one of its members to be vice-chairman.”
- 1.4. At its meeting on 15 April 2021, the Navigation Committee appointed Nicky Talbot as Chair of the Navigation Committee and Simon Sparrow as Vice Chair. The Navigation Committee also recommended that Nicky Talbot and Simon Sparrow be appointed as the two co-opted members to the Broads Authority for one year, until 13 May 2022.

Author: Sarah Mullarney

Date of report: 15 April 2021

Broads Authority

Minutes of the meeting held on 19 March 2021

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Present

Bill Dickson – in the Chair, Kelvin Allen, Harry Blathwayt, Stephen Bolt, Matthew Bradbury, Andrée Gee, Gail Harris, Lana Hempsall, Tristram Hilborn, Bruce Keith, James Knight, Leslie Mogford, Greg Munford, Simon Roberts, Matthew Shardlow, Simon Sparrow, Nicky Talbot, Vic Thomson, Melanie Vigo di Gallidoro and Fran Whymark

In attendance

John Packman – Chief Executive, Hilary Slater – Monitoring Officer, Natalie Beal – Planning Policy Officer (minutes 11-12), Maria Conti – Head of Governance, Emma Krelle – Chief Financial Officer, Rob Rogers – Director of Operations, Marie-Pierre Tighe – Director of Strategic Services, Lewis Treloar – Waterways & Recreation Officer (minute 10), Essie Guds - Meeting moderator, Sarah Mullarney - Meeting moderator and Sara Utting – Governance Officer

1. Welcome and apologies

The Chairman welcomed everyone to the meeting.

Apologies were received from Tim Jickells.

2. Chairman's announcements

Openness of Local Government Bodies Regulations 2014 and provisions of The Local Authorities Police and Crime Panels (Coronavirus) Flexibility of Local Authority and Police and Crime Panel Meetings England and Wales) Regulations no. 392.

The Chair reminded members that the meeting was being held under the provisions of the above regulations and in accordance with the Broads Authority's Standing Orders for remote meeting procedures agreed on 22 May 2020. The meeting was being live streamed and recorded and the Broads Authority retained the copyright. The minutes remained the record of the meeting.

Kelvin Allen

The Chair reported that this would be Kelvin's last Broads Authority meeting, having first been appointed in 2013 and serving the maximum term of 8 years as a Secretary of State appointee and also serving as a member of the Navigation Committee. He paid tribute to Kelvin's dedication and involvement in many partnerships, such as the Broads Local Access Forum and Upper Thurne Working Group and the recently constituted Water Resources East, as well as his representation for angling interests across the Broads Catchment. His position as a Trustee at Whitlingham Charitable Trust and his involvement with the Tolls Working Group required him to balance different issues and interests. In conclusion, the Chair wished Kelvin well for the future and thanked him for all his hard work and noted that members would continue to

work with Kelvin outside of the Authority due to his ongoing membership of other organisations.

Mollie Howes

The Chair advised members of the sad loss of Mollie Howes, who had passed away on 10 March, aged 90 years. Mollie was a recognised character within the Broads, as an active member of Horning and Snowflakes Sailing Club and the Norfolk Broads Yacht Club and an organiser of the Three Rivers Race. She had been a regular attendee at Navigation Committee and Broads Authority meetings, affectionately known as “Mrs Public”, and petitioned against the Broads Bill in the Houses of Parliament, fighting for her keenly held beliefs. As an individual, Mollie was a very sociable lady, full of personality, and the Chair expressed his condolences to Mollie’s family on behalf of the Authority. A number of members added their own thoughts and recollections in tribute to Mollie.

Lana Hempsall joined the meeting at 10.15am.

3. Introduction of members and declarations of interest

Members declared interests as set out in Appendix 1 to these minutes.

4. Items of urgent business

There were no items of urgent business.

5. Public question time

No public questions had been received.

6. Minutes of last meeting

The minutes of the meeting held on 29 January (reconvened on 9 February 2021) were approved as a correct record and would be signed by the Chairman.

7. Summary of actions and outstanding issues

Members received the latest summary of actions and outstanding issues following decisions at previous meetings. The Chief Executive (CE) advised that the Statutory Instrument had been laid in Parliament on 21 January for the transfer of Mutford Lock and this came into force on 19 February, meaning the transfer was now finally complete. This constituted a significant change, with the Lock now being in the Authority’s ownership and part of the Authority’s navigation area.

In terms of the item relating to the Climate Change Emergency, the CE informed members that the Authority had facilitated a presentation by Asher Minns to the Norfolk Public Sector Leaders’ Board on 12 March, at which Asher had done an excellent job in summarising climate change from a global level down to UK level, and then interpreting what it meant for Norfolk. The Leaders had then participated in a lively debate on the topic.

Regarding the response to the Covid-19 emergency, the CE stated that the Broads Authority, together with all the National Parks, would be facing a very difficult summer, with a large number of visitors expected to the area. He added that, again, it had been a struggle to get simple, clear advice from the Government on what this meant for boating, but the relevant organisations were all working together as it was important to give common advice. In terms of day boats, the advice from Defra was not easy to interpret and he thanked British Marine, the Royal Yachting Association and the Association of Inland Navigation Authorities for their assistance. The Authority's website was continually updated with the most recent advice. In addition, the CE gave special thanks to the Head Ranger, Lucy Burchnall, in the recent recruitment of new Rangers which had gone extremely well. A new Senior Ranger had been appointed, together with four excellent new seasonal Rangers. The nine animated safety videos had been completed and distributed and he encouraged their publicity as far and as wide as possible. The CE commented that he had been impressed with the quality and speed at which they had been produced and gave particular thanks to Rob Leigh, Head of Communications and Greg Munford. He concluded that the Authority was in a good place ahead of a difficult summer, and the Head of Visitor Services, Sam Bates, was finalising the preparations for the opening of the visitor centres and yacht stations.

A member referred to the fact that, in about a month's time, remote meetings would no longer be allowed under the current Government regulations, which would expire on 6 May. He questioned what the Authority's plans were for holding meetings after this date, particularly if Covid restrictions were still in place, and if face to face meetings would take place. The CE responded that a response was awaited from the Government following lobbying from a number of authorities concerned about this situation. He considered it would be premature to hold the next Authority meeting face to face. Officers would be keeping a close eye on the situation and keeping members informed of any changes.

The report was noted.

Lana Hemsall left the meeting at this point.

8. Financial performance and direction

The Chief Financial Officer (CFO) introduced the report, which provided a strategic overview of current key financial issues and items for decision. The report covered three items:

- the National Park Grant agreement for 2021/22;
- Consolidated Income and Expenditure up until 31 January 2021 and
- the Capital, Treasury and Investment Strategy for 2021/22.

The CFO confirmed that the Investment Strategy had recently been reviewed by the Audit and Risk Committee (ARC) at its meeting on 2 March 2021 with an addition to paragraph 2.2 to include reference to institutions' ethical and environmental activities being taken into consideration for longer term investments.

In terms of the National Park Grant settlement for 2021/22, confirmation had been received that this would remain at the level for 2020/21 (ie “flat cash”). It was noted that this was the third financial year the amount had remained the same and not kept in line with salary inflation and other increased costs.

The CFO advised that there were no updates to the figures for February. £578,000 had been received for next year’s tolls for private crafts and £10,000 for hire craft. A £1m fixed term investment had matured and been returned, which was currently sitting with Barclays while a decision was made on its future investment. The CFO drew to members’ attention the fact that interest rates were at an all-time low and notification had been received from Barclays that the rates would be decreasing again on 12 April, with 0.15% being the maximum rate to be achieved. This would result in £5,250 interest being accrued against a profiled budget of £13,500 and so the Authority would need to look at other options for investment. The policy’s fundamental principle was one of security of capital investment. However, to move to equity type investments would require a change in the investment policy by the Authority and would require the strategy to come back to members for decision. In conclusion, the CFO referred to paragraph 8.5 in response to a query raised by a member at the ARC meeting, which confirmed that early repayment of the Public Works Loan Board (for the purchase of the dock yard some years ago) would not be the lowest cost option, due to the early repayment fee.

A member thanked the CFO for her comprehensive report and taking on board the comments raised at the ARC meeting, which she had considered with due diligence.

A question was raised on whether the Authority had experienced any issues of money laundering and what measures were in place to mitigate. The CFO advised that all local authorities must be aware of money laundering and the BA had a policy in place stating that it would not accept cash for payments above a certain value and this would enable transactions to be tracked back to source to the relevant bank.

In response to a request to see the figures relating to the PWLB, as the member concerned had not seen them reported anywhere, the CFO advised that the figures were published in the committee papers for a previous meeting, but the member had not been in attendance. To assist the member, she confirmed that to repay the loan (£101,500 outstanding), taking into account lost interest, would total £120,524.98. If the loan was allowed to run until the end of its term, £118,843.81 would be repaid and therefore it was cheaper to let it run its course. She added that, last year when this matter had been discussed previously, members had been keen to keep Capital Reserves for investing in other capital projects rather than using it to repay the loan.

Melanie Vigo di Gallidoro proposed, seconded by Matthew Shardlow, and

It was resolved unanimously

- i. To note the progress of the National Park Grant agreement for 2021/22.
- ii. To note the income and expenditure figures.
- iii. To adopt the Capital, Treasury and Investment Strategy.

9. Strategic direction: draft Annual Business Plan 2021/22 and strategic priorities update

The Head of Governance introduced the report, which provided the draft Annual Business Plan for 2021/22 and the final update on this year's set of strategic priorities. The Annual Business Plan was the link between the Broads Plan, guiding strategies (eg Tourism Strategy, Integrated Access Strategy) for the Broads and the Authority's Directorate work plans.

The Chief Executive reminded members that the organisation was very stretched and the plans for this year were ambitious but focussed on public safety. He also referred to the Water, Mills and Marshes project and CANAPE, to which the Authority was committed to delivering, and Defra work on the future of agri-environment. This would be another challenging year, but the Business Plan helped in setting out what was to be achieved.

A member commented that there was not much in the Business Plan related to navigation and moorings. He referred to a recent communication regarding a potential major problem at St Benet's mooring and asked for an update on the current situation, particularly in relation to the forthcoming season. The Chief Executive responded that moorings had been an issue for the BA for a number of years, particularly where the Environment Agency's (EA) previous flood defence had been the piling adjacent to the river and, in effect, had provided the moorings. Where the defence had been set back, there had been a debate about the future of the moorings, as the EA was in effect removing its responsibility for the pilings by either handing back to the landowner or removing it. The BA had had that debate at several locations with landowners and the EA, and the situation had been difficult to manage. As a result, the policy for the Authority was, wherever possible, to try and purchase the land for moorings and discussions were ongoing regarding the current situation.

The Director of Operations (DoO) provided an update, advising that the Authority had been notified that the EA had not maintained the pilings as a flood defence for the past 12 months. The site had recently changed ownership, but the Authority had not been made aware of the sale. The Authority had been in negotiation with the new landowner for the past year and was making good progress. A tender had been advertised for the capping and waling before the season started. However, at very short notice it had come to the Authority's attention that the landowner and the EA had not been able to agree the lease relating to responsibility for the piles. As the Authority was potentially going to invest £48,000 on the mooring, it had to pull the project while there was uncertainty over the future of the moorings and the issue was back with the EA. The Authority had offered to buy the site, agreed to accept responsibility for the pilings and given advice to the landowner. The current piles were very deep and heavy as they acted as the flood defence; these were no longer needed for that purpose but it would be expensive to remove them, and they had up to 25 years of life remaining. The importance of these moorings was accepted but the Authority had explored all possible options open to it; it could not force the landowner to come to a decision and was only able to give advice and assistance. Sections of the moorings were no longer safe so unfortunately had to be closed off.

A member referred to the figure of 2% quoted in the report as a provisional pay increase for staff and this had been factored into the setting of tolls, but queried if this had been included in the NPG. The Chief Executive responded that no provision had been made in the grant settlement for additional increases in pay for staff and the flat cash settlement was a real cut in the Authority's funding. He referred to the Landscapes Review, which included a major recommendation for more funding for the National Park Authorities and it would be interesting to see if this was referred to in the Ministerial announcement.

In welcoming the documents, another member congratulated the team on their production, particularly the inclusion of safety to staff as well as boat users. However, he wished to raise three questions. Firstly, in Table 1 he would like to see greater clarity on whether milestones had been achieved. Secondly, in the Strategic Services Directorate Workplan, Ref SD5 relating to the monitoring of species, he would like to know how this would be undertaken over the coming year and if the results would be reported back. Finally, he referred to the Local Nature Recovery Strategy (LNRS), of which there was no mention in the Plan, commenting that the Bill had not yet been passed and would the Strategy be produced next year.

The Chief Executive responded that all the strategic priorities had been achieved last year and this could be circulated to members in due course. In terms of species, he would obtain data from relevant officers on work with the Broads Biodiversity Partnership, including on protected species. In relation to the LNRS, the Director of Strategic Services advised that the Authority was working with Norfolk and Suffolk County Councils as well as other partners. Given the geography of the BA area, the approach was different to other National Parks as they were likely to be the owners of the LNRS. Terms of Reference had been drafted for the group to work on the strategy and so work was in progress. It was a high priority to get a better understanding and action plan in place, and it would certainly involve partnership working. This could be added to the Business Plan.

Referring back to St Benets, a member commented that while he had not inspected the moorings yet himself, he had received correspondence on the situation. He questioned if it had been necessary to tape off the whole mooring, as he did not believe it could all be dangerous. In terms of mink, this had been discussed very recently at the Norfolk Rivers Internal Drainage Board and it was noted that a new type of trap was available which was both humane and effective.

Lana Hemsall rejoined the meeting at this point (10.58am).

The DoO responded that the whole of the moorings had not been taped off, only 140m in various locations, meaning half of the moorings were available. Vessels were able to double-moor, although this would not be applicable under the current Covid restrictions. He confirmed that, in accordance with BA policy, mink were trapped humanely and quickly despatched.

A member questioned if putting in pontoon moorings at St Benets was still being considered, to which the DoO responded that this was a potential option but an expensive one, costing £300,000 for a 300m pontoon. The site was mainly used by cruisers so a hard edge was

needed and that was why it was preferable to maintain the pilings. A member referred to piled edge moorings and questioned if the risk had been covered off for their total loss; with the options of removal or someone else taking them on. The member also referred to his recent attendance at a meeting of the Broads Catchment Steering Group when ELMS had been discussed, and he commented that it was very pleasing that BA staff were seen as leading the way amongst stakeholders. The DoO responded that the Authority continued to maintain 64 moorings and was in continual negotiations with all parties for their maintenance and on-going availability as moorings.

Another member re-entered the discussion, commenting that that the Authority had known about the removal of hard pile edges for about 25 years and so it was not a new problem. His concern about St Benets was that he had first learnt about the situation on social media and an email from the Senior Communications Officer. He referred to the website which stated that the Authority leased the moorings from the landowner and questioned if this was correct or not; when the lease ended and if it had, why was this not known previously, expressing disappointment at the loss of a public asset. The DoO responded that the Authority did have a lease on that mooring, until 2027, but the only part applicable was the piled edge. Therefore, if this were to be removed, there would be no lease to have (the lease would be Frustrated – a legal term meaning the contract was no longer capable of performance), similar to a situation with an eroded footpath next to a river. If, because of erosion, the footpath was lost, then the lease would be null and void. Legal advice had been taken and work had been progressing well until recently when negotiations between the landowner and EA had stalled. The current situation was seen as only temporary and officers were working hard to resolve the situation, while protecting the Authority's investment and finances.

Nicky Talbot proposed, seconded by Matthew Shardlow, and

It was resolved by 19 votes for and with one abstention (due to the member having earlier lost connection) to adopt the Annual Business Plan 2021/22 and to note the strategic priorities update.

10. Hoveton Riverside Park – proposal

The Waterways & Recreation Officer (W&RO) introduced the report, supplemented by a presentation, which provided an update on the proposed project plan for Hoveton Riverside Park, the aim of which was to rejuvenate the site, increase its use and reduce the costs of its long-term site maintenance. If supported, the next steps would be to source external funding for the proposed major changes to the site.

A member referred to the proposed children's play area and queried if this would include natural play principles to enhance its natural setting. The W&RO responded that this would be a key theme, and this would not be a typical commercial park as seen in an urban development such as a housing estate.

Another member referred to the value of parks and open spaces, which had become particularly apparent during the past 12 months, and their value in the longer term, in terms

of sustainability and accessibility. He added that there were a number of funding opportunities which would be available to the Authority for match funding such a massive opportunity to deliver good quality facilities and sustain them for the longer term.

A question was raised on access for disabled children and the W&RO confirmed that the whole park had accessibility in mind, albeit only a concept at this stage, but this would be a key principle when looking at the specifics.

A member commented that she was pleased to see a natural type play area, which would hopefully encourage children to respect and look after the natural environment in the future, adding that the site could potentially be used as an educational project. The W&RO acknowledged that there was a need for educating and connecting young people to their landscape and the area would incorporate a meadow and ponds to assist with this focus. There would also be an opportunity to involve local schools.

It was resolved by consensus to support the proposed project plan for Hoveton Riverside Park.

11. Peat Guide – for adoption

The Planning Policy Officer introduced the report, which proposed the adoption of a Peat Guide to elaborate on the policy within the adopted Local Plan seeking a reduction in the amount of peat that was excavated as part of a development proposal. The Guide had been subject to consultation between September and November 2020 and the Planning Committee had unanimously recommended it for adoption by the Authority, at the meeting on 5 March 2021.

Melanie Vigo di Gallidoro proposed, seconded by Bruce Keith, and

It was resolved unanimously to adopt the Peat Guide.

12. Norfolk Strategic Planning Framework – for endorsement

The Planning Policy Officer introduced the report, containing the third version of the Norfolk Strategic Planning Framework which set out agreements relating to cross boundary, strategic planning matters. It demonstrated how all the local planning authorities would work together under the Duty to Co-operate, through a series of agreements on planning related topics. While the Framework was not an adopted planning document in its own right, it could be seen as a guide for future planning work. It was noted that the Planning Committee, at its meeting on 5 March , had unanimously recommended it for adoption by the Authority. The PPO advised that version 4 was now in production as part of the ongoing requirement under the Duty to Co-operate.

A member questioned how this supported the Greater Norwich Development Partnership, as there was a reliance on Local Plans and there was no joined up work on issues such as the water industry. He stated there was no strategic water plan for Norfolk for both housing and agricultural needs. As it currently stood, he was unable to endorse the document. The PPO

responded that water cycle studies were carried out by local planning authorities, including for the supply and disposal of water, and the one for the GNDP had been completed and was reflected in its Local Plan. Both Anglian Water and the Environment Agency were both involved in the GNDP as key stakeholders, and the Local Plan for the Greater Norwich Area was currently out for consultation. In addition, Anglian Water and Essex & Suffolk Water both had Water Resources Management Plans, which were also relevant. She concluded that she could report to the group overseeing the NSPF to potentially address this issue in version 4 of the document.

One of the local authority members confirmed that Water Resources East had provided a presentation and reports to the GNDP meetings. Furthermore, she had attended the meeting hosted by Lord Dannatt on flooding and the BA was now a member of that group. A holistic approach was being taken towards water and flooding generally across Norfolk, with organisations doing what they could to protect the water resource and address climate change.

Another member referred to the issue of 5G and its environmental impacts, commenting that while this were mentioned in Appendix 2 of the document, it related to the infrastructure only (their location and visual appearance). He had concerns on the frequencies being absorbed by wildlife, particularly small animals, and also that organisms were sensitive to them. Reference was made to the Scientific Committee on Health, Environment and Emerging Risks, which had reviewed the roll-out of 5G in 2018, giving the highest possible risk rating on wildlife, and that no risk assessment had been done on the roll-out of 5G at international, national or local level. Unless he could be reassured on this issue, he was unable to sign off the roll-out of 5G. The PPO responded that she was not a representative on all of the groups associated with producing the document, including telecommunications, and therefore was unaware if the impacts had been mentioned. She referred to Permitted Development Rights relating to telecommunications to enable the easier roll-out of telecommunications technology and recent Government consultations, but added that no final way forward had been announced as yet by the Government. Another member commented that as a local planning authority, the Authority would consider any planning applications for the Broads and it had to trust the national government organisations to determine safety issues. This view was challenged by the member who raised the issue, stating that there was no evidence it had been found safe, and some areas were not rolling out 5G until proper assessments had been carried out. Another member supported this view. The PPO advised that she would pass on members' comments to the group to see how they could be progressed in version 4 of the document.

A member commented that the document under discussion was a planning document, looking at visual impact on the built environment. While she appreciated the safety concerns about 5G and the environment, these belonged elsewhere and not as part of this document, and should be raised at a different forum.

In conclusion, members noted the concerns expressed about the possible effects of 5G, but acknowledged that this did not prevent endorsement of the document under discussion, and

that officers would raise the above issues as part of the production of version 4 of the document.

Bruce Keith proposed, seconded by James Knight, and

It was resolved by 16 votes for, two against and with two abstentions (due to the members having lost connection) to endorse the Norfolk Strategic Planning Framework (version 3), noting that officers would raise the safety concerns on the roll-out of 5G with the group in producing version 4.

13. Scheme of powers delegated to Chief Executive and other authorised officers

The Head of Governance introduced the report, advising that the two documents comprising the Authority's scheme of powers delegated to officers had been reviewed, updated and rationalised into a single draft document entitled "Scheme of powers delegated to Chief Executive and other authorised officers". It was noted that those elements in the draft document relevant to planning and heritage were presented to the Planning Committee on 5 March and the Committee had resolved to amend some of the proposed changes in sections 37 (iv) and (v) and to reword sections 37 (vi) and (vii).

A member referred to the proposed changes to paragraphs (25) and (26) (relating to reimbursement of costs of damage to employees' personal property and ex gratia and honoraria payments) and asked why these decisions would no longer involve Directors and HR. He also questioned how many payments had been made. The Chief Executive (CE) responded that such payments were very rare, with only one or two damages payments in recent years and similarly for ex gratia payments. He reassured the member that he always consulted Management Team and the Head of HR when considering payments, but suggested that the wording be amended to read "The Chief Executive in consultation with the Head of HR and Directors."

Stephen Bolt proposed, seconded by Fran Whymark, and

It was resolved unanimously to adopt the "Scheme of powers delegated to Chief Executive and other authorised officers" as contained within Appendix 3 of the report and as amended above.

14. Committee calendar 2021/22

The Head of Governance introduced the report, which proposed a calendar of meetings for the Broads Authority and its committees for the period August 2021 to July 2022. It was noted that the calendar followed a similar pattern to previous years but it was proposed to change the start time for the Navigation Committee, Broads Local Access Forum (BLAF) and the Audit & Risk Committee (ARC) from 2pm to 10am. She advised that staff had checked these particular meeting dates for potential clashes with local authority meeting dates. The BLAF and ARC were both notified of the change at their March meetings and had supported the

change. The Navigation Committee would have the opportunity to review the dates and proposed change in time at its April meeting.

It was resolved by consensus to approve the committee calendar for the period August 2021 to July 2022, subject to consultation with the Navigation Committee.

15. Items of business raised by the Designated Person in respect of the Port Marine Safety Code

There were no matters to report under this item.

16. Minutes to be received

Members received the minutes of the following meetings:

Planning Committee – 8 January 2021

Planning Committee – 5 February 2021

17. Feedback from members appointed to outside bodies

The Authority's representative on the Upper Thurne Working Group advised that the last two meetings had coincided with BA meetings, making his attendance at the Group difficult. He had requested the Group to review its meeting dates to avoid any potential conflict in future and a decision was expected shortly.

A member referred to the discussions at the last meeting and asked for a progress update. The Chief Executive advised that work had started on a report looking at alternative options but more urgent demands in the days before this meeting meant it had not been possible to complete this in time, and it would be reported to the next meeting.

18. Other items of business

None.

19. Formal questions

There were no formal questions of which notice had been given.

20. Date of next meeting

The next meeting of the Authority would be held on Friday 14 May 2021 at 10am.¹

The meeting ended at 12:10pm

Signed by

Chairman

¹ This was subsequently amended to Friday 30 April 2021

Appendix 1 – Declaration of interests: Broads Authority, 19 March 2021

Member	Agenda/minute	Nature of interest
Harry Blathwayt	10	North Norfolk District Councillor and the site was within that council's jurisdiction
Gail Harris	12	Norwich City Councillor and that council was one of the signatories to the document
Bruce Keith & Simon Roberts	10 (insofar as it referred to the Broads Charitable Trust Discovery Hub)	Trustees appointed by the Authority to the Broads Charitable Trust
Greg Munford	10	Richardsons Leisure Ltd was a potential sponsor for the leisure hubs
Matthew Shardlow	12	Involved in undertaking green infrastructure mapping work
Fran Whymark	12	Broadland District and Norfolk County Councillors

Broads Authority

30 April 2021

Agenda item number 7

Summary of actions and outstanding issues following decisions at previous meetings

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
Pilot agri-environment scheme for the Broads (Broads Test and Trial of ELMS)	16/03/2018	Andrea Kelly	Submission to Defra for pilot agri-environment scheme for the Broads, which builds on partnership work with NFU and local land managers and is prepared with assistance of local conservation NGOs.	<p>Oct 2019: Defra awarded Broads Test and Trial (T&T) contract. Sub-contracts awarded to Natural England, Norfolk Farming Wildlife Advisory Group and facilitator.</p> <p>Nov 2019: Broads Test and Trial published on website. Project investigating payments, management interventions, monitoring and verification of interventions.</p> <p>13 Nov 2019: First partnership workshop with 63 farmers and land managers hosted by BA, NFU, Natural England, Norfolk Farming Wildlife Advisory Group and facilitator, excellent participant feedback.https://www.broads-authority.gov.uk/looking-after/projects/environment-land-management-system. Workshop report circulated to Steering Group and participants and interested parties.</p> <p>10 Feb 2020: Defra ELMS team and Broads farmer site visit.</p> <p>Dec 2019 - May 2020:</p> <p>Objective 2 - Developed detail and costs of management interventions and scheme tiers for grazing marsh and fen/reedbed habitats; reviewed Site Emission Tool (carbon calculator) from similar habitats to trial from June 2020.</p> <p>Objective 3 - Trialled self-assessment form for fen and fen meadow in liaison with Conservation Organisations and British Reed Growers Association.</p> <p>Objective 4 - Assessed local board roles and membership.</p> <p>Objective 5 - Mapped information to inform collaboration around the Broads.</p> <p>29 Apr 2020: Submitted contract variation to Defra for extension from June-Oct and additional budget to collect data. Defra invited BA to submit costs for up to date fen management work.</p> <p>May 2020: Preparing online surveys and pre-recorded presentations.</p> <p>Jun 2020: Responded to Defra ELMS Policy Consultation and responding to Defra Peat Strategy Consultation.</p> <p>Signed new T&T Defra contract. Sent two online surveys to over 300 farmers and land managers - 77 completed.</p> <p>Contributed to thematic webinar on advice provision to Defra policy team. Preparing presentation to T&T thematic 15th July to Defra policy team. In discussion with partners and Defra on additional work to assess fen payments. Prepared grazing costs for verification with 10-15 farmers and land managers.</p> <p>Tested Site Emission Tool (carbon calculator) on one site and gaining agreement to test carbon savings on farmers land. Working with Oxford University Research Student to assess ELMS in Norfolk. Sept 2020:</p>	31/08/2021

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
				<p>Analysed two online surveys. T&T report written for approval by Steering Group. Outputs include Broads Tier Structure, grazing payments budget and Collaboration Plan.</p> <p>EPA presented conclusions to Defra ELM scheme Policy Team. Defra requested BA applies for contract extension for further ELM scheme work, focusing on advice provision, formation of Local Board and role of convenors.</p> <p>Oct 2020: Full Report and Summary Action Plan published(https://www.broads-authority.gov.uk/looking-after/projects/environment-land-management-scheme). Held meeting with Defra ELM team leaders and policy officers.</p> <p>Extension and new contract being formalised with Defra to test and trial 'advice provision' by end Dec 2020 and 'local governance' by end March 2021. Advice online questionnaire drafted. Policy governance approach and role for investment gathering being discussed.</p> <p>Jan 2021: Advice Provision Survey sent, analysed and Report published Broads-Test-Trials-Extension-Advice-Provision-Final.pdf (broads-authority.gov.uk). c.60 responses from farmers (71%) and land managers. New Test & Trial on setting up and trialling Local Governance proposal submitted to Defra for approval Jan 2021.</p> <p>Feb 2021: New Test & Trial approved by Defra Jan 2021. Partners will set up and trial the Broads Land Management Board and Local Convenor role and operate the Board via topic based seminars.</p> <p>Defra and Protected Landscape Farming Project is providing free advice on entering countryside stewardship -Countryside Stewardship in the Broads flyer (broads-authority.gov.uk). The Farming Project is also working with 3 local AONBs and UEA to produce Protected Landscape Natural Capital Evidence Compendium for farmers and land managers to support their E.L.M.</p> <p>9 Mar 2021: Defra guidance on Farming in Protect Landscape scheme, due in Feb, still awaited. Decision expected in late April.</p>	
National Parks Review: Response	28/09/2018	John Packman	<p>That the Chairs' Group, together with the Chief Executive, provide a robust response for submission to the Review Team based on the eight areas required of the team and guidance from Members as indicated.</p> <p>Deadline response submission 18 December 2018. Chairs Group to meet 5 Dec 2018 to finalise response and consider points raised.</p> <p>Members also able to submit individual responses.</p>	<p>Sept 2019: Landscapes Review Final Report published 21 Sept. Awaiting Government response to review. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833726/landscapes-review-final-report.pdf</p> <p>Nov 2019/Jan 2020: Members received preliminary paper for discussion. Report on 31 Jan highlighted Review's 27 proposals and asked Members to consider BA priorities for more detailed discussion. Agreed to focus on where BA already taking action in line with Broads Plan, and where resources allow.</p> <p>Mar 2020: Issues for future discussion: Climate change and carbon capture; Biodiversity and future of agriculture; Promoting wider participation with National Parks on health and wellbeing benefits; Explore Proposal 21 Welcoming new landscaping approaches in cities and the coast - e.g. Norwich City as a National Park City.</p> <p>May 2020: Report and presentation on climate change to be given at BA meeting 24 July 2020.</p> <p>Oct 2020: Awaiting Government response on Landscape Review.</p> <p>Nov 2020: Defra's publication of The Ten Point Plan for a Green Industrial Revolution (publishing.service.gov.uk), which includes this headline "New national parks and greater protections for England's iconic landscapes to improve access to nature and better protect the country's rich wildlife and biodiversity".</p>	24/07/2020

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
				April 2021: Awaiting Government response on Landscapes Review.	
Collaboration with Norfolk County Council	01/02/2019	John Packman	<p>That the Authority supports Norfolk County Council's aspiration for a single management structure for the Norfolk Coast Area of Outstanding Natural Beauty and the Wash, and North Norfolk Coast Natura 2000.</p> <p>That the areas of co-operation with Norfolk County Council and the progress that is being made is noted.</p> <p>That officers explore the possibility of more formal yet flexible platforms for future collaboration with Norfolk County Council focussing on procurement, bidding for external funding and staffing arrangements. (eg: A Memorandum of Understanding)</p> <p>Project proposal to be submitted to Norfolk County Council to be a partner in the EU Interreg programme Experience. This 3 year project involves taking forward the recent Discover England project to French and US markets and extending National Park branding. The draft budget is c £270,000 for over 3 years with a match funding contribution from the Authority of £75,013.</p>	<p>Collaborative work ongoing with Norfolk County Council.</p> <p>4 Jul 2019: BA member and officer site visit to Norfolk coast in association with Norfolk Coast Partnership.</p> <p>Project proposal for BA to be partner in Interreg EXPERIENCE project successful. Kick-off meeting (initially scheduled in Dec 2019 but postponed due to election purdah) in February 2020.</p> <p>May 2020: Scoping Cooperation Agreement between BA and Norfolk County Council.</p> <p>June 2020: BA supporting development of Norfolk and Suffolk Environment Plan, led by Norfolk and Suffolk County Councils. UEA developing asset inventory with set of indicators.</p> <p>July 2020: Cooperation Agreement between BA and Norfolk County Council under review by nplaw. Norfolk Coast Partnership Management Group due in July to be replaced by series of topic-specific emails, including 2020-21 planned actions for AONB and new Management Plan.</p> <p>Sept 2020: Awaiting feedback on final draft of Cooperation Agreement between BA and Norfolk County Council. Feedback provided to North Norfolk AONB on their draft Management Plan.</p> <p>Oct 2020: Cooperation Agreement between BA and Norfolk County Council (NCC) signed. BA officer registered to bid writing course organised by NCC. BA contributing £1k to Norfolk Coast Biodiversity Audit.</p> <p>Dec 2020: Natural Capital Evidence Compendium for Norfolk and Suffolk published online PowerPoint Presentation (norfolkbiodiversity.org) and PowerPoint Presentation (greensuffolk.org)</p> <p>Feb 2021: NCC supporting Broads Natural Capital Evidence Compendium targeted for farmers and land managers to support their ELM plans.</p>	22/05/2020
Hosting National Parks' Communications Unit	22/03/2019	Rob Leigh	BA hosting UK National Parks Communications Service on basis set out in report, and Appendix 1 of report approved.	<p>1-3 Oct 2019: BA hosted National Parks Heads of Communication Officers meeting.</p> <p>Nov 2019: Communications Strategy approved by English CEOs Group and Chairs Group. Internal roll out of National Parks branding/messaging launched. BA staff briefed on 16 Oct and Members on 22 Nov.</p> <p>Jan 2020: Work ongoing to scope review of National Parks website. Ongoing campaign support includes photography competition and Discover National Parks Fortnight 4-19 April 2020. Workplan and steering group meetings scheduled.</p> <p>2-4 Mar 2020: Heads of Communications meeting.</p> <p>July 2020: Virtual meeting of all Heads of Communications arranged for 29 Sept.</p> <p>Aug 2020: New website progressing, with expected launch Autumn 2020. Collaborative safe visiting (Covid safe) visitor messaging campaigns ongoing.</p> <p>Nov 2020: New website launched. Other ongoing work includes a relaunch of the National Parks e-newsletter (Dec 2020), communications regarding COVID-19 and new visitor information, planning for a virtual Discover National Parks Fortnight in 2021.</p>	

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
Wherryman's Way footpath on River Chet	26/07/2019	Rob Rogers	Wherryman's Way footpath by River Chet included in priority actions for new Waterways and Recreation Officer. Discussions ongoing with Norfolk County Council.	<p>Work to be split into 2 phases over winter 2020 and 2021. Plan is to concentrate efforts in first year on Loddon FP4, Langley with Hardley FP9 and Loddon FP5.</p> <p>NCC to repair two bridges at Loddon FP4 by Sept 2020.</p> <p>Environmental officers to complete minor tree/shrub clearance by Oct 2020.</p> <p>BA operations team to dredge Chet for 3 months from Oct 2020 and dispose of material on sections of footpaths mentioned. They will return 6 months later to rebuild paths with new material. Similar work to continue in 2021 to restore rest of footpaths at eastern end of Hardley Flood.</p> <p>May 2020: Project now part of a much larger programme of works in partnership with Norfolk County Council and CIL application; to include new circular routes, bank stabilisation, signs and infrastructure, and access for all resurfacing works. Programme improvements across entire Wherryman's Way beginning 2021.</p> <p>Oct 2020: Funding application submitted Aug, been through first round approval and decision to be made in Dec.</p> <p>Dec 2020: Application unsuccessful. Reframing bid with Norfolk CC colleagues to submit in a future funding round.</p> <p>Apr 2021: BA to dredge River Chet and place sediment onto footpath winter 2021/2022. Arrangement made with Norfolk CC to return up to 18 months later to reshape footpath once sediment has dried.</p>	31/12/2021
Draft planning documents for consultation	27/09/2019	Natalie Beal	Processes for consultation on Draft Marketing and Viability SPD and Residential Moorings Guide, and adoption of Flood Risk SPD and Statement of Community Involvement.	<p>Sept 2019: Documents submitted for first stage public consultation from 30 Sept to 22 Nov.</p> <p>Jan 2020: Statement of Community Involvement (SCI) and responses to consultation considered by Planning Committee on 6 Dec 2019 and adopted by BA on 31 Jan 2020.</p> <p>Jan-Mar 2020: Flood Risk SPD and responses to consultation considered by Planning Committee on 10 Jan. Amended SPD approved by BA for 2nd round consultation from 31 Jan to 6 March. Planning Committee 6 Mar recommended that BA adopt SPD following minor amendments.</p> <p>May 2020: Draft documents endorsed for consultation (under delegated powers in light of COVID-19 lockdown): Marketing and Viability SPD (Planning Committee 7 Feb & 6 Mar), Residential Moorings Guide (Planning Committee 6 March), consultation period for both documents 16 March to 5 June.</p> <p>July 2020: BA adopted amended SCI to reflect COVID-19 restrictions.</p> <p>25 Sept 2020: BA endorsed joint statement with Environment Agency on Strategic Flood Risk Assessments.</p> <p>Oct 2020: Draft Residential Moorings Guide and Peat Guide both out to public consultation.</p> <p>Mar 2021: Residential Moorings Guide went to Planning Committee (Feb) and due to go to BA (March) for adoption, but delayed to consider further comments from EA. Peat Guide went to Planning Committee (5 March) and on this agenda for adoption.</p> <p>Apr 2021: Peat Guide adopted at March Broads Authority. Marketing Guide could be out for consultation from May. Residential moorings guide still delayed.</p>	24/07/2020
Extinguishment of Public Rights of Way	27/09/2019	Lewis Treloar	To approve the preparation of the Public Extinguishment Orders for the PROWS which have been diverted under the Broads Flood Alleviation Project (BFAP).	<p>6 Jan 2020: Consultation began for extinguishment of first bundle of footpaths (Cantley FP18, Stokesby FP6 and Mautby FP12)</p> <p>5 Feb 2020: Consultation ended 3 Feb and Orders signed and sealed, with notices served to relevant stakeholders.</p>	31/05/2021

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
				<p>3 Mar 2020: One objection received a day before confirmation of the Orders was set to go ahead.</p> <p>18 Mar 2020: Objection withdrawn following discussions.</p> <p>May 2020: Confirmation agreed but progress postponed due to COVID-19 situation.</p> <p>Jul 2020: Awaiting guidance from Highways Authority on when process can be finalised.</p> <p>Aug 2020: Still no update from Defra.</p> <p>Oct 2020: First bundle of footpaths have been confirmed and now await NCC to legally remove them from the definitive map. Work on extinguishing the next 3 paths to begin Nov 2020.</p> <p>Jan 2021: Next bundle of footpaths surveyed but, due to Covid-19 lockdown restrictions, cannot be progressed further at this stage.</p>	
Water Resources East	27/09/2019	Marie-Pierre Tighe	Broads Authority to join Water Resources East (WRE) Water Resources Board at a cost of £15,000 for 2019/20 to support work and connect initiatives in Broadland catchment to wider Eastern Region. Funds to come from National Park Reserves. BA to review its WRE membership in September 2020.	<p>8 Oct 2019: WRE Directors' Board meeting attended by Director of Strategic Services, who was appointed as Board member. On agenda: Board and governance matters, appointments, technical programme, engagement.</p> <p>15 Oct 2019: WRE Strategic Advisory Group attended by Director of Strategic Services and Catchment Officer, engaging with wide range of stakeholders.</p> <p>Oct 2019: WRE added to BA Partnerships Register.</p> <p>Dec 2019: WRE Managing Director presented their work to Broadland Futures Initiative group.</p> <p>14 Jan 2020: Director of Strategic Services attended WRE meeting. On agenda: Procurement policy and appointment of auditor, operational budget, 2020/21 business plan. Overall aim is to agree Water Management Plan by December 2021.</p> <p>11 March 2020: Director of Strategic Services attended WRE meeting. Main discussion item was draft business plan.</p> <p>April 2020: WRE hosted discussion with support from NALEP to discuss potential water related project opportunities in Norfolk and Suffolk. Next meeting 22 June 2020</p> <p>June 2020: Board approved WRE 3-year business plan. https://wre.org.uk/wp-content/uploads/2020/07/WRE-Draft-3-Year-Business-Plan-2020-23-FINAL-for-publication.pdf. pagespeed.ce.gG1V1TGDOA.pdf</p> <p>WRE's vision is "for Eastern England to have sufficient water resources to support a flourishing economy, a thriving environment and the needs of its population, and for the region to be seen as an international exemplar for collaborative integrated water resource management."</p> <p>Sept 2020: Next board meeting on 12 Oct 2020.</p> <p>Nov 2020: WRE Membership review on BA agenda. Agreed for BA to remain a WRE member until Sept 2023.</p> <p>Dec 2020: Board meeting held 15 Dec, with 6-month review of WRE business plan and presentations on "Future Fens" project and "Multi Objective Decision Making".</p> <p>Mar 2021: Appointment of new independent chair, former Environment Agency chief executive Dr Paul Leinster CBE, taking over from Henry Cator.</p> <p>Apr 2021: WRE joined forces with Norfolk County Council, partners and The Nature Conservancy to develop county-wide sustainable water management plan for Norfolk. Norfolk will be first of two</p>	30/09/2020

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
				European sites to pilot Water Fund, where nature-based solutions and other infrastructure will be amalgamated into an investable, long-term, proposition for private and public financing.	
Responding to Climate Change Emergency	27/09/2019	John Packman	<p>To adopt Climate Change Emergency Statement for the Broads (first report Appendix 1) and principles outlined for BA to:</p> <p>Recognise climate emergency</p> <p>Work toward making the Broads Authority 'carbon neutral' by 2030, with further objective of reducing all carbon emissions to zero by 2040.</p> <p>Establish base line for CO2 emissions using a common methodology with NPAs and develop an Action Plan and Monitoring system</p> <p>Work with constituent local authorities to reduce emissions from domestic, travel and other sources in the Broads across the two counties.</p> <p>Work with farmers, land managers, NFU and Defra to influence land management practices, to maintain and build organic matter and carbon in soil, improve biodiversity and store water to protect against flooding and drought.</p> <p>Work with boating and tourism organisations to continue promoting and developing environmentally friendly boating and sustainable tourism ; and</p> <p>Aspire to offsetting carbon emissions locally within the Broads by a Broads offsetting scheme.</p>	<p>Sept 2019: Principles agreed - first in series of items dealing with climate change.</p> <p>22 Nov 2019: Presentation to BA from Asher Minns, Director of Tyndall Centre at UEA and update by CANAPE Project Manager/Carbon Reduction Projects Manager.</p> <p>10 Jan 2020: Planning Committee report on planning policy response to climate change mitigation and adaptation.</p> <p>May 2020: Progress report to BA prepared on Climate Change Action Plan for Broads Authority and Broads Area. Deferred to BA meeting in July due to COVID-19 situation.</p> <p>July 2020: Report on agenda on Climate Change Action Plan - agreed to set target of 1.5 degree compliant emissions curve for Broads executive area, in line with Tyndall Centre recommendations, and use as basis for public engagement and working with partners.</p> <p>Sept 2020: National Parks England received data from BEIS on emissions from National Parks and the Broads. Work underway to better understand these figures, in particular around boating emissions listed as several times higher than previous estimates.</p> <p>Yare House electricity supply switched to Green Tariff. BA investigating capacity of its equipment to use higher percentages of biofuel. These measures will achieve targeted savings for this year.</p> <p>With South Downs NPA, BA working with Smallworld Consulting Ltd to deliver Consumption Baseline for Broads Area by March 2021. From data provided by this and BEIS data, BA will establish savings needed in each year to achieve carbon neutrality.</p> <p>12 Mar 2021: Facilitated presentation on climate change to the Norfolk Public Sector Leaders Board.</p>	
Visitor Services Review (Exempt)	22/11/2019	Rob Leigh	To continue to examine the short-term options presented and test different small-scale options if possible, and to defer considering a business case and site analysis for a Visitor and Education Centre.	<p>Nov 2019: Acle Bridge site included in strategic approach to visitor services in Visitor Services Review (exempt report) to BA on 22 Nov. In line with BA decision, current visitor services development focusing on sites other than Acle Bridge, e.g. Forum in Norwich.</p> <p>Mar 2020: Negotiations with Norwich City Council continuing positively. Aiming for launch of new facility in Norwich Forum in April. BA committed financial support from existing visitor centre budgets towards staff presence and refurbishment works. Good progress made for visitor centre presence at Lowestoft rail station, aiming to be in place in April and funded from existing visitor centre budgets.</p> <p>May 2020: Plans on hold due to COVID-19 situation.</p>	31/03/2021

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
				<p>July 2020: Plans for refurbishment of new combined Norwich/Broads/Jarrod visitor centre at Norwich Forum on hold until close of season 2020; likely to be in done in time for 2021 season. May be possible to have Broads presence within visitor centre from late July 2021; awaiting update from Norwich City Council on reopening plans.</p> <p>Lowestoft Rail Station Broads National Park signs and Suffolk Wildlife Trust Carlton Marshes visitor centre display on hold due to COVID-19.</p> <p>Existing TICs at How Hill and Hoveton reopened on 4 July. Boat trips expected to be running again by end of July.</p> <p>Sept 2020: Ra trip boat awaiting repair to control unit, which has delayed trips restarting. Visitor centres: Norwich City Council trialling reopening Norwich Forum with reduced capacity; working towards refurbishment for 2021 season but uncertainty due to C-19 and Jarrolds reorganisation. Broads National Park display completed at Lowestoft train station TIC (run by Community Rail Partnership). Suffolk Wildlife Trust, Carlton Marshes - agreed to install Broads National Park displays before official opening Spring 2021 (soft opening Autumn 2020).</p> <p>Jan 2021: Ranworth TIC to reopen April 2021 as Broads National Park information centre with Liana boat trip running from staithe. Ra will move to Hoveton.</p> <p>Investigating possibility of installing Broads National Park display on outside area of Norwich Forum from Summer 2021 to Spring 2022. Project would be funded by Intereg EXPERIENCE project. Work progressing with Norfolk County Council to secure funding and procure exhibition specialist. Discussions ongoing regarding on inside space of Forum information centre.</p> <p>April 2021: Ranworth TIC reopened.</p>	
Response to the COVID-19 emergency and the financial position of the Broads Authority and local businesses	25/06/2020	John Packman	That the Authority supports the approach for hire boat charges in 2020/21 outlined in the report following consultation with the Navigation Committee on 11 June 2020. To authorise the Chief Executive to negotiate and sign a Change Control Notice to the Authority's Funding Agreement with Defra on the lines set out in paragraph 2.2. of the report, following consultation with the Chairman and Vice-Chairman of the Authority and the Chair and Vice-Chair of the Navigation Committee, and subsequent circulation of the document to members for comment.	<p>July 2020: Chief Executive gave verbal update at 24 July BA meeting. Hire boat operators informed of arrangements agreed by BA on 1 July 2020. Survey of hire boat operators carried out on impacts of Covid-19 on their businesses.</p> <p>3 Sept 2020: Update to Navigation Committee on BA financial position and hire boat operators survey results; NC endorsed recommendations to BA as in report on today's agenda.</p> <p>Nov 2020: Second hire boat operators survey carried out. Member briefing on tolls 5 Oct. Update report to Navigation Committee 22 Oct and recommendations in report to BA on today's agenda.</p> <p>Jan 2021: BA Management Team and Sections Heads continuing weekly COVID Management Group meetings to review Government guidance and financial position and prepare briefing for members, staff and volunteers. Finance report on today's BA agenda outlines latest financial information.</p> <p>Mar 2021: BA provided verbal update at BA meeting on 19 March, including recruitment of new Rangers and completion of nine animated safety videos.</p> <p>April 2021: Initial training of Rangers completed. Animated videos circulated and received positive reviews.</p>	03/09/2020
The question of a Disclosable Pecuniary Interest	29/01/2021	John Packman	The Monitoring Officer offered to obtain a second opinion regarding her advice, previously given, that members who were Directors or Chief Executives of a hire boat	<p>Mar 2021: Monitoring Officer given necessary instructions seeking a second opinion and is awaiting the further advice.</p> <p>19 April 2021: Monitoring Officer circulated legal opinion to all Members with a view to having further discussion with the three Members affected before reporting to the next meeting.</p>	19/03/2021

Title	Meeting date	Lead officer	Summary of actions	Progress so far	Target date
regarding the setting of tolls			company had a Disclosable Pecuniary Interest regarding the agenda item on the setting of navigation charges.		

Date of report: 14 April 2021

Broads Authority

30 April 2021

Agenda item number 9

Financial performance and direction

Report by Chief Financial Officer

Purpose

This report provides a strategic overview of current key financial issues and items for decision.

Recommended decision

- i. That the income and expenditure figures and the draft year end position and timetable be noted.
 - ii. That the recommended carry forward requests in 8.2 be approved and added to the 2021/22 budget as additional expenditure.
-

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1. Introduction

- 1.1. This report covers two items, the Consolidated Income and Expenditure from 1 April 2020 – 31 March 2021 and the recommended carry forward requests.

2. Overview of actual income and expenditure

Table 1

Actual consolidated income and expenditure by directorate to 31 March 2021

Directorate	Profiled latest available budget £	Actual income and expenditure £	Actual variance £
Income	(6,960,178)	(6,821,597)	-138,581
Operations	4,224,252	3,631,436	+592,816
Strategic Services	1,637,318	1,460,943	+176,375
Chief Executive	1,536,267	1,462,410	+73,857
Projects, Corporate Items and Contributions from Earmarked Reserves	(172,160)	57,589	-229,749
Net (Surplus) / Deficit	265,499	(209,219)	+474,718

- 2.1. Core navigation income is below the profiled budget at the end of month twelve. The overall position as at 31 March 2021 is a favourable variance of £474,718 or a 178.8% difference from the profiled LAB. However, it should be noted that the budget was not adjusted following the outbreak of COVID-19 and has been monitored against the forecast. When compared against the forecast, the favourable variance is £268,532. As in previous years the variances +/- £10,000 against the LAB are principally due to:

- An overall adverse variance of £138,581 within income:
 - Hire craft tolls is £94,323 behind the budget.
 - Private craft tolls is £15,596 behind the budget.
 - Short visit and other toll income is £9,996 behind the budget.
 - Interest is £18,666 behind the budget due to the fall in interest rates.
- An underspend within Operations relating to:
 - While some projects have been delayed until 2021/21 there have been some projects that have not been completed due circumstances beyond the

budget holders' control. Carry forward requests for these have been submitted and details of these can be found in paragraph 8.2.

- The move to electric vehicles has seen a reduction in fuel costs which has offset the increased electricity costs within premises.
- Within Dredging there has been an underspend following a reduction in costs on Waxham Dredging project and at Peto's Marsh.
- Ranger Services saw an underspend relating to the decreased costs in launch repairs and maintenance.
- The safety budget contains the pool vehicle budget, where one of the electric fleet was written off, due to getting wet. The insurance proceeds have been credited to the budget and transferred to the earmarked reserve to help fund future purchases.
- Premised saw an underspend due to the delayed expenditure on the Dockyard slipway piling project being transferred to 2021/22.
- An underspend within Strategic Services relating to:
 - Development Management received increased planning fee income and salary savings from delayed recruitment
 - The Catchment Partnership sits within Strategy and Projects and received an unbudgeted contribution towards the project. This has been transferred to the earmarked reserve. In addition, COVID-19 restrictions has meant the project budget has not been fully spent, these funds will also remain in the earmarked reserve.
 - Volunteers were also impacted by COVID-19 resulting in reduced numbers of volunteers being out and reducing the associated clothing and expenses budgets.
 - Within Communications COVID-19 has meant external events and interpretation projects such as the Forum have not been delivered during 2020/21. Education has also suffered similar issues and a carry forward has been submitted in paragraph 8.2. The UK Communications team have also secured additional income which has been transferred to the earmarked reserve.
- An underspend within Chief Executive relating to:
 - Governance has seen reduced expenditure due to committees being held online and not needing to pay members travelling expenses. With the majority of staff working from home the last year office costs such as postage have also reduced.

- Asset Management has seen reduced expenditure due to the planned works at How Hill Boatshed being delayed until 2021/22.
 - An adverse variance within reserves relating to:
 - Some capital and project expenditure have been delayed until 2021/22 due to COVID-19.
 - Additional income being received and credited to the reserves, such as Catchment and the UK Communications team.
- 2.2. The charts at Appendix 1 provide a visual overview of actual income and expenditure compare with both the original budget and the LAB.

3. Latest available budget

- 3.1. The Authority's income and expenditure is monitored against the latest available budget (LAB) for 2020/21. The LAB is based on the original budget for the year, with adjustments for known and approved budget changes such as carry-forwards and budget virements. Full details of movements from the original budget are set out in Appendix 2.

Table 2

Adjustments to consolidated LAB

Item	Authorisation reference	Amount £
Original budget 2020/19 – deficit	Broads Authority 31/01/2020 Agenda item number 12	153,518
Approved budget carry-forwards from 2020/21	Broads Authority 22/05/2020 Agenda item number 9	111,981
LAB as at 31 March 2021	n/a	265,499

4. Overview of forecast outturn 2020/21

- 4.1. Budget holders have been asked to comment on the expected income and expenditure at the end of the financial year in respect of all budget lines for which they are responsible.
- 4.2. The forecast outturn remains unchanged since the report in March. It indicated that:
- The total income was forecast to be £6,818,178.
 - Total expenditure was forecast to be £6,877,491.
 - The resulting deficit for the year is forecast to be £59,313.

5. Reserves

- 5.1. Items funded from the Plant, Vessel and Equipment reserve include two replacement vehicles, a second hand JCB telehandler, mini excavator and NATO floats. Items funded from the Premises reserve relate to COVID-19 expenditure.

Table 3

Consolidated earmarked reserves

Reserve name	Balance at 1 April 2020 £	In-year movements £	Current reserve balance £
Property	(663,487)	(63,814)	(727,301)
Plant, Vessels and Equipment	(349,280)	27,336	(321,944)
Premises	(246,701)	35,639	(211,062)
Planning Delivery Grant	(220,082)	(6,292)	(226,374)
Upper Thurne Enhancement	(146,317)	(17,403)	(163,720)
Section 106	(43,561)	10,008	(33,553)
Heritage Lottery Fund	(11,955)	(21,945)	(33,900)
Catchment Partnership	(75,185)	924	(74,261)
CANAPE	(311,844)	(77,297)	(389,141)
Computer Software	(21,770)	(9,063)	(30,833)
UK Communications	(28,140)	(19,254)	(47,394)
Match Funding	0	(45,759)	(45,759)
Total	(2,118,322)	(186,920)	(2,305,242)

6. Summary

- 6.1. The figures above will be the basis of the draft Statement of Accounts and includes the year-end adjustments for stock, accruals and the change in Ranger services split between National Park and Navigation (from 40/60 to 30/70). The current surplus on the National Park side is £63,249 and £145,970 on Navigation, resulting in a consolidated surplus of £209,219. At this stage, the year-end adjustment for the interest to the earmarked reserves has not been completed. At this point in time, the National Park (general) reserve is £927,708 and navigation is £939,170 due to the transfer of £250,000 as agreed by DEFRA to cover the safety package costs in 2021/22

and 2022/23. A verbal update will be provided at the meeting on any further adjustments.

7. Statement of Accounts

7.1. The timetable for the preparation of the Authority's Statement of Accounts is dictated by the requirements of The Accounts and Audit (Amendment) Regulations 2021; these amend the Accounts and Audit Regulations 2015. This year's timetable is as follows:

- Chief Financial Officer to sign off the draft Statement of Accounts by 31 May 2021. The amended regulations allow the 10-day public inspection to be delayed starting on or before the first working day of August 2021.
- External Audit (Ernst and Young) to commence the onsite audit work on 19 July 2021 for a period of four weeks.
- Audit and Risk Committee to scrutinise the accounts on 21 September 2021, and to recommend them for approval to the Broads Authority, subject to any suggested amendments.
- Broads Authority to consider and formally adopt the audited accounts at its meeting on 24 September 2021.

8. Carry forward requests

8.1. Budget holders who have not fully spent their individual budget allocations can request that any underspends are carried forward and added to their 2021/22 budget allocation. These requests are reviewed by Management Team prior to requesting member approval. Requests to Management Team must relate to either:

- Projects already underway, that have been delayed by external events; or
- Ring-fenced income that has been provided by third parties and is earmarked for specific purposes.

8.2. Details of all the 2020/21 carry forward requests are set out in the table below.

Table 4

Carry forward requests

Budget Line	National Park £	Navigation £	Total £	Reason for carry forward request
Fen Management	7,885	0	7,885	High water at sites persisted throughout the autumn and winter which meant contractors could not access the sites. We are obligated to undertake the works to fulfil Agri-environment obligations.

Budget Line	National Park £	Navigation £	Total £	Reason for carry forward request
Human Resources	678.50	471.50	1,150	Hearing testing for some employees was due to take place in 20/21 but Covid-19 restrictions meant occupational health were unable to undertake assessments in person.
Moorings, Maintenance and Repair	0	59,500	59,500	Delays to the St Benet's Abbey lease negotiations meant work could not be completed by 31 March 2021. Work at Burgh Castle was also delayed due to the Environment Agency working on site.
Other Navigation Works	0	18,000	18,000	The piling contract for Breydon could not be started due to Breydon Bridge being closed, resulting in the contractor being unable to access the site.
Education	6,857.33	0	6,857.33	£5,833.33 relates to ring-fenced income received to deliver the youth social action and engagement project. This was not delivered due to Covid-19. The remainder relates to a microscope order that was placed, but there has been a delay in delivery.
Total	15,420.83	77,971.50	93,392.33	n/a

8.3. If members agree the carry forwards the 2021/22 Latest Available Budget (LAB) will be as shown in Table 5.

Table 5
2021/22 LAB

Directorate	National Park £	Navigation £	Consolidated £
Income	(3,420,828)	(3,503,650)	(6,924,478)
Operations	1,506,324	2,980,156	4,486,480
Strategic Services	1,210,429	305,292	1,515,721

Directorate	National Park £	Navigation £	Consolidated £
Chief Executive	870,511	733,553	1,604,064
Projects, Corporate Items and Contributions from Earmarked Reserves	(43,090)	(215,465)	(257,555)
Net (Surplus) / Deficit	123,346	299,886	423,232
Opening Reserves (these will reduce slightly due to the interest transfer yet to be completed)	927,708	939,170	1,866,878
(Surplus)/Deficit	123,346	299,886	423,232
Interest transferred to earmarked reserves	3,375	3,375	6,750
Closing Reserves	800,987	635,909	1,436,896
Reserves as a % of net expenditure	22.8%	17.2% ¹	19.9%

Author: Emma Krelle

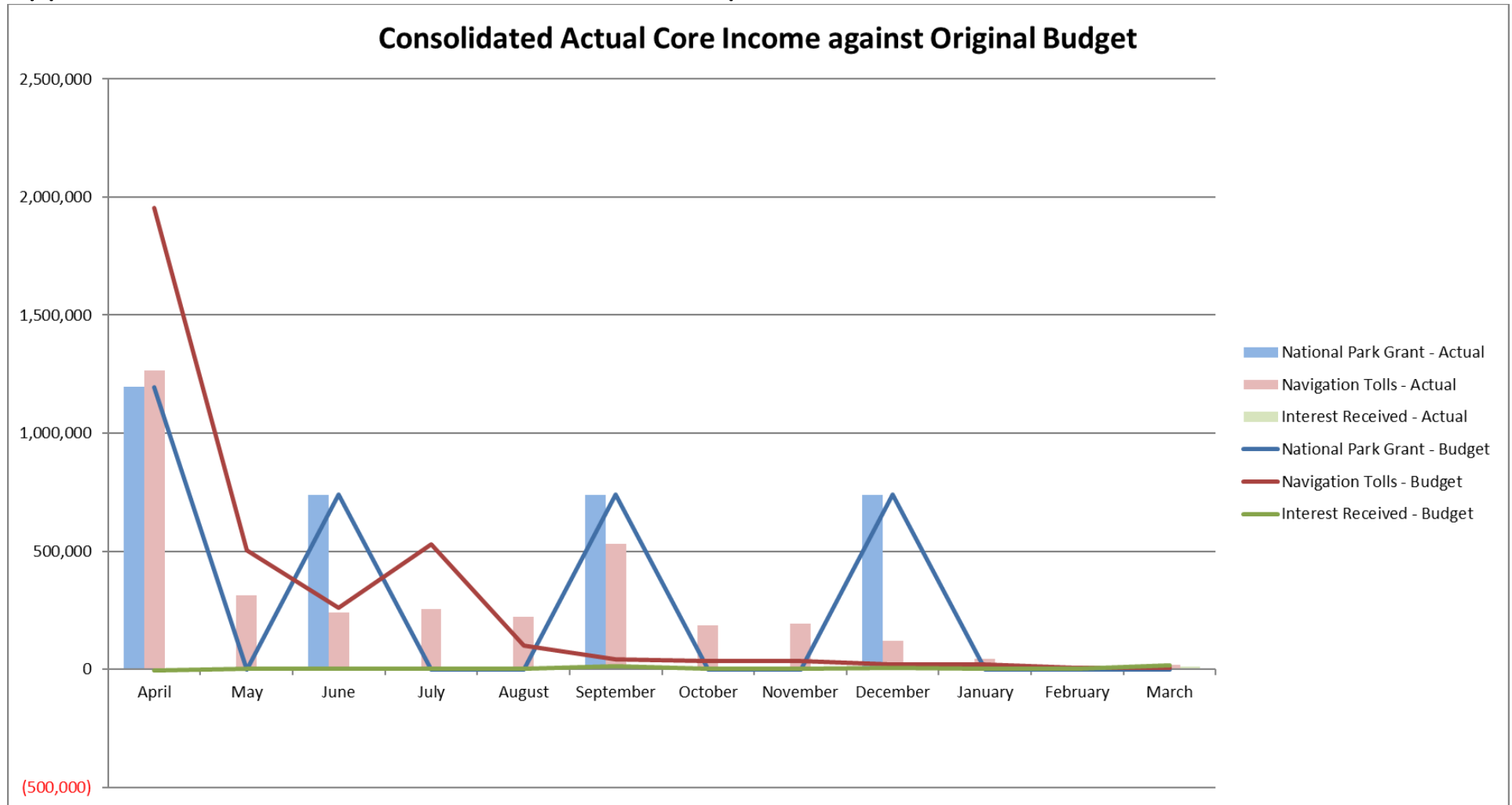
Date of report: 20 April 2021

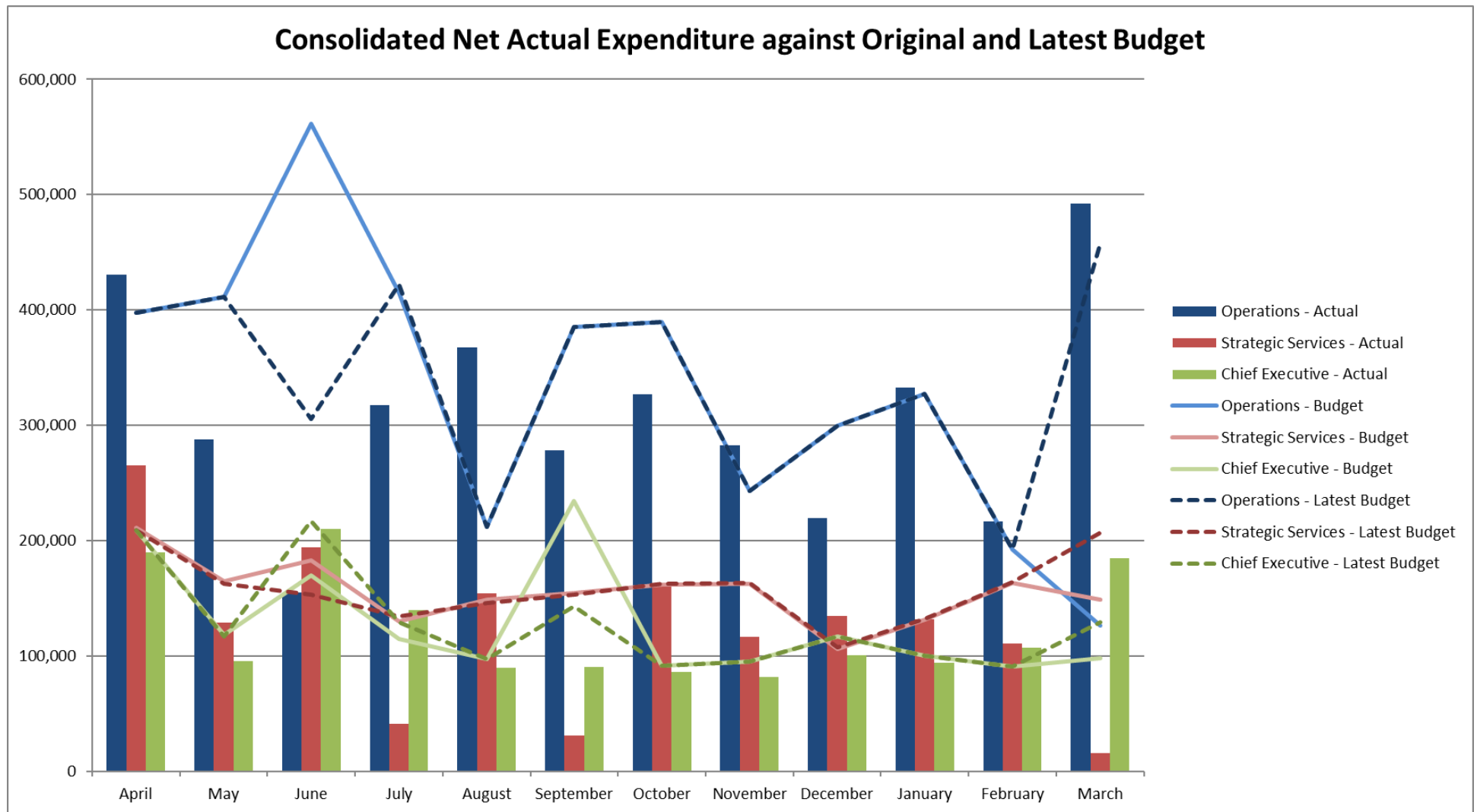
Appendix 1 – Consolidated actual income and expenditure charts to 31 March 2021

Appendix 2 – Financial monitor: Consolidated income and expenditure 2020/21

¹ Although the reserve appears to exceed 10%, £120,000 is to be used in 22/23 to fund the safety package. Removing this the reserve equates to 13.9%.

Appendix 1 – Consolidated actual income and expenditure charts to 31 March 2021





Appendix 2 – Financial monitor: Consolidated income and expenditure 2020/21

Table 1

Income

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast outturn variance (Consolidated) £
Total Income	(6,960,178)	0	(6,960,178)	(6,818,178)	-142,000
National Park Grant	(3,414,078)	0	(3,414,078)	(3,414,078)	0
Hire Craft Tolls	(1,199,000)	0	(1,199,000)	(1,106,000)	-93,000
Private Craft Tolls	(2,244,000)	0	(2,244,000)	(2,214,000)	-30,000
Short Visit Tolls	(43,000)	0	(43,000)	(43,000)	0
Other Toll Income	(19,100)	0	(19,100)	(19,100)	0
Interest	(41,000)	0	(41,000)	(22,000)	-19,000

Table 2
Operations

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast outturn variance (Consolidated) £
Total Operations	4,141,314	82,938	4,224,252	3,818,664	405,588
Construction and Maintenance Salaries	1,291,720	0	1,291,720	1,271,460	20,260
Salaries	1,291,720	0	1,291,720	1,271,460	20,260
Expenditure	0	0	0	0	0
Equipment, Vehicles & Vessels	536,800	0	536,800	439,300	97,500
Income	0	0	0	0	0
Expenditure	536,800	0	536,800	439,300	97,500
Water Management	103,670	13,000	116,670	99,980	16,690
Income	0	0	0	0	0
Expenditure	103,670	13,000	116,670	99,980	16,690
Land Management	(45,086)	0	(45,086)	(39,586)	-5,500
Income	(103,796)	0	(103,796)	(103,796)	0
Expenditure	58,710	0	58,710	64,210	-5,500
Practical Maintenance	510,560	69,938	580,498	438,015	142,483
Income	(9,000)	0	(9,000)	(9,000)	0
Expenditure	519,560	69,938	589,498	447,015	142,483

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast outturn variance (Consolidated) £
Waterways and Recreation Strategy	45,360	0	45,360	48,225	-2,865
Income	0	0	0	0	0
Salaries	36,360	0	36,360	36,600	-240
Expenditure	9,000	0	9,000	11,625	-2,625
Ranger Services	864,960	0	864,960	842,090	22,870
Income	0	0	0	0	0
Salaries	718,260	0	718,260	695,390	22,870
Expenditure	145,550	0	145,550	145,550	0
Pension Payments	1,150	0	1,150	1,150	0
Safety	148,970	0	148,970	118,490	30,480
Income	(1,500)	0	(1,500)	(1,500)	0
Salaries	61,670	0	61,670	58,690	2,980
Expenditure	88,800	0	88,800	61,300	27,500
Premises	230,910	0	230,910	145,910	85,000
Income	(1,000)	0	(1,000)	(1,000)	0
Expenditure	231,910	0	231,910	146,910	85,000
Premises - Head Office	258,880	0	258,880	258,880	0
Income	0	0	0	0	0

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast outturn variance (Consolidated) £
Expenditure	258,880	0	258,880	258,880	0
Project Funding	61,860	0	61,860	61,860	0
Expenditure	50,000	0	50,000	50,000	0
Pension Payments	11,860	0	11,860	11,860	0
Operations Management and Administration	132,710	0	132,710	134,040	-1,330
Salaries	124,710	0	124,710	126,040	-1,330
Expenditure	8,000	0	8,000	8,000	0

Table 3

Strategic Services

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Total Strategic Services	1,608,275	29,043	1,637,318	1,601,683	35,635
Development Management	396,170	0	396,170	349,685	46,485
Income	(74,500)	0	(74,500)	(85,000)	10,500
Salaries	407,970	0	407,970	373,505	34,465
Expenditure	57,900	0	57,900	56,380	1,520
Pension Payments	4,800	0	4,800	4,800	0
Strategy and Projects Salaries	266,785	4,534	271,319	264,654	6,665
Income	0	0	0	0	0
Salaries	148,770	0	148,770	145,430	3,340
Expenditure	118,015	4,534	122,549	119,224	3,325
Biodiversity Strategy	11,870	0	11,870	11,870	0
Income	(43,823)	0	(43,823)	(43,823)	0
Expenditure	55,693	0	55,693	55,693	0
Human Resources	139,230	0	139,230	137,726	1,504
Salaries	78,260	0	78,260	93,750	-15,490
Expenditure	60,970	0	60,970	43,976	16,994

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Volunteers	73,480	0	73,480	58,810	14,670
Salaries	48,230	0	48,230	48,560	-330
Expenditure	25,250	0	25,250	10,250	15,000
Communications	327,650	24,509	352,159	352,469	-310
Income	(112,880)	0	(112,880)	(113,480)	600
Salaries	336,060	0	336,060	338,370	-2,310
Expenditure	104,470	24,509	128,979	127,579	1,400
Visitor Centres and Yacht Stations	284,780	0	284,780	317,609	-32,829
Income	(174,100)	0	(174,100)	(123,296)	-50,804
Salaries	356,330	0	356,330	348,960	7,370
Expenditure	102,550	0	102,550	91,946	10,604
Strategic Services Management and Administration	108,310	0	108,310	108,860	-550
Salaries	104,310	0	104,310	105,110	-800
Expenditure	4,000	0	4,000	3,750	250

Table 4

Chief Executive

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Total Chief Executive	1,536,267	0	1,536,267	1,490,184	46,083
Legal	97,500	0	97,500	97,500	0
Income	(2,500)	0	(2,500)	(2,500)	0
Expenditure	100,000	0	100,000	100,000	0
Governance	297,884	0	297,884	261,494	36,390
Income	0	0	0	0	0
Salaries	171,620	0	171,620	161,240	10,380
Expenditure	126,264	0	126,264	100,254	26,010
Chief Executive	122,240	0	122,240	121,922	318
Salaries	117,490	0	117,490	118,360	-870
Expenditure	4,750	0	4,750	3,562	1,188
Asset Management	153,293	0	153,293	128,613	24,680
Income	(23,000)	0	(23,000)	(23,000)	0
Salaries	46,220	0	46,220	46,540	-320
Expenditure	130,073	0	130,073	105,073	25,000
Finance and Insurance	390,550	0	390,550	391,680	-1,130

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Salaries	165,040	0	165,040	166,170	-1,130
Expenditure	225,510	0	225,510	225,510	0
Collection of Tolls	146,440	0	146,440	147,380	-940
Salaries	135,240	0	135,240	136,180	-940
Expenditure	11,200	0	11,200	11,200	0
ICT	328,360	0	328,360	341,595	-13,235
Salaries	194,860	0	194,860	196,220	-1,360
Expenditure	133,500	0	133,500	145,375	-11,875

Table 5

Projects and Corporate items

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Total Projects and Corporate Items	200,487	0	200,487	246,537	-46,050
Partnerships / HLF	76,987	0	76,987	115,537	-38,550
Income	(598,083)	0	(598,083)	(601,123)	3,040
Salaries	158,640	0	158,640	163,530	-4,890
Expenditure	516,430	0	516,430	553,130	-36,700
Corporate Items	123,500	0	123,500	131,000	-7,500
Expenditure	3,500	0	3,500	11,000	-7,500
Pension Payments	120,000	0	120,000	120,000	0

Table 6

Contributions from earmarked reserves

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Total Contributions from Earmarked Reserves	(372,647)	0	(372,647)	(279,577)	-93,070
Earmarked Reserves	(372,647)	0	(372,647)	(279,577)	-93,070

Row labels	Original budget (Consolidated) £	Budget adjustments (Consolidated) £	Latest available budget (Consolidated) £	Forecast outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Expenditure	(372,647)	0	(372,647)	(279,577)	-93,070

Table 7

Net (Surplus) / Deficit

Row labels	Original Budget (Consolidated) £	Budget Adjustments (Consolidated) £	Latest Available Budget (Consolidated) £	Forecast Outturn (Consolidated) £	Forecast Outturn Variance (Consolidated) £
Grand Total	153,518	111,981	265,499	59,313	206,186

Broads Authority

30 April 2021

Agenda item number 10

Annual safety report 2020/21 and annual safety audit programme 2021/22

Report by Head of Safety Management

Purpose

To present the annual review of marine incidents 2020/21 and the annual safety audit programme for 2021/22.

Broads Plan context

4.3: Implement, promote and monitor measures to maintain and improve safety and security for the navigation and boats.

Recommendation

To note the content of the report.

1. Annual marine incidents

1.1. Appendix 1 gives details of the main marine incidents reported during the period April 2020 to March 2021, including an analysis of deaths and personal injury since 1995.

When considering the large number of visitors to the Broads, especially during the Covid-19 pandemic when we have seen many new visitors, the analysis demonstrates that the Broads continues to be a safe place for boating and boating related activities.

1.2. The Authority has continued to highlight the message of personal responsibility for safety in its publications, and Rangers are briefing boat users on key safety messaging. However, during 2020/21 we saw an increase in deaths on or from boats, and an increase in persons entering the water.

1.3. Notable points are:

- 7 reported fatalities, 5 on or from boats, and 2 reported deaths not related to boating.
- 27 reported incidents of persons inadvertently entering the water, a 59% increase from the previous safety report. Where gender was reported, it was noted that there were more females than males entering the water.
- Boat fires continue to remain at a low level, as in previous years.

- 1.4. The number of members of the public inadvertently entering the water was the result of the capsizing of smaller vessels like kayaks and canoes. Again, the increase in entry level vessels has been attributed to the Covid-19 pandemic and the Government restrictions. The Authority is looking at actions and measures to address some of these issues, as well as reinforcing the message about wearing the correct safety equipment.
- 1.5. Due to the increase in new visitors to the Broads in 2020, and the number of fatalities and incidents involving persons entering the water, the Authority has developed and implemented a safety package for the 2021/22 season. This involves investing in five additional Rangers to increase the level of patrolling of the busy waterways and a package of animated safety videos targeted at visitors hiring boats, particularly to help those that are new to boating. The videos have been introduced with the support from the Broads Hire Boat Federation, British Marine, HM Coastguard, Broads Beat, RNLI, Royal Yachting Association and the Aweigh Application. The links to the videos will be sent by the Hire Boat Operators to their customers prior to their arrival and they will check that they have been viewed during the handover process. The online videos may be viewed at <https://www.broads-authority.gov.uk/boating/navigating-the-broads/boating-essentials>
- 1.6. A training event took place at Great Yarmouth Yacht Station on 17 March 2021 for hire boat staff who carry out the handovers, and 57 people attended from five boat yards. The training was led by the Ranger team with input and assistance from the Maritime and Coastguard Agency (MCA), Royal National Lifeboat Institution (RNLI) and Broads Beat. The training covered the main hazards in the more tidal areas, focusing on the key knowledge boaters need to be aware of. It also highlighted the role of the Ranger team, MCA and RNLI on Breydon Water. The RNLI and MCA also covered the water side responder course, which included use of a throwline. The feedback the Authority received from the attendees was excellent. There are plans to hold another course in early April, with a date to be confirmed.

2. Annual internal safety audit programme 2021/22

- 2.1. The Head of Safety Management has identified three internal safety audits, set out in Table 1 below, to be carried out in the coming year. This programme is to ensure that the Broads Authority's Safety Management Plan is working effectively, and to introduce changes deemed necessary to maintain and improve the current standards.

Table 1

Internal safety audit programme 2021/22

Internal audit	Aims and objectives
Lone Working	To determine if the current control measures identified in the generic risk assessment are suitable and sufficient.

Internal audit	Aims and objectives
Noise at Work	To determine what further control measures are required, to protect staff from excessive noise and implement a system of health surveillance for staff whose role exposes them to noise.
Generic Risk Assessments/Safe Systems of Work	Audit high-risk activities to determine that suitable and sufficient control measures are in place to help reduce the risk of accident/ incidents.

Author: Linda Ibbitson-Elks

Date of report: 09 April 2021

[Broads Plan](#) objective 4.3

Appendix 1 – Annual marine incident statistics

Appendix 1 – Annual Marine Incident Statistics

The reporting periods are from the 1st April 2020 to March 2021. The report is limited to the Broads Authority's executive area for marine responsibility. Notable incidents are listed below.

Table 1

Summary of incidents reported.

2020	Incident details	Hazard log category
5/4	Elderly male fell from vessel at Potter Heigham	Embarkation/Disembarkation
11/4	Female jumped in at Wroxham. Mental health issues	Jumped in
13/5	Male rescued after capsizing sailing dinghy Oulton Broad	Fallen in
16/5	Male fell from boat at Loddon	Fallen in
19/5	Medical evacuation in Brundall. Hospitalised.	Medical
20/5	Female injured on sailing vessel on Hickling.	Injury
30/5	Rescued following capsized dinghy at Thurne	Fallen in
19/6	Male drowned in Wensum near Norwich Yacht Station	Fatality
24/6	Male injured following engine fire. Burns to legs	Fire/injury
27/6	Medical evacuation from vessel – cardiac.	Medical
30/6	Fire on vessel at Horning – minor burns	Fire/injury
4/7	Male rescued from water at Norwich Yacht Station	Fallen in
7/7	Male injured working on pontoon when hit by hire cruiser at Great Yarmouth	Injury
8/7	Male rescued from water at Great Yarmouth while mooring	Embarkation/Disembarkation
12/7	Medical evacuation from vessel at Malthouse Broad	Medical
12/7	Medical evacuation following fall on vessel at Thurne Dyke	Injury
13/7	Medical evacuation following fall from vessel at How Hill while mooring.	Embarkation/Disembarkation

2020	Incident details	Hazard log category
26/7	Female collapsed on vessel moored at Reedham Quay – medical evacuation	Medical
28/7	2 males rescued from water at Malthouse Broad following dinghy capsize	Fallen in
30/7	3 persons rescued from water at Norwich Yacht Station following canoe capsize	Fallen in
4/8	Medical evacuation following fall into water while mooring at St Benets	Embarkation/Disembarkation
8/8	Male rescued from water at Acle Bridge	Fallen in
10/8	6 persons rescued following dayboat sinking near Black Horse Broad	Fallen in
19/8	Female died following incident at Great Yarmouth – trapped under boat	Fatality
30/8	Female injured leg following fall at Ludham Bridge	Embarkation/Disembarkation
1/9	Male suffered head injury travelling under Ludham Bridge	Injury
1/9	Medical evacuation following fall down steps on hire cruiser on Breydon Water.	Injury
2/9	Female rescued from water at Great Yarmouth Yacht Station	Fallen in
2/9	Female injured leg jumping from vessel in boatyard	Embarkation/Disembarkation
6/9	Male drowned after falling from vessel at Loddon	Fatality
9/9	Female suffered leg injury while mooring at Thurne Dyke	Embarkation/Disembarkation
12/9	Female injured when falling from vessel at Barton Turf	Embarkation/Disembarkation
15/9	Male died from injuries after hit by propeller on River Bure near Yarmouth	Fatality
20/9	Male injured leg falling off vessel while mooring at St Benets	Embarkation/Disembarkation
24/9	Female injured leg while mooring at Ludham Bridge	Embarkation/Disembarkation

2020	Incident details	Hazard log category
24/9	2 persons injured on boat when hit by another boat at How Hill	Injury
27/9	Female injured leg while mooring at Berney	Injury
27/9	Male injured leg falling on boat at Stokesby	Injury
27/9	Male rescued from water after falling from boat at Stokesby	Fallen in
10/10	Female injured falling down steps on vessel at Horning	Injury
10/10	Female rescued from water while mooring at Boundary Farm	Fallen in
14/10	Medical evacuation from vessel – male with breathing difficulties	Medical
23/10	2 males and dog rescued from water following dinghy capsize at Rockland	Fallen in
4/11	Female rescued from river near Thorpe St Andrew after entering water after dog	Jumped in
16/11	Vulnerable female rescued from water at Wroxham	Jumped in
21/11	Vulnerable female rescued from water at Wroxham	Jumped in
5/12	Fatality on board vessel moored at Acle Bridge - suspected suicide	Fatality
20/2	Body found in water at Bells Boatyard, Brundall – suspected suicide	Fatality
24/2	Medical evacuation from vessel at Horning	Medical

Analysis of death/injuries since 1995

Death	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
No of deaths on or from boats	3	1	1	3	2	1	3	2	6	0	0	2	0	0	0	2	4	2	0	2	1	5	1	2	1	5
Reported deaths not related to boating	4	-	2	1	4	4	2	3	1	0	7	2	1	1	3	3	3	8	2	5	4	2	1	2	2	2

Cause of death	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Severe injury	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Heart Attack	0	0	0	0	1	1	0	1	0	0	0	1	0	1	2	2	1	5	0	1	1	3	1	1	1	0
Drowning	2	1	0	4	5	1	3	3	5	0	4	3	0	0	0	1	3	2	0	5	3	0	0	3	2	3
Asphyxiation/C O poisoning	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
Terminal Illness																	1	0	0	0	0	0	0	0	0	0
Not Known	4	0	2	0	0	1	0	0	2	0	3	0	1	0	1	2	2	0	0	1	0	2	1	0	0	1
Reports of people inadvertently entering in the water ¹	3	2	4	8	2	5	1	4	15	16	12	23	29	17	34	20	17	18	12	22	19	21	12	23	17	27
No of persons reported as requiring hospital treatment	0	9	8	7	9	8	7	7	18	2	4	13	12	11	22	30	17	15	19	14	13	30	36	49	33	35

¹ Reports where someone inadvertently found themselves in the water. It does not include capsizes of sailing dinghies etc, or from any other contact water sports where entry into the water is predictable

Nature of injuries	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Head	2	0	4	1	3	2	1	1	1	1	3	1	1	5	3	3	1	3	3		2	7	3	4	5	3
Arm/hand	2	1	6	0	0	1	3	1	1	1	0	1	6	4	1	4	4	2	4	1	0	3	4	6	7	5
Leg/foot	3	5	4	2	4	1	2	2	2	2	1	3	7	5	7	8	3	6	4	3	4	9	8	8	11	9
Torso, ribs, chest, back	1	0	2	0	1	4	1	1	2	0	1	4	3	0	2	4	2	0	2	2	2	1	5	8	2	2
Not described	1	1	0	0	0	0	0	0	10	2	1	4	0	0	8	10	2	2	5	1	4	6	12	13	8	10
Asphyxiated/CO poisoning	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	4	0	0
Burns/Scalds	0	1	1	4	1	1	0	2	1	0	0	1	1	0	1	2	1		1	2	0	0	0	0	0	2
Heart attack																	3	5	1	2	1	5	3	10	0	4

Analysis of fire and explosions since 1995

Fire and explosions	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of incidents	7	2	5	4	6	3	4	2	2	0	2	22	8	4	4	3	3	1	1	1	0	2	2	5	1	2
Vessels involved (Private)	5	1	3	4	3	2	2	2	1	0	1	18	10	4	2	2	2	1	1	3	0	1	2	5	1	2
Vessels involved (Hire)	3	1	2	0	3	1	2	0	1	0	1	4	1	0	2	1	1	0	0	0	0	1	0	0	0	0
Prime cause LPG	2	0	0	2	0	1	1	0	2	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0
Prime cause Petrol	2	0	1	1	1	0	0	1	0	0	0	1	2	0	0	0	2	1	0	1	0	0	0	1	0	0
Prime cause Electrical	0	0	2	0	0	1	1	1	0	0	1	0	1	2	2	1	1	0	0	0	0	1	0	1	0	0
Prime cause Other	3	2	2	1	5	1	2	0	0	0	1	21	4	2	2	1	0	0	0	2	0	1	2	3	1	2
No of vessels total loss	3	1	2	0	1	2	2	2	0	0	0	20	6	2	1	0	2	1	0	0	0	0	1	2	0	0
No of injuries from fires requiring hospital treatment	2	0	1	3	1	0	0	2	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	1	0	2
No of fatalities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Broads Authority

30 April 2021

Agenda item number 11

Appointment of Monitoring Officer

Report by Chief Executive

Purpose

Formal appointment of a new Monitoring Officer.

Recommended decision

The appointment of Mr Christopher Bing as the Authority's Monitoring Officer with effect from 15 May 2021, and formal thanks to Mrs Hilary Slater for her services as Monitoring Officer.

1. Introduction

- 1.1. Under section 5 of the Local Government and Housing Act, the Broads Authority must appoint a Monitoring Officer. The Monitoring Officer is a statutory post and this appointment must be confirmed by the full Authority.
- 1.2. The Authority has a Section 113 Agreement with East Suffolk Council (ESC) to place the services of two of its officers, namely the Monitoring Officer (MO) and the Deputy Monitoring Officer (DMO), at the disposal of the Authority for the purposes of providing MO duties. The role of MO to the Broads Authority is currently undertaken by Mrs Hilary Slater, and the role of DMO by Mr Christopher Bing.
- 1.3. Mrs Slater has announced her intention to retire from ESC on 14 May. Mr Bing will be acting MO at the Council pending their recruitment process.
- 1.4. It is therefore proposed to appoint Mr Christopher Bing as the MO to the Broads Authority with effect from 15 May 2021. As noted in the report to the Authority on 25 June 2020, Mr Bing is an experienced Solicitor and MO with experience of advising members on interests, providing procedural advice at meetings, delivering member training, and carrying out investigations into Code of Conduct complaints.
- 1.5. The appointment of a DMO is at the discretion, and a personal appointment, of the MO. It is Mr Bing's intention, if appointed as the MO, to appoint Mrs Jacqui Bullen as DMO. Mrs Bullen is East Suffolk Council's Planning Lead Lawyer and has experience of the DMO role from her employment at Kings Lynn and West Norfolk Borough Council.

2. Role of the Monitoring Officer

- 2.1. The requirement to appoint a Monitoring Officer, and the functions of the Monitoring Officer, are set out in section 5 of the Local Government and Housing Act 1989 (LGHA 1989), as amended by schedule 5, paragraph 24 of the Local Government Act 2000.
- 2.2. The Authority is required to designate one of its officers as a 'monitoring officer' and 'to provide that officer with such staff, accommodation and other resources as are, in their opinion, sufficient to allow those duties to be performed'. The Monitoring Officer may be the Head of an Authority's Paid Service, but cannot be its Chief Finance Officer.
- 2.3. The duties of the Monitoring Officer include:
 - Reporting to the Authority in any case where the Monitoring Officer is of the opinion that any proposal or decision of the Authority has or is likely to give rise to any illegality or maladministration;
 - To be responsible for matters relating to the conduct of members and officers, including investigations into allegations about the conduct of members; and
 - To be responsible for the operation of the Authority's Constitution.
- 2.4. The first two duties are specific statutory requirements: the remainder flow from them.

3. Financial implications

- 3.1. ESC will continue to charge for the MO services in accordance with the terms of the Section 113 Agreement.

Author: John Packman

Date of report: 16 April 2021

Broads Authority

30 April 2021

Agenda item number 12

Agenda item on feedback from outside bodies

Report by Monitoring Officer and Head of Governance

Purpose

To consider whether there is a more effective method for members to report to the Authority on the work of outside bodies to which the Authority makes nominations and has representation, rather than the current standing item on the agenda.

Recommended decision

To consider the issues raised in the report.

- 1.1 At the Authority's meeting in January, the Chair invited comments on the effectiveness of the standing item on Broads Authority agendas to receive feedback from members appointed to represent the Authority on outside bodies. The Chair was concerned to make sure the item had a purpose and a structured basis for being on the agenda. He noted that the present agenda item was vague and too similar to 'Any Other Business' (AOB). It was agreed that officers would bring recommendations for members' consideration to a future meeting.
- 1.2 It is relevant to recognise that there is a distinction between items that are for discussion on an agenda, because they raise strategic issues on which a decision is required, and those that are there for information only, for members to raise factual questions.
- 1.3 It should also be noted that 'Knowles on Local Authority meetings'¹ confirms that AOB should not be on an agenda: "Following changes to the Local Government Act 1972 introduced by the Local Government (Access to Information) Act 1985, the practice of 'Any Other Business' was discontinued because an item of business may not be considered at a meeting of a principal council unless requisite advance notice has been given." Indeed, the Authority's own Standing Orders say at 3.1 (n) that the Order of Business should include "any other business specified on the agenda". Of course, notices of motion may be brought about things that relate to the Authority's functions or area, which would include items about the work of an outside body.

¹ Knowles on Local Authority Meetings; 8th Edition pub 2016

- 1.4 It is clearly appropriate that members should be able to bring before the Authority strategic matters they consider important for other members' and the public's attention. There is an existing process for this, which is to raise the issue with the Chair and Chief Executive. If there is a strategic issue about the work of an outside body that requires a formal decision by the Authority, then it would be necessary to make that the subject of a separate report, with a recommendation for action.
- 1.5 Routine reporting for information about the work of outside bodies can be undertaken in a number of ways. One option is that each member representative puts forward a short report once or twice a year, or on a rolling basis, about the work of the outside body. Any such reports could be checked in advance to make sure they did not, for example, include any sensitive or exempt information. Members and the public would be able to see the report when the agenda was published, and members would have time to raise questions as appropriate. This procedure is what a number of local authorities do in relation to their outside bodies.
- 1.6 Members' views are invited on the options for reporting about the work of outside bodies to which the Authority makes nominations and has representation.

Author: Hilary Slater and Maria Conti

Date of report: 20 April 2021

Broads Authority

30 April 2021

Agenda item number 13

Requests to waive Standing Orders – annual report

Report by Chief Financial Officer

Purpose

This report details the 2020/21 annual summary of instances where Standing Orders were waived by the Chief Executive.

Recommended decision

To note the annual report of instances where Standing Orders were waived.

1. Introduction

- 1.1. After the end of each financial year, the Broads Authority produces a report detailing instances where the Chief Executive authorised the waiver of Standing Orders. Waivers can be approved only by certifying that there is an extreme urgency, only one supplier, or in certain other circumstances. All waivers authorised under delegated powers must be reported to the Authority on an annual basis.

2. Waivers authorised in 2020/21

- 2.1. Nine separate waivers to Standing Orders were authorised in 2020/21, as shown in Table 1. The costs in the final column are shown exclusive of VAT.

Table 1

Summary of waivers authorised in 2020/21

Ref	Details of Contract	Supplier	Amount (£)
A	To design and build a website for National Parks UK	Rubber Cheese	12,000
B	One-year extension to Ranger launch refit contract	Cox's Boatyard	17,500
C	Extension to arboricultural advice to 31/03/21	Hayden Arboricultural Consultants	14,000
D	Purchase of five NATO floats	Europontoons	28,680

Ref	Details of Contract	Supplier	Amount (£)
E	Buttle Marsh restoration feasibility study	Hummingbird	9,800
F	Production of nine animated safety videos	Archant	9,950
G	Test and Trial of the Environmental Land Management scheme extension	Norfolk FWAG	14,025
H	Operation of Mutford Lock	East Suffolk Council	66,700
I	Extension to arboricultural advice to 03/05/21	Hayden Arboricultural Consultants	2,000

2.2. Further details of the individual contracts and the reasons for waiving Standing Orders are set out below.

- A. Not the cheapest quote:** Three quotes were sought and received with the ability to only meet and discuss the requirements with the chosen supplier before the Covid-19 lockdown. It was considered that the other quotes did not take into consideration the size of the task and would ultimately increase the cost. The contractor was previously involved in helping to shape the specification for this procurement pre-lockdown.
- B. Contract extension to original contract:** Although the original contract was competitively tendered, pre-market engagement for the next contract with potential suppliers identified that Covid-19 had impacted boatyards' availability to carry out the work in 2020/21. This meant the Authority ran the risk of not being able to complete any refits in 2020/21.
- C. Contract extension to original contract:** This was another contract that was originally competitively tendered in 2016. The impact of Covid-19 meant that completing the re-tendering of the contract had not been possible. It should be noted that the current contractor has successfully been awarded the contract through a competitive process since 2007 (also see paragraph I).
- D. Sole supplier:** NATO floats were subject to a waiver in 2018 due to the need to be compatible with our existing floats. Prior to purchasing direct from the manufacturer, the second-hand market was explored, but none were available within the UK. The benefit of purchasing new floats is that it reduces repair and maintenance cost in the initial years of use.
- E. Competitive quotes not received:** Of the three contractors approached for quotation, only one responded. The feasibility study is being part-funded by the CANAPE project. Hummingbird met the evaluation criteria set.

- F. Sole supplier:** The cost of producing the safety videos was decreased by amending existing videos produced by Archant for a hire boat company. One alternative quote was received, for the videos to be produced from scratch, which was two and half times more than the above cost.
- G. Sole supplier/Contract extension:** A waiver was approved in 2019/20 for the supplier to support the first phase of the Environmental Land Management scheme, looking at agri-environment payment schemes post-Brexit. The project has been extended by DEFRA and is 100% grant funded.
- H. Sole supplier:** A waiver was approved in 2019/20 for Sentinel Enterprises to operate the lock; however, during 2020/21 the contract was transferred to East Suffolk Council to operate the site. East Suffolk Council will operate the lock and the road bridge, both requiring specialised operation. The team is located in the Harbour Office, where they can provide additional permanent and short stay moorings to the public. The contract continues to be a 50% partnership with Suffolk County Council.
- I. Contract extension to original contract:** A one-month extension was granted to allow for the tender process to be completed. This has been completed and the Authority is now within the ten-day standstill period (at the time of writing this report). See paragraph **C** for details of the original extension.

3. Summary

- 3.1. Nine were approved by the Chief Executive in 2020/21, compared to 12 in 2019/20. Despite the impact of Covid-19, budget holders continued to procure goods and services within the parameters of the Standing Orders Relating to Contracts. All approved waiver requests were considered to be justified and on the grounds of achieving the best outcome for the Authority at the best possible price.

Author: Emma Krelle

Date of report: 12 April 2021

Broads Authority

30 April 2021

Agenda item number 14

Annual summary of formal complaints – 2020/21

Report by Governance Officer

Purpose

This report summarises the formal complaints received by the Broads Authority in 2020/21, together with the outcome of those complaints.

Recommended decision

To note the report.

1. Introduction

- 1.1. It is considered good practice for public bodies such as the Broads Authority to have effective, transparent and accessible arrangements in place to deal with complaints, to adequately publicise their complaints procedures, to monitor responses and to make sure lessons are learnt from the outcome of complaints.
- 1.2. The formal complaints summarised in this report are those made by members of the public and service users during the period 1 April 2020 to 31 March 2021, together with a summary of the Authority's responses.

2. Broads Authority complaints procedure

- 2.1. The Authority's formal complaints procedure is published on its website at [How to complain \(broads-authority.gov.uk\)](https://broads-authority.gov.uk/how-to-complain). The procedure has a number of stages:
 - In the first instance, complainants are advised to contact the manager responsible for the area of work where they have a complaint or comment, so that the matter can be dealt with informally and as near as possible to the point of contact.
 - If it is not possible to resolve the complaint informally, the complainant may submit a formal complaint in writing. This complaint is investigated by the appropriate Director, who has a responsibility to reconsider the matter objectively and professionally. The complainant will receive a detailed reply in writing identifying whether their complaint is upheld or not. The reply will also explain how to take the matter forward should the complainant remain dissatisfied.
 - Finally, if the complainant is still dissatisfied as a result of the Director's response, they may ask for the matter to be reviewed by the Chief Executive. The Chief

Executive is required to review the complaint in an impartial manner and may, if he/she sees fit, seek advice from other officers such as the Monitoring Officer, and any also seek direction from the appropriate committee, or from independent consultants or advisers if he/she believes that an external view would be helpful. If the formal complaint concerns action that the Chief Executive has taken, it will be reviewed by the Chairman of the Authority. This is the final stage of the Authority's formal complaints procedure.

- 2.2. The Authority seeks to provide a remedy to complaints when it is found at fault.
- 2.3. The Authority has a separate [Members Code of Conduct and complaints procedure](#), which clarifies the conduct expected by members and summarises how the Authority deals with such complaints.

3. Local Government Ombudsman

- 3.1. The Local Government Ombudsman (LGO) investigates complaints by members of the public who consider that they have been caused injustice by the administrative actions (maladministration) of local authorities and other bodies within their jurisdiction, which includes the Broads Authority.
- 3.2. The LGO provides a free, independent and impartial service, and will normally only agree to investigate a complaint if the internal complaints procedures of the appropriate body have been exhausted.

4. Formal complaints 2020/21

- 4.1. Five formal complaints were made to the Authority in 2020/21. The subject matter and outcome of those complaints is set out in Appendix 1. Other complaints and issues resolved on an informal basis are not recorded.

5. Comparison with previous years

- 5.1. The summary of formal complaints reports to the Authority recorded four complaints in 2019/20, six in 2018/19 and 15 in 2017/18. In terms of complaints to the LGO, one complaint was made in 2019/20, one complaint in 2018/19 and none in 2017/18.

6. Conclusion

- 6.1. Given the breadth and volume of the Authority's work, the number of formal complaints received in 2020/21 is considered to be small. Officers will continue to record and monitor formal complaints and seek to learn lessons from them, especially if the Authority's actions have fallen below expected standards.

Author: Essie Guds

Date of report: 16 April 2021

Appendix 1 – Formal complaints 2020/2021

Appendix 1 – Formal complaints 2020/2021

Summary of complaint	Final response provided by	Stage reached and summary of response
The complainant disagreed that the information requested regarding the allocation of a BA 24-hour mooring at How Hill for exclusive use by a local resident was a breach of GDPR, and therefore asked to receive a full response.	Director of Operations	Stage 2 - To resolve the situation, the Data Subject gave permission for the requested information to be shared.
Planning breaches at Broadholme, Caldecott, Oulton Broad raising a number of issues including health and safety, working hours and breach of conditions; exchange of correspondence between 9 April and 15 July 2020.	Director of Strategic Services	Stage 2 - A detailed response was provided to each of the points raised by the complainant. It was concluded that the Authority had taken appropriate steps to respond to concerns raised over the previous 3 months.
Use of the premises and possible contravention of planning conditions at The Old Tannery in Bungay, and alleged failure by staff to take action.	Director of Strategic Services	Stage 2 - A detailed response was provided to each of the points raised by the complainant. It was concluded that the Authority had taken appropriate steps to respond to concerns raised over the previous 6 months and, for those which were not planning related, the complainant was advised which service they should contact.
Beauchamp Arms – conduct of BA officer at site visit.	Director of Strategic Services	Straight to Stage 2 (as complaint related to a staff member). The case was closed, as the complainant did not supply additional information as requested,

Summary of complaint	Final response provided by	Stage reached and summary of response
		despite being given a 2 week extension to the deadline.
Planning application and associated tree works application in Oulton – multiple correspondence between 16 February and 3 March 2021, raising a number of issues.	Director of Strategic Services	Stage 2 – A detailed response was provided. It was concluded that the Authority had taken appropriate steps to respond to the complainant's concerns raised. However, some elements were deemed to fall within the policy on unreasonable complainant behaviour and the complainant was advised that no further enquiries about the same matters would be processed.