

NORTHUMBERLAND COUNTY COUNCIL

COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE

At a meeting of the **Communities and Place Overview and Scrutiny Committee** held at County Hall, Morpeth on Wednesday, 31 January 2024 at 2.00 p.m.

PRESENT

Councillor N. Oliver
(Chair, in the Chair)

MEMBERS

Carr, D.	Lang, J.
Cartie, E.	Mather, M.
Castle, G.	Morphet, N.
Dale, A.	Reid, J.
Gallacher, B.	

CABINET MEMBERS

J. Watson	Promoting Healthy Lives
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OFFICERS IN ATTENDANCE

M. Antoniou	Senior Economic Development Manager
N. Carney	Strategic Tourism Project Manager
S. Green	Head of Customer Experience
P. Metcalfe	Head of Operations and Services, Active Northumberland
S. Nicholson	Scrutiny Co-Ordinator
N. Turnbull	Democratic Services Officer
N. Walsh	Director of Stronger Communities
M. Warnes	Active Northumberland, CEO

1 member of the press.

30. MINUTES

In response to questions, it was confirmed that:

Minute No 22.1 Homelessness and Rough Sleeper Strategy for Northumberland 2022-2026 Action Plan Progression

- Advice obtained from the Strategic Housing Manager to young homeless people was that they should ring 999 if they were the victim of domestic abuse or in an emergency. She was unsure of the source of the information obtained by Councillor Morphet.

Minute No. 28.1 Planning Service Performance Report

An update would be sought regarding reference by the Director of Planning and Housing to additional training by Highways Officers (fourth bullet point, page 6).

The Chair confirmed that an update would be given on Planning Enforcement under agenda item 4.

RESOLVED that the minutes of the meeting of the Communities and Place OSC, held on 29 November 2023, as circulated, be confirmed as a true record and signed by the Chair.

31. DISCLOSURE OF MEMBERS' INTERESTS

Councillor Oliver, in the interests of transparency in respect of agenda item 5.2, stated that he paid to have an Airbnb property that he owned listed on the Visit Northumberland website. This was similar to paying for a Council service such as emptying of garden waste bins, and he understood that it was not a disclosable interest.

32. FORWARD PLAN OF CABINET DECISIONS

The Committee considered the schedule of decisions made by Cabinet since the last meeting with the latest Forward Plan of key items (Schedule enclosed with the signed minutes).

The Chair was pleased to report that the recommendations of the Committee on Planning Services Performance Report had been presented to Cabinet on 16 January 2024. These had been accepted. A report with proposals for the structure of the Planning Department including Enforcement for additional resource had been prepared by the Director of Housing and Planning and was to be considered by the Senior Leadership Team.

RESOLVED that:

1. The schedule of decisions made by Cabinet and the Forward Plan of key items be noted.
2. Cabinet's response to the Planning Services Performance report be noted.

33. OVERVIEW

33.1 Active Northumberland Annual Outcome Report 2022-23 including the Service Plan Successes 2022-23

The Committee received Active Northumberland's Annual Outcome Report 2022-23 which contained a review on how the Active Northumberland Service

Plan had been delivered for the previous financial year. (A copy of the report and presentation is enclosed with the signed minutes).

The Chair noted that a new organisation had been appointed to take over management of the Council's leisure centres on 1 April 2024 and emphasised that the purpose of this report was to consider performance during 2022/23. He confirmed that the new organisation would be invited to a future meeting of the committee.

Councillor Jeff Watson, Portfolio Holder for Promoting Healthy Lives stated that he was very proud of the Council's leisure offer in Northumberland. Following significant investment over the last few years it was now regarded as one of the best leisure services in the country.

Active Northumberland had worked with NCC to create a strong partnership during the previous 9 years. Over this time the Council had invested in new and improved facilities. Active Northumberland had capitalised on this investment producing excellent results for the health and well-being of residents in Northumberland.

The Council had to look at its contracts periodically and undertake a government prescribed procurement exercise to ensure value for money as well as delivery of key objectives. As a result of the procurement exercise, a new contractor had been appointed. Active Northumberland was working with the Council to ensure a smooth transition for the business to the new contractor.

Councillor Watson commended Active Northumberland on the manner in which they were conducting themselves. No doubt they would be disappointed that the contract had not been awarded to them. Their primary concern was for the health and well-being of residents of Northumberland and they continued to work with the council to ensure this continued. The report was well written and detailed performance in the previous year.

Nigel Walsh, Director of Stronger Communities, echoed the Portfolio Holder's comments regarding his experience working with Active Northumberland after the recent contract decision. They continued to give customers the best service and a smooth as possible transition for the highly valued workforce, including management.

Mark Warnes, CEO and Paul Metcalfe, Head of Operations and Services, at Active Northumberland shared a powerpoint presentation which included details of:

- Financial performance – revenue had increased by £2.5 million despite a planned reduction in management fees.
- 61% market share in Northumberland and users as at October 2023.
- Memberships including:
 - fitness data by age and facility – likely to be around 10% increase for 2023/24.

- Cancellations and attrition.
- Swimming lessons
- Spa membership
- Fitness class attendance
- Expansion of health and well-being services
- Employee data with contracted v. casual staff and apprenticeships including Leisure Duty Manager posts.
- Capital investments in 2022/23 including refurbishment of Newbiggin Sports and Community Hub and completion of phase 3 at Berwick Sports and Leisure Centre.
- 'Very good' Quest accreditation for the 3 participating centres.
- A new environment strategy launched to reduce energy costs and carbon footprint.
- Capital investments in 2023/24 with Morpeth Sports and Leisure Centre and Ponteland Leisure Centre placed first and second in the country/ This met Active Northumberland's aim to be the best community leisure and wellness provider in the UK.

The data provided figures for 2020/21 following lockdowns as a result of the Covid pandemic, 2022/23 as well as 2023/24 up to 31 December 2023 as it was the last update to be provided by Active Northumberland. There was overall strong performance given that there 3 months of the financial year left with January to March traditionally being the highest sales periods.

They highlighted:

- Performance for the current years was ahead of target in many areas.
- Membership at Blyth in the 18-35 age group had been impacted by the opening of a new Pure Gym. It's pricing catered for a different market.
- The new facility and equipment at Morpeth were competing with other nearby centres. The centres at Ashington, Blyth and Concordia had strong outside competition.
- Introduction of Membership Experience Advisors and new Elevate fitness pathway which has reduced membership cancellations.
- A new swimming academy to train swimming instructors had given more availability. Increasing the Learn2Swim programme had impacted on the slots available for open swimming.
- Participation had increased in the older aged groups after targeted marketing campaigns and success of exercise on referral programmes which saw participants continuing to exercise.
- All staff were commended for their achievements and contribution to the success of the organisation.

Responses to questions and comments made by members included:

- The response by management and staff during the pandemic who had made the centres available as Covid testing and vaccination centres. Their participation with other services meant the organisation was well

thought of by their local communities as well as emergency response to recent storms.

- The increase in membership and usage was due to a number of factors including transformation of the business, digital offer, marketing improvements, brand recognition, new facilities, equipment and general investment in the portfolio had driven users back to the centres. The planning and process changes in the background during furlough contributed to the strong recovery following the pandemic lockdowns. Active Northumberland had recovered 80% of business within 6 months compared to the expected by 18 months anticipated by UK Active and LGA.
- Few complaints were received regarding leisure centres. Reduction in temperatures (within recommended operating parameters) had been addressed during the presentation.
- Every opportunity was taken to upgrade to the latest environmentally friendly and efficient equipment where possible during planned maintenance. Ground source heat pumps had been installed at Willowburn Sports and Leisure Centre. It was anticipated that the payback could potentially have been reduced given increasing energy costs. Details would be provided after the meeting as well as the reason why these had only been installed at one of the three new centres.
- Waterworld Prudhoe was very different to the other centres, appearing more aged and with a lower market share due to its proximity to the county's border and competition with facilities elsewhere, such as Blaydon.
- It was essential that older people kept fit and essential that participation continued to increase in this sector. This was believed due to a number of factors, including the transformation of the centres, internal and external marketing and targeting the over 65 age group, refer a friend initiative, the exercise referral schemes and the HIVE cafes which provided good quality food and welcoming environments for social meetings. Co-location of core services, such as libraries, also increased the values of sites.
- 'Grams' could participate in the Mams on the Move sessions if present with a baby.
- Active Northumberland leisure centres offered an all-inclusive product and were very different to gym only centres. They included pool use and fitness classes and it was therefore accepted that they were more expensive. They did not, therefore, attempt to compete with a gym only product. Membership across all age demographics had increased quite significantly and therefore it was felt they had adopted the correct approach.
- Satellite sessions at community centres were more cost effective for families on low incomes.
- Neighbouring authorities offered 'swim to trim' sessions for £1 at less popular times and should perhaps be considered in Northumberland.
- Given the excellent performance, some members queried why the contract had been awarded to another provider.
- Use of biomass or a hydro scheme to power the Wentworth Leisure Centre had not been progressed due to costs.

The Chair and members thanked the officers for the well written report and presentation as well as their stewardship of the council's leisure services in recent years. Officers were wished well for the future.

RESOLVED that the report and presentation be noted.

33.2 Update on delivery of Visit Northumberland and the Northumberland Destination Management Plan 2022-2032

The purpose of the report was to update the Communities and Place Overview and Scrutiny Committee on delivery of Visit Northumberland and the Northumberland Destination Management Plan (DMP) 2022-2032. (A copy of the report is enclosed with the signed minutes).

Councillor Jeff Watson, Portfolio Holder for Promoting Healthy Lives, was delighted with the progress that had been made with the visitor economy in a short space of time and that the Northumberland Destination Management Plan was regarded as a leading example across the country.

The tourism and service industry were probably one of the largest employers in the county. He stressed the importance of it being handled in a way that produced income and employment as well as ensuring that local residents were not disadvantaged. Reference was made to successes which included a recent Visit Northumberland tourism conference which had seen 120 participants in attendance. The figures were significant, with further progress having been made since Maria Antoniou had been employed.

Maria Antoniou, Senior Economic Development Manager, outlined the report which gave:

- An overview of the changes to national and regional Visitor Economy partnership arrangements, and the council's role. Visit Northumberland had been established as the county's Destination Management Organisation to lead the management of the Northumberland visitor economy.
- Visit Northumberland had achieved accreditation as a Local Visitor Economy Partnership (LVEP) in February 2023 with 14 other destinations (one of the recommendations of the De Bois review).
- The North East was selected as the first pilot for a regional Destination Development Partnership (DDP). The visitor economy was recognised in the NE Devolution deal as well as local plans and priorities to support inclusive growth.
- Headline indicators from the most recent survey data were contained in paragraph 5.12 of the report.
- An explanation of what destination management entailed and how partners worked together to improve the visitor economy and visitors experience.

- An update on the Destination Management Plan was contained within Appendix 1. It was to be refreshed to ensure actions remained valid.

Neil Carney, Strategic Tourism Project Manager, explained that Visit Northumberland were the custodian of the DMP to drive it forward for the county. The plan was owned by all stakeholders and partners.

The key priorities were:

- Data Evidence and Intelligence
- Destination Infrastructure and Connectivity
- Position and Profile
- Business, Product and People Development

There was also an overarching priority under a theme of sustainability which linked the above 4 priorities in a regenerative sense to ensure the visitor economy gave something back.

The key priorities were managed by stakeholders from the industry including representatives from tourist attractions, the county council and the national landscapes managing the 5 key priorities taking the actions identified to address opportunities within the DMP. The review in 2024 would check whether the actions were still relevant and whether it was still addressing problems, issues or opportunities identified when the plan was first written in 2022.

80 stakeholder partners which formed an Action Planning Forum were scheduled to meet on 27 February 2024. The refreshed priorities and actions would be published for implementation from 1 April 2024.

The following information was provided in response to questions from members:

- There was a lot happening in Berwick upon Tweed in respect of the broader cultural development as well as the visitor economy which would take time to come to fruition. A new place-based approach had been piloted in Alnwick and was to be rolled out elsewhere, to bring businesses together and consider how campaigns were put out for visitors. The 'Step into Alnwick' programme had seen the development of a town centre app to optimise appeal of the town during the winter months alongside a visit to the Alnwick Garden Winter Trail. They hoped that the approach would work elsewhere with place-based campaigns to focus on towns. They would look to see how they could work with businesses in Berwick, when it was appropriate with the broader activity in the town.
- Whilst Berwick benefitted from a train station in the town, Alnwick had two of the highest visited tourist attractions in the county, Alnwick Garden and Alnwick Castle and the recently opened Lilidorei. The ability to book an experience was an important part of product development with the DMP.
- Representatives of VN sat on the Board of the Destination Tweed Programme which was developing the River Tweed Trail, a walking route

from source to sea (Moffat to Berwick upon Tweed). As new products were developed, this would hopefully broaden the appeal of the historic town to visitors with different audiences using the transport hub and accommodation.

- The creation of a Northumberland Dashboard was in hand. To ensure accurate information was built into the dashboard, a region wide accommodation study had been conducted to develop an accurate picture of the numbers and types of accommodation and occupancy data around the county for all types of accommodation including hotels, self-catering cottages and Airbnb properties. Data on visitor attractions was also included. A tech partner, Squidgy, was creating the digital dashboard with the aforementioned data being fed into it.
- The Director of Environment and Transport and his team were looking to see how information could be collated as part of the Infrastructure Audit and the right method to share information which was relevant to tourism businesses.
- A Strategic Transport Working Group had not yet been established. They were looking how the plan could be embedded within existing groups, such as being more proactive within the Northumberland Cycling and Walking Board and to ensure the voice of tourism was represented within existing groups. It was anticipated that the movement of the tourism function to the Place and Regeneration Directorate alongside transport would provide opportunities as well as Transport Northeast and the North East Mayoral Combined Authority where activity or funding was required to deliver schemes.
- The Glasgow Declaration of Climate Action in Tourism came under the Sustainability Working Group led by Duncan Wise and would require discussion by multi stakeholders and had not yet been progressed. The immediate priority of the working group was to look at the Global Destination Sustainability Management Index with a rural pilot in Northumberland by GDS Movement who were leaders in setting sustainability indices for cities, and developing sustainability indices for the DDP at Durham, Newcastle and Sunderland. The Northumberland rural index would be the first rural index created with it being potentially replicated in other regions of the world.
- The Covid pandemic had a significant impact on the value of the visitor economy between 2020 and 2021 (falls of 50% of visitors and 56% of the value within Northumberland). The DMP had been borne from the crisis and had assisted in the management of returning visitors not used to exploring the countryside, parking inconsiderately and leaving gates open. The infrastructure had been unable to cope with the numbers of visitors that returned to the county.
- The provision of quality accommodation was one of the main drivers of the DMP to ensure the quality of the visitor experience and welcome received in the county was better than elsewhere. In a visitor survey conducted in 2021, 100% of the 450 visitors sampled felt welcome and enjoyed a quality experience. Businesses wanted to compete with other destinations around the country which was driving up the quality experience. They were also encouraged to enter the Northeast Tourism Awards and other national awards programmes.

- Visit Northumberland's role was to influence investment but not deliver services. If the infrastructure audit identified that there were not enough car parking spaces, public conveniences or bins were overflowing, they hoped to influence the providers of services where these were lacking and to inform the decision process to improve visitor experience in Northumberland. Businesses wanted to see improved infrastructure such as more parking and repairs to rural roads as well as along the coastal area.
- The popularity of Blyth beach and additional investment were best raised with the Executive Director for Place and Regeneration or Regeneration team through the Energising Blyth programme as well as the Director of Environment and Transport who chaired the Infrastructure Working Group for the DMP.
- The overnight motorhomes parking pilot project had been very successful, and consideration was being given to expansion at more locations, subject to planning requirements. This pilot was identified as a regional exemplar and included within the DDP as an opportunity to be replicated across the region. Other partners actively encouraged parking by motorhomes including the national parks and Kielder Forest.
- Day visitors could travel up to 3 hours. These were not broken down between residents of Northumberland and visitors from other counties. It was hoped more of these could be persuaded to stay overnight.
- Data and intelligence from the DMP would inform where there was a need. Events and festivals, food and drink and programmes at The Alnwick Playhouse, Queens Hall in Hexham and The Maltings in Berwick upon Tweed would hopefully meet the needs of visitors. The Festival of Flame at Hexham Abbey as part of their 1350th anniversary celebrations during a February weekend extended the season and likely encouraged more overnight visitors. Individual components such as the latter event, helped to build and sustain broader aspects of the visitor economy.
- Product development work funded by the North of Tyne Combined Authority meant that visitors could see what other experiences were available which encouraged them to stay longer and spend more money.
- Regional assets encouraged visitors to participate in a city experience in Newcastle and combine it with rural aspects which Northumberland offered, such as day trips to Hadrian's Wall or Alnwick. 60% of all revenue was from staying visitors and the value of this contribution within the economic impact was recognised.
- There had been 1.2 million new users to the 'visitnorthumberland.com' website in 2023 which had increased 19% on the previous year.
- Public transport was challenging with 86% of visitors to Northumberland used private transport to get to the county but only 81% used that vehicle to travel around, the rest used other means. VN did what they could to support promotion of bus routes. Some attraction operators such as National Trust and English Heritage worked with Go NE to provide funds for bus services to Belsay Hall and Wallington Hall. The County Council supported the AD122 bus to Hadrian's Wall with other local authorities along that route. There were also a number of bus services along the coastal route. Visit Northumberland was working with Newcastle

Gateshead initiative on a North of Tyne funded programme to be launched in 2024 linking the Hadrian's Wall country train route into to Newcastle connecting with the Tyne and Wear Metro, linking the new Northumberland Line and Port of Tyne to encourage more walking, cycling and use of public transport.

- Provision of capacity for bikes on public transport needed to be addressed and was identified with the DMP.
- Visit Northumberland did not have a direct link with the various Town and Parish forums. The Visit Northumberland partnership programme worked with the businesses that had signed up to work with the organisation to take forward promotion of the destination. They worked closely with the National Park Authority and also the 2 National Landscapes which represented its residents in the work that they did. Visit Northumberland did not sit on any formal town or parish council meetings; however, they made representations on matters of relevance when required.
- An ambition for the region was the reintroduction of direct services from Scandinavia to the Port of Tyne. A feasibility study was looking at ferry service every 3 days. Currently there were direct air services from Scandinavia to Newcastle International Airport by Logan Air. The County Council was a shareholder in the airport.

Issues raised by members included:

- It was important that partners worked together to create new destinations, and that this continued such as the excellent work in respect of Hadrian's wall following the Foot and Mouth outbreak. It was important that tourism development following the Covid pandemic was not started then stopped.
- Rights of ways and walking were important to rural areas such as Blanchland. It was important that the public conveniences remained open in these areas.
- Reference was made to comments by the Leader of the Council who had stated that the whole of the Northumberland area, coastal and inland, was rural.
- The overnight parking for motorhomes pilot project should be expanded to perhaps Woodhorn Museum. Such visitors were likely to use more services in the county than day trippers.
- Parking charges at some locations, such as Holy Island, were expensive and perhaps cost prohibitive for some residents of Northumberland.
- Clarification was requested on the meaning of local within the Local Visitor Economy Partnerships.
- Installation and ownership of Electric Vehicle Charging Points (EVCPs) by the council would maintain control over costs. Competitive charging could influence the destination of some visitors and make Northumberland more desirable than another location. Funding for EVCPs needed to be made available for fast chargers to enable turnover of visitors, rather than installation of slower chargers. This would be highlighted with transport colleagues.
- The availability of more activities in the evening would encourage visitors to stay overnight.

- The Director of Environment and Transport be invited to a future meeting of the Communities and Place OSC when the Infrastructure Audit had been completed to share information about capital investment and sources of funding.
- It was important that car parking in Blyth remained free.
- Where parking charges had been introduced in some wards, these had been implemented at the request of the local town or parish council, to help manage visitors as the volume had been too high for the number of car parking spaces available.
- Businesses such as takeaways should ensure that there was no litter waste in the immediate area.
- Lilidorei attempted to address seasonality of tourism at Alnwick Garden and Alnwick Castle. Incorporation of shows and films for children at The Alnwick Playhouse attracted participants in the winter months. A new restaurant had solid bookings shortly after its opening in January 2024.
- Tourism should not be forced on residents in a locality before it became a destination, their concerns and issues needed a voice to be addressed. Town and Parish Councils should perhaps be emailed with contact information for concerns, particularly regarding the diminishing availability of affordable rental accommodation due to second homes and development of B and Bs to ensure that residents were not impacted negatively by tourism. It was agreed community engagement process could be added to the review of the DM Plan.

Officers were thanked for the report and information.

RESOLVED that:

1. The achievements of Visit Northumberland's efforts to maximise the visitor economy's contribution to the Northumberland economy, be noted.
2. The progress made in the delivery of actions against the priorities of the Northumberland Destination Management Plan, be noted.
3. The Infrastructure Audit be added to the committee work programme, when completed.

34. SCRUTINY

34.1 Corporate Feedback Performance 2022/2023

The purpose of the report was to review the operation of the complaints process between 1 April 2022 and 31 March 2023 and to keep Members informed about the effectiveness of current arrangements for handling customer complaints.

Sarah Green, Head of Customer Experience, provided a brief summary of the report which provided corporate feedback on complaints that had been dealt with in the previous financial year. She added that a number of improvements were being implemented including use of a new bespoke iCasework case management system which had been introduced in November 2023. This

would help manage response timescales to customers, enable data retrieval, production of reports and aid understanding to assist with service improvements.

The following information was given in response to questions from Members:

- Clarification was provided on the differences between service requests, informal resolutions and stage 1 complaints, and the numbers in 2022/23.
- It would be helpful to include the resolution for all of the Local Government and Social Care Ombudsman (LGSCO). (It was omitted for the seventh case.)
- LGSCO remedy could include compensation, an apology or improvements to processes to ensure decisions were communicated efficiently and effectively.
- Feedback was obtained from a sample of customers as part of the complaints process although not all individuals wanted to engage. Those that did participate, appreciated it.
- The LGSCO Public Interest Report on a planning matter had recently been considered by the committee as part of the Local Commissioner's findings. The Scrutiny Co-ordinator agreed to check with his colleague about other Public Interest Reports and whether they had been considered by other Overview and Scrutiny Committees.
- The new case management system should enable better management of complaints with automatic prompts to the identified officer, link officer and complaints team to flag up if something was out of time and required follow up. This should ensure that complaints did not remain unresolved for unreasonable lengths of time.
- If a complainant was unhappy with a decision as stage 1, they should escalate their complaint to stage 2. This was set out within the stage 1 decision letter.
- A copy of the complaint handling process be circulated to members.
- Comments regarding lack of planning enforcement would be referred to the service. The complaints team were currently recruiting to some vacant positions and so additional resource should be added to the team in the near future.
- The process incorporated targets to ensure that complaints were responded to in a timely manner. When feedback was received it was fed into service planning to resolve an issue. Some complaints may not seem like a significant issue to the service or the Council as a whole in the context of all the services provided; however it should be recognised by staff that the matter could be of extreme importance to the individual. We are working to ensure that teams don't forget the person at the centre of the issue.
- It was accepted that there was always likely to be complaints and it could not be prejudged how many there could be. Each complaint was dealt with as separate issue and only very serious issues were taken to the LGSCO. The person should be at the heart of the issue, not a corporate target.

Councillors Castle and Cartie left the meeting at 4.09 p.m. during the discussion of this item.

Comments made by members included:

- Given the breadth of the services that the Council provided, it was remarkable that only 16 LGSCO complaints had been upheld.
- It would be helpful in the future if the report included comparative data with other local authorities in the region or with similar county councils.
- Some individuals would have spent considerable time and effort preparing a case to take it the LGSCO.
- Fix My Street only updated the original individual who reported a problem.
- Whether targets could be incorporated within future reports.
- Whilst ideally there would be no complaints; a procedure that put people first and provided them with an opportunity to state their case, be treated fairly, was a service to be proud of.

Several members thanked the officer for the report commenting that it was often a difficult area in which to work.

RESOLVED that the report be received.

35. Communities and Place Overview and Scrutiny Committee Monitoring Report

The Committee reviewed its work programme for the 2023/24 council year. (Report enclosed with the signed minutes).

It was reported that in Section 2:

2nd bullet point should be amended to read 'Local Cycling Walking Infrastructure Plans'.

7th bullet should point be amended to read 'Local Nature Recovery Strategy'.

It was noted that issues regarding potholes and a potential task and finish working group on funding be discussed at the OSC Chair's Group on 2 February when it could be discussed directly with the Executive Director for Place and Regeneration.

An update be requested from the Business Resilience and Emergency Planning Lead on the Storm Arwen recommendations including a suggestion that preferred contact details be obtained for elected members and experiences during recent storms.

RESOLVED that:

1. The work programme be noted.
2. An update from the Business Resilience and Emergency Planning Lead on the Storm Arwen recommendations be added to the work programme.

3. The DMP Infrastructure Audit be added to the committee work programme, when completed.

CHAIR _____

DATE _____