King's Lynn Neighbourhood Board
Action Log / Matters arising

Ref	Action	Board meeting	Tasked to	Current position	Target Date	Completed
181	Accelerated funding: Public Realm on the High Street - Urgent need for resolution	24.02.23	KB	15.01.25 - The Programme Board continue to receive updates for assurance purposes and confirm this matter continues to be actively progressed. A key mtg is taking place on 17.01.25 05.02.26 An engineer has been appointed to provide a set of surveys and support a resolution. Once the surveys have been received this will allow for progression moving forwards. 19.03.26 As above. 21.03.25 - No update available, will be chased and given at the next meeting 09.04.25 - Meeting took place on 10th April between the Council's technical expert and the original contractor's expert. A note indicating areas of agreement, what issues are clarified or remain outstanding, and any advice from a technical standpoint of how the dispute could be settled is expected and further updates will be provided in due course. 16.04.26 No further update at this time. 13.05.26 An update outlined the legal matter is now closed. Further info required regarding next steps and projected timelines. 17.06.26 No further update. 06.07.26 Proposals to move the outstanding actions forward have been submitted to BCKLWN Leader. Awaiting review. 16.07.26 As above. 20.08.26 Confirmation has been given to proceed with some outstanding actions highlighted and to progress with the relevant team to facilitate. Awaiting response on timescales. 17.09.26 As above.	No target date available	Ongoing
245	Rail to River Project - Draft a letter to Boots regarding their roof works and the delays to agreeing licence for installation of the arch.	25.10.24	JC/AR	16.01.25 - Scaffold at Purfleet Street down at end of December. BCKLWN legal team in touch with Boots' team to request sign off asap now this barrier to signing is removed. 20.03.25 Ongoing. Boots legal team have re-sent the same holding email in response to the latest chaser. Will be picked up urgently by the project team and escalated. 31.03.25 This is being chased by BCKLWN legal team. KLTB member has supplied an additional contact at Boots who may be able to move licence issue along. KLTB Chair has offered to write to Boots. 30.04.25 This is being chased by BCKLWN legal team. This will be picked up again in light of the building fire and the effect it will have on the licence/install onto the building. 20.06.25 Position as above. 16.07.25 No update at this time. Has been followed up. 13.08.25 BCKLWN legal team will write to Boots threating to start fee reclaim if not resolved or a timescale given within one month. 18.09.25 One month deadline for response not yet reached, but no response as of yet. 17.11.25 A letter has been sent asking for contact by 26.11.25 or the process to recover fees will be started if not resolved. 07.01.26 Licencing still not resolved. Boots Legal team informed that the BCKLWN will start the process to recoup the payment. 12.02.26 Action is still ongoing as this has not yet been resolved. Formal request to recover the legal fees from Boots has begun. 20.03.26 No update from Boots following request for fee refund. Options paper for alternatives to arch in production and will be appended to post project evaluation. 17.04.26 No further update. 13.05.26 No further update from Boots. An options paper has been written on how to progress with the outstanding archway element of Rail to River which requires a decision from the KLNB on a preferred option. Paper to be taken to KLNB meeting 22.05.26. 22.05.26 The Board agreed to approach Boots one final time in attempt to help progress the arch. The Chair will write a letter. 11.06.26 Information has been provided from Riverfront Project Lead and Legal team to help form the basis of the KLNB Chairs letter to follow up. 29.06.26 The Chair advised she is collating the info and will write a letter to boots this week. 03.07.26 The Chair has written the letter to Boots and this has been sent to BCKLWN Legal department for review. 16.07.26 Letter to Boots is progressing and should be submitted imminently following final sign off from Legal. 20.08.26 Letter to Boots has been signed off and submitted via the Legal team. Awaiting a response for resolution. 17.09.26 Still awaiting a response from Boots to resolve. Corporate projects have been requested to review options for alternative arch specification that negates need to building consent.	October 2026	Ongoing
272	Rail to River - Follow up on outcomes of known issues for the Pop Up's regarding scaffolding and WIFI connectivity and aim to resolve	27.06.25	JC/JG/AR	16.07.25 Discussions at Programme Board around the concerns. Additional info needed from Cashino regarding proposed length of time it will be up. Timeline required from MC on WFI improvements. 13.08.25 MC to arrange wifi connection to the pop ups, but this will not take place until the user requesting this has confirmed ongoing use. MC to contact Cashino building owner once the planning application has been decided (target determination date is Monday 18th Aug) to establish timeframe for proposed works. 18.09.25 Planning permission granted for building works at Cashino building. MC to contact building owner for timeline of works, specifically relating to factors that will affect pop up operation. 16.10.25 Cashino building owner approached to explore possibility of decorative hoarding being used at site. Public Open Space team to include areas around Pop Ups in street cleaning/weeding. Pause hire offer while unable to offer full use of space. 17.11.25 Promotion of Pop Ups still paused due to street works. Meanwhile temporary use found for pop ups from 29th November to 21st December. Norfolk Arts Projected funded story writing sessions. 07.01.26 Timeline of works advised scaffold will be removed 14.02.2026. Hoarding has been removed improving look and use of one pop up has improved public perception. Relaunch April 2026 12.02.26 Scaffolding is still scheduled to be removed 14.02.26. A meeting has taken place with public open space regarding the Wi-Fi issue, and it has been agreed that Wi-Fi cannot be offered in the pop ups. This is due to the planned closer of the nearest council asset that could provide the phone line for renovations. The Wi-Fi issue related to a specific user who is no longer hiring the Pop up. Other users have been able to successfully use Wi-Fi hotspots from mobile phones. A relaunch is being planned for Easter 2026, with input from Business Operations, Public Open Spaces and comms. 20.03.26 Scaffold has been removed, heras fencing still up but will be removed w/c 30th March 2026 allowing trees to be moved back into intended position and table and chairs put in storage boxes ready for use. Units to be cleaned and surrounding area weeded and planters filled. New food and beverage tenant lined up for April. When in occupation tenant will be included in marketing material for re-launch. 17.04.26 Clean up of Pop Ups has taken place, with planters complete and units cleared and cleaned. New tenant started occupation in April (build your own cheesecake business) and another lined up for June. 13.05.26 New tenant now in occupation and another is due to start in June. Promotion that the Pop Ups are now available again to be picked up in May. 17.06.26 No further update. 16.07.26 Responsibility for managing the pop ups has transferred to the Operations Team while the Marketing and Communications Team now oversee the digital signage. 20.08.26 Ongoing 17.09.26 New marketing and promotion issued. The team is revisiting the option for an external operator with a meeting proposed late Autumn with an interested party.	November 2026	Ongoing

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278	ACC - Strikes lighting - Request was made for costings to be calculated and reviewed to determine how funding could be secured to proceed in light of Gayton Rd delay.	28.11.25	JC/NCC	Scheme reviewed by the ACC project team and NCC are looking internally at how this can be progressed. Work requried has been scoped. Funding discussions with NCC ongoing as this scheme is classified as maintenance primarily so does not fulfil the ACC /Towns Fund criteria. However there are a number of operational and external funding sources that could be applicable and explore to prioritise this work. 12.02.26 Longer term improvements are still being reviewed in terms of street lighting, but some immediate works have been undertaken by the BCKLWN Public Open Space team to improve visibility and accessibility in the area. Before and after photos are to be shared with the Board. 19.03.26 Strikes lighting remains outstanding with collegaues at NCC. 20.04.26 NCC acknowledge the excellent clearance and tidying up work carried out by the Borough Council. The NCC tree officer subsequently carried out a tree survey and has recommended that after the bird nesting season the ivy from the bottom of the trees is severed and 1 hanging branch is removed and this will be carried out by the NCC team. Lighting, has been recommended at key locations on other priority LCWIP routes as well as the Sandringham Railway Path. This goes against the general presumption not to increase maintenance liabilities across the network. In view of this, the issue will be taken up internally within NCC to ensure LCWIP improvement schemes are not compromised and exceptions can be made on a case by case basis. 13.05.26 No further update. 17.06.26 No further update. 17.07.26 As above. 20.08.26 Further update required. 17.09.26 NCC colleagues advised that traditional lighting and potential innovative solutions are being investigated. Dedicated resource is being allocated to this imminently and progress updates will be given.	November 2026	Ongoing
289	Baker Lane Active Travel Hub Letters of support from KLNB Members	24.04.26	KLNB	13.05.26 To be followed up with the Board at 22.05.26 meeting. 17.06.26 ATH due at the 26.06.26 meeting and follow up will be provided. 20.08.26 No update at this time. Follow up with KLNB Members at the next meeting. 18.09.26 Date for application to be resubmitted late 2026. Letters of support appreciated.	September 2026	Ongoing
290	Tennyson Road Crossing Feasibility Study Request for Cost Estimate from Network Rail on the above	24.04.26	IP NCC	13.05.26 No update at this time. 17.06.26 A follow up email has been sent to NCC. Awaiting response. 19.06.26 Contact has been made with Network Rail and the scope of the request changed slightly due to the request for a feasibility study not only because of the railway crossing but also in conjunction with the planned wider housing growth in the area that will increase the crossings footfall. Network rail have advised that appropriate governance channels will need to be followed to facilitate this combined feasibility study and IP is liasing with Network Rail on this issue to progress it. 16.07.26 As above. 20.08.26 No further update. 18.09.26 Update has been requested from NCC. Awaiting response.	September 2026	Ongoing
291	Community Representation on the Board Approach representatives acting as an anchor for the community development work and invite as a community representative onto the board during the transition period.	24.04.26	VE/JC	13.05.26 ongoing – Terms of reference review proposed in the governance update to the KLNB on 22.05.26 17.06.26 ToR will be reviewed at the Task and Finish group meeting 07.07.26 17.07.26 Task and Finish group meeting held, priorities and timescales agreed to move this forward. Next meeting end 21.08.26 20.08.26 Task and Finish group members to update finding to the wider Board at the September meeting. 17.09.2026 Update due to be given to the Board 25.09.26	September 2026	Ongoing
292	Community Capacity Building Communication Plan Develop and implement a communications plan to publicise the investment in the community capacity building model, ensuring language and branding are accessible and resonate with local communities.	24.04.26	NC	13.05.26 Will form part of the approved Community Capacity building model of delivery approved by KLNB in April26. 18.06.26 DW (Comms) updated on progress. Model of publicity / launch to be agreed with CAN. 17.07.26 Communications on Community Capacity Building team is live. Further project launch communications planned once team are in post. 20.08.26 As above. 17.09.26 Interviews have taken place and offers have been made to chosen applicants. Awaiting further clarification on when the team are in post.	September 2026	Ongoing
294	Resource Mapping and Capacity Building - Begin mapping existing projects and resources to identify gaps and avoid duplication as part of the transition work	22.05.26	JC/NC	18.06.26 Meeting held 10.06.26 16.07.26 Work is progressing to map major programmes in West Norfolk, create a directory and pilot cross initiative collaboration, with a call for interested members to participate. 20.08.26 Ongoing 18.09.26 Initial mapping work complete, hosted of Health & Well Being Partnership Sharepoint. 2 initial pilot project arising; Community led support and Social Value Delivery of Major Investment Projects; workshops planned for both to explore opportunities for collaboration and system change in delivery. Learnings to be shared and reported back to the 3 partnership groups (KLNB, VKL Operational Group, Place Board & H&WB Partnership)	September 2026	Ongoing
299	Guildhall Mapping to PiP priorities - Start mapping and tracking community asset-based outputs for the Guildhall project, aligning with Pride and Place programme principles.	22.05.26	JC/NC	18.06.26 Meeting to be set up with project team. 16.07.26 Draft Guildhall Monitoring report was shared with the PiP SG. To be finalised with project team for August KLNB 20.08.26 GH PiP Project Statement was submitted to PiP SG and will be presented to the KLNB at the September meeting. 17.09.26 Update due to be given to the Board 25.09.26	September 2026	Ongoing
300	Community Capacity Building Project Branding Empower community to ascertain suitable/relatable brand for the project	24.04.26	NC	13.05.26 Will form part of the approved Community Capacity building model of delivery approved by KLNB in April26. 18.06.26 Adverts for recruitment of community development team to go live end June26. 16.07.26 Recruitment underway, once team appointed, work will start on community engagement to include development of branding. 20.08.26 Ongoing. Recruitment posts have now reached the closing date and interviews are taking place until mid centre. Team should be appointed in due course and an update given to the Board at the Septetmber or alternatively October Meeting. 17.09.26 Interviews have taken place and offers have been made to chosen applicants. Awaiting further clarification on when the team are in post to progress with community cop produced name and branding.	October 2026	Ongoing