

Overview & Scrutiny Committee



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Tuesday, 29 March 2022

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 6 April 2022** at **9.30 am**.

At the discretion of the Chairman, a short break will be taken after the meeting has been running for approximately one and a half hours

Members of the public who wish to ask a question or speak on an agenda item are requested to notify the committee clerk 24 hours in advance of the meeting and arrive at least 15 minutes before the start of the meeting. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516047, Email: matthew.stembrowicz@north-norfolk.gov.uk.

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

Please note that Committee members will be given priority to speak during the debate of agenda items

Emma Denny
Democratic Services Manager

To: Mr N Dixon, Mr S Penfold, Ms L Withington, Mr H Blathwayt, Mr P Heinrich, Dr V Holliday, Mr N Housden, Mrs E Spagnola, Mr A Varley, Mr C Cushing, Mr A Brown and Mr P Fisher

All other Members of the Council for information.
Members of the Management Team, appropriate Officers, Press and Public



**If you have any special requirements in order
to attend this meeting, please let us know in advance**
If you would like any document in large print, audio, Braille, alternative format or in
a different language please contact us

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A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. SUBSTITUTES

3. PUBLIC QUESTIONS & STATEMENTS

To receive questions / statements from the public, if any.

4. MINUTES

1 - 12

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 9th March 2022.

5. ITEMS OF URGENT BUSINESS

To determine any other 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.

6. DECLARATIONS OF INTEREST

13 - 18

Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Code of Conduct for Members requires that declarations include the nature of the interest and whether it is a disclosable pecuniary interest.

7. PETITIONS FROM MEMBERS OF THE PUBLIC

To consider any petitions received from members of the public.

8. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A MEMBER

To consider any requests made by non-executive Members of the Council, and notified to the Monitoring Officer with seven clear working days' notice, to include an item on the agenda of the Overview and Scrutiny Committee.

9. RESPONSES OF THE COUNCIL OR THE CABINET TO THE COMMITTEE'S REPORTS OR RECOMMENDATIONS

To consider any responses of the Council or the Cabinet to the Committee's reports or recommendations:

10. WASTE CONTRACT: SERCO BRIEFING - TARGET OPERATING MODEL UPDATE

To receive a briefing and update on the progress made towards implementing the target operating model of the waste contract from Serco Officers.

11. **NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROJECT UPDATE: APRIL 2022** 19 - 22

To receive and note the update.

12. **SCOPING REPORT: COUNCILLOR CALL FOR ACTION - IMPACT OF SECOND HOMES AND HOLIDAY LETS** 23 - 30

Summary: This report and accompanying scoping document outlines the key lines of enquiry in response to the Councillor Call for Action on the potential impact of second homes and holiday lets on the District. Subject to approval of the questions raised, Officers and contributing Members will have until July 2022 to collect data and submit evidence. Upon completion of this process, a summary report will be prepared outlining the potential next steps in responding to the CCfA.

Options considered:

1. The Committee can choose to either approve the report and accompanying questions to proceed with the investigation, subject to possible amendments, or choose not to approve the report, in which case the investigation will not proceed.
2. Members should consider the time required to gather a range of evidence and data, as well as the time required to prepare a summary report on this information. As a result it is suggested that the summary report be prepared for consideration at the July O&S Committee meeting.

Conclusions: This report and associated scoping document will gather and summarise the necessary evidence to determine any potential future actions the Council could take to address any potential impacts of second homes and holiday lets on the District.

Recommendations: **To approve the scoping report and associated questions in appendix 1 to allow officers to commence the investigation.**

Reasons for Recommendations: To support the Committee's actions in responding to the Councillor Call for Action on the impact of second and holiday homes.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

Cabinet Member(s):
John Toye

Ward(s) affected:
All

Contact Officer, telephone number and email:
Matt Stembrowicz
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13. ITEM DEFERRED: PRE-SCRUTINY: PARKLANDS PROPERTY DISPOSAL

Item deferred for consideration of additional information.

WORK PROGRAMMES

14. THE CABINET WORK PROGRAMME 31 - 34

To note the upcoming Cabinet Work Programme.

15. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE 35 - 44

To receive an update from the Scrutiny Officer on progress made with topics on its agreed work programme, training updates and to receive any further information which Members may have requested at a previous meeting.

16. EXCLUSION OF THE PRESS AND PUBLIC

To pass the following resolution, if necessary:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph _ of Part I of Schedule 12A (as amended) to the Act.”

OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 9 March 2022 in the Council Chamber - Council Offices at 9.30 am

Committee Members Present: Mr N Dixon (Chairman) Mr S Penfold (Vice-Chairman)

Mr H Blathwayt Mr P Heinrich
Dr V Holliday Mrs E Spagnola
Mr A Varley Mr C Cushing
Mr A Brown Mr P Fisher
Mr N Pearce

Other Members in attendance: Mrs W Fredericks (Observer) Mr N Lloyd (Observer)
Mr E Seward (Observer) Mr J Toye (Observer)
Mr T Adams (Observer)

Officers in Attendance: Democratic Services and Governance Officer - Scrutiny (DSGOS), Chief Executive (CE), Director for Resources/Section 151 Officer (DFR), Communications & PR Manager (CPRM), Director for Place & Climate Change (DPCC), Director for Communities (DFC) and Policy and Performance Management Officer (PPMO)

Also in attendance: Police and Crime Commissioner – Giles Orpen-Smellie (PCC)
Director for Policy, Commissioning and Communications (DPCC)
Mr D Russell

157 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies were received from Cllr N Housden and Cllr L Withington.

158 SUBSTITUTES

Cllr N Pearce.

159 PUBLIC QUESTIONS & STATEMENTS

Mr D Russell attended to make a public statement during item 15 on ambulance response times.

160 MINUTES

- i. Minutes of the meeting held on 9th February 2022 were approved as a correct record subject to the following amendments:
- ii. Page 3 - item 148 be amended to reflect the increase in costs of brown bin replacement, which had risen twice by 10% in recent months.
- iii. Cllr T Adams responded to questions raised at the last meeting and noted that as a Charity organisation the RNLI were not required to contribute to the running and maintenance costs of Cromer Pier. He added that Openwide had responsibility for maintenance of the dressing rooms.

161 ITEMS OF URGENT BUSINESS

None received.

162 DECLARATIONS OF INTEREST

None declared.

163 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

164 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A MEMBER

None received.

165 RESPONSES OF THE COUNCIL OR THE CABINET TO THE COMMITTEE'S REPORTS OR RECOMMENDATIONS

None to report.

166 CRIME & DISORDER BRIEFING

The PCC began by informing Members of his six priorities for the current term of office which included appointing a new Chief Constable, setting the Police budget, establishing the Police and Crime Plan, responding to the PCC review, identifying the evolving role of the PCC in Local Government, and outlining future plans with the Norfolk 2040 project. On the Police and Crime Plan, which was required to be published by 31st March following an election year, the PCC referred to a rope analogy with the Plan at the core, whilst other plans such as the Norfolk County Community Safety Plan, were wrapped around. He described the Plan itself using the analogy of a temple, with solid ground equating to sound ethical policing and standards, whilst the foundations were solid financial planning, on which six pillars stood as key principles of the Plan. The first pillar sought to sustain the Constabulary with staff, equipment and training, as 86% of Police costs (£197m) related to staffing. The PCC stated that pillars two and three presented an expectation gap, as older residents wanted visual policing, whilst the Home Office tasked the Police with tackling crime as outlined in pillar three, and both challenges had to be met to rebuild public trust. It was noted domestic abuse was the most frequently reported crime in Norfolk, whilst drug related crimes were the highest risk to life, and in both cases these crimes were often out of sight and out of mind, but still required significant resources. The PCC stated that for pillar four, prevention of crime was key, and many crimes could be addressed via county level partnerships. For example, better mental health support could help to reduce crime and work was therefore underway to address this. Pillar five represented victim support with aims to improve charging and prosecution rates, as well as the time taken for cases to reach court. The PCC stated that the sixth pillar, representing safer and stronger communities addressed issues such as road safety, and finally the roof of the temple sought to promote engagement and communication with the public to improve awareness of Police activity and help restore trust.

Questions and Discussion

- i. The Chairman referred to public confidence in Police ethics, which had been

described as a key foundation of the Constabulary, and asked whether the Code of Ethics could be positioned as a more public-facing document. The PCC replied that he had a responsibility to hold the Norfolk Constabulary to account on its values and standards, and had previously checked whether this information was available to officers and easy to find. He added that improvements were required to improve officers' access to this information, and a review was underway following the actions of former officer Wayne Couzens. It was noted that any officers party to similar issues would now be treated as a primary party, rather than a witness, and officers were expected to report on each other in similar situations. The PCC noted that he had tasked the Chief Constable with resolving the issue as soon as possible, with public accountability meetings available on YouTube. He added that at a national level, he was Portfolio Holder for Police Ethics, Transparency and Complaints at the Association of Police and Crime Commissioners, and was in the process of reviewing the Police disciplinary system in response to the issues raised by Wayne Couzens. The Chairman sought clarification on whether the PCC could provide the public with a better visibility of Police ethics and standards guidance. The PCC replied that he would seek to place this information in the public domain, though he did not expect many to review it, and the best solution would be for the Police fix the underlying issues, with citizens encouraged to use the complaints mechanism when necessary.

- ii. Cllr W Fredericks stated that one of her primary focuses was tackling domestic abuse, and asked whether the PCC could offer more support to the Council to improve partnership working to address the issue. The PCC agreed that he would attend to the issue as a matter of priority. Cllr W Fredericks sought clarification on which services would be available to support North Norfolk and how this would be communicated to the Council and residents. The PCC replied that NNDC would be encouraged to improve its partnership working with NIDAS and Leeway representatives to explore all opportunities to improve the level of support available.
- iii. Cllr J Toye noted that all assistance calls directed to the Help Hub were asked whether there was a service history, as this enabled officers to direct individuals to additional support, and asked the PCC whether Norfolk Constabulary took the same approach. The PCC replied that there was significant support available, though various organisations and charities needed to take a joint approach, and reiterated that work was underway to improve mental health support. Cllr J Toye referred to the Veterans' Gateway app, and suggested that these sorts of resources should be considered for use by the Constabulary. On a separate note, he added that the prevention of offending priority within the Plan needed to promote shared road spaces as outlined in the new Highway Code, and asked the PCC whether there was a plan to improve education on this issue. The PCC replied that efforts were being made to improve education among vulnerable groups, but there was no easy solution and prosecutions for speeding had to increase. He added that he would also like to see all speeding motorists attend road safety awareness courses, and suggested there should be less leniency for repeat offenders.
- iv. Cllr S Penfold referred to extremism and hate crimes, and noted that there had been an increase in extreme right-wing ideology and asked whether this would be addressed as part of the Plan, alongside national policies such as Prevent. The PCC replied that hate crime was on the Constabulary's radar

and would form part of the strong and safe communities priority, as well as being covered by the Community Safety Plan. He added that Prevent and other initiatives were helpful, though there were still struggles with non-crime related incidents, such as freedom of speech issues. It was noted that clear legislation was required to enforce the law whilst policing by consent. The DPCC stated that he chaired the Community Safety Partnership meetings and worked with Community Relations and Prevent Groups, with Prevent and anti-hate work embedded in the Community Safety Plan. He added that reviews were also underway to improve knowledge to better identify and police these crimes. It was noted that Prevent worked on the basis of information sharing, and Councils were part of this arrangement.

- v. Cllr A Brown noted that he represented a rural area with issues relating primarily to motoring crimes such as speeding, fly tipping and fuel theft, and many of these issues were not represented in the Plan. He asked why there was an absence of statistics on motoring crime in monthly Police newsletters and cited possible issues with data sharing. He added that many Parishes were also frustrated by the significant barriers faced when trying to implement road safety improvements. Cllr A Brown then asked whether the PCC felt the increase in the Police precept was justified, given the £4.3m of savings identified within the report. The PCC replied that working at County-level, he was not aware of content shared in local newsletters and this would need to be raised at a local level with the area Superintendent. He added that the PCC review would establish a 'duty to collaborate' with the Police and local authorities and provide the PCC with the ability to oversee unpaid work programme. On fly-tipping, it was suggested that options were being explored to utilise individuals on probation or unpaid work to undertake clearance, which would reduce impact on landowners and victims. The PCC referred to the precept and noted that the decision had not been easy, with a budget £197m, 55% was funded by a Government grant whilst the remaining 45% was met by the Police precept. He added that whilst this appeared a substantial budget, in real-terms it was £6.3m less today than in 2010, with the most visible impact of this being a reduction of officers from 1812 Police and Community Support Officers in 2010, to 1704 Police Officers and no PCSOs today. He added that it was therefore necessary to rebuild the Constabulary and its capabilities. It was noted that the Government had announced a £9m budget increase, however £5.7m had come from Government, on the assumption that the remaining £3.3m would be an increase in the precept. The PCC noted that the Government had therefore allowed a £10 per year increase on a band D property equating to £0.19 per week. He added that costs overheads which had to be absorbed equated to £19m, so even with the increase there was a requirement for additional savings which would not equate to an ability to lower or freeze the precept. The PCC noted that the additional pressure of inflation had meant that the decision to increase the precept was unfortunate but necessary. He added that future spending pressures suggested it was likely that Police funding arrangements were likely to place greater emphasis on local funding, as the alternative of cutting officer numbers would seriously limit the efficacy of the Constabulary.
- vi. Cllr E Spagnola noted that she was the Member Champion for Disabilities and also a mother to children with disabilities, and sought clarification on the Police approach to people with disabilities and asked where it factored into the Plan. The PCC replied that disability issues were covered as part of the stronger and safer communities priority, and added that officers were trained

on a wide range of disabilities, with support provided by an independent advisory group with direct access to himself and senior officers. He added that the Constabulary also sought advice and support from the Youth Commission, who were a further invaluable resource.

- vii. Cllr N Pearce noted that the Constabulary's focus appeared to have moved from online scams to domestic abuse, and asked whether online scams were still a significant issue. He referenced issues with rogue officers and asked whether these were the result of inadequate training, and whether this was under review. The PCC replied that domestic abuse equated to 24% of all crime reported in Norfolk, and whilst it was estimated that 40% of all national crime was expected to be online, it was very rarely the case that these crimes originated in Norfolk, which made it difficult for the Constabulary to address. He added that addressing cyber-crime and online fraud required a national response, and at present it was handled by Action Fraud in London, though significantly more resources were required. It was noted that banks could also work more closely with Central Government to help safeguard customers, and better education was required to ensure that people were more aware of risks. On training issues, the PCC noted that austerity had resulted in basic training being cut from sixteen to ten weeks, which needed to be reversed. He added that a Police degree was also being introduced that would provide twenty-seven weeks training, though much of this would be academic. It was noted that the Police would likely be expected to be educated to degree level in the future, and questions remained over whether annual refresher training was necessary. The PCC stated that upon completion of the Government's uplift programme to recruit 20k new officers, one third of Norfolk Constabulary would have less than three years experience, so he had requested that the Chief Constable review all training to ensure it was adequate.
- viii. Cllr C Cushing referred to low prosecution rates and asked whether the PCC had the powers to resolve the issue. The PCC replied that there were measures in the PCC review that would provide greater authority to place the Local Criminal Justice Board onto a statutory footing, with PCCs acting as Chair. He added that the next issue was addressing silo working within the Criminal Justice System, to bring the Police, Crown Prosecution Service, Courts and Tribunals Service, Probation and Prison Services together, to ensure that focus was placed on victims of crime to help resolve significant delays.

RESOLVED

To note the Briefing.

167 BUDGET MONITORING REPORT 2021/22 - PERIOD 10

The DFR introduced the report and informed Members that it covered the period up to January 2022. He added that the Council was currently projecting an underspend of approximately £400k, though a number of variables such as additional car parking income would continue to effect this figure. It was noted that the Council's income streams had recovered well after the initial shock of Covid-19, and the income received from Central Government during the Pandemic was estimated to be approximately £140k too much, and may therefore have to be returned.

RESOLVED

1. To note the content of the report and the current budget monitoring position.

168 MANAGING PERFORMANCE QUARTER 3 2021/2022

Cllr T Adams – Leader introduced the report and informed Members that he was proud of the efforts made to achieve the Council's corporate objectives, despite the issues caused by the Pandemic. He added that the report covered the period up to December 2021, and benchmarking data had been included for comparisons of the Council's performance with similar authorities. It was noted that an Energy Officer had now been appointed at a crucial time, and the Economic Growth and Customer Services Teams were thanked for their efforts supporting businesses and residents through the Pandemic. He added that the Climate, Coast and Environment Teams had also made significant progress, alongside positive reports on the opening of The Reef, which supported the Council's quality of life priorities.

Questions and Discussion

- i. Cllr P Heinrich referred to p143 on responses to fly-tipping and asked whether more accurate data had been made available. Cllr N Lloyd replied that he didn't have the figures available but had recently received a report on the issue and had not been alarmed by the number of incidents, which remained stable with prosecutions pursued where possible. The DFC stated that reporting issues related to problems with Serco's software and improvements were being made to address this.
- ii. Cllr V Holliday referred to the benchmarking data on household waiting lists and the creation of new businesses and noted that North Norfolk did not appear to be performing well compared to other authorities. She added that quality of life issues, which were reported positively in the performance report also appeared less positive in the benchmarking data. Cllr T Adams noted that many public health matters were the responsibility of NCC, and suggested that he would be happy to discuss this with the Director of Public Health. He added that there was increased pressure on housing in North Norfolk that the Council were always working to address, and the Council would look to improve support for new and existing business, as it had done throughout the Pandemic. Cllr V Holliday suggested it would be helpful to review the benchmarking data in more detail as a Committee. Cllr T Adams stated that he was supportive of this approach and noted that use of public spaces and leisure centres was actively encouraged by the Council. The CE stated that he was supportive of the proposal as it would be helpful to outline the Council's responsibilities on matters such as public health, especially on the lead up to transitioning to an integrated care model. He added that it was also important to demonstrate value for money and the tangible benefits gained from increased spending on priorities relating to quality of life, such as the funding of The Reef. The DFC stated that Districts would be moving to an Integrated Care System that would take a more holistic approach to health, with Health and Wellbeing Partnerships aimed at providing Districts with more control over the health services provided. He added that work was also underway on the Quality of Life Strategy that would address a number of issues raised by the Committee.
- iii. Cllr V Holliday proposed that a Member workshop be arranged to review and scrutinise the benchmarking data in greater detail. The CE noted that it would

be helpful to outline which benchmarking data related to statutory and discretionary services provided by the Council.

- iv. Cllr C Cushing noted that a number of new objectives had been added to the Corporate Plan which made it difficult to monitor progress, with due dates of existing objectives also being moved without comment. He added that many objectives were also process based, which did not have clear deliverable or SMART outcomes. Cllr T Adams replied that the flexibility was a strength as the Council had to adapt to a changing landscape and new objectives were a part of this process. The CE stated that where due dates had been changed they would be added alongside existing dates and the PPMO confirmed that all historical dates were available for review on InPhase.
- v. Cllr C Cushing reiterated that performance objectives should be based on outcomes rather than the actions required to achieve objectives. He added that the benchmarking data appeared to highlight that performance was not as positive as shown in the report. Cllr T Adams replied many outcome focused objectives were being achieved such as the hiring of an Energy Officer to address rising energy costs, the extensive number of trees being planted and the implementation of the Net Zero Strategy.
- vi. Cllr A Brown expressed his support for officers and noted that he was satisfied with the progress made on significant corporate priorities such as the tree planting project, and asked whether the Portfolio Holder was confident that the task remained on schedule. Cllr N Lloyd replied that 60k trees had already been planted with another 13k due to be planted before the end of the season. He added that he was greatly encouraged by these figures, with significant support offered by communities, and he was therefore confident that the target would be achieved.
- vii. The Chairman noted that it was important to stress that any comments made on the content of the report were not a direct criticism of officers.
- viii. Cllr S Penfold referred to the Deep History Coast project and noted that he did not see any plans for future funding, and asked whether the initiative would be supported going forward. Cllr T Adams replied that the Mammoth Marathon would be a key next step for the Deep History Coast project and would not be forgotten moving forward.
- ix. Cllr C Cushing seconded the proposal for a Member workshop to review and scrutinise the benchmarking data in greater detail.

RESOLVED

- 1. To note the report and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.**
- 2. To request that a Member Workshop be arranged to review and scrutinise benchmarking data in greater detail.**

169 PLANNING PERFORMANCE & CUSTOMER EXPERIENCE REVIEW

Cllr J Toye Portfolio Holder for Planning and Enforcement introduced the item and informed Members that whilst placed on the Committee's work programme last year, the report had been delayed for the reasons outlined within the report. He added that

in addition to planning performance, the report covered a number of issues raised during a preliminary discussion relating to customer experience. Cllr J Toye stated that at present there was no quantifiable data on these issues, and it was therefore difficult to quantify the scale of issues, if any. He added that complaints had spiked at thirteen per month in September 2021, however the annual average was only three per month, with zero received in the last two months. It was noted that these figures should be considered against the context of approximately 250 planning decisions made each month. Cllr J Toye noted that at this stage issues would be reported as perceived until evidence could be gathered to confirm or refute the claims. He added that previous concerns had been raised around the enforcement process, however data and additional training had improved the perception of this service, and it was hoped the same could be achieved for Planning. It was noted that comments made regarding the prioritisation of commercial applications could not be pursued, as all applicants had to be treated equally.

Questions and Discussion

- i. The Chairman referred to the recommendation in point 12.2 and asked whether the Portfolio holder was supportive of the recommended actions. Cllr J Toye replied that the recommendation assumed that there were issues that required action, though evidence and data must first be gathered to confirm the need for any remedial action. He added that he was happy for the recommendation to commence an investigation, and welcomed scrutiny with an evidence-based approach.
- ii. The DFPC stated that it was important to note that the last two years had been challenging for the Planning Service, with no let-up in demand and an increase in workload over the past year. He accepted that some elements of the service may not always have performed as required, but this had to be taken in the context of the difficulties presented by new ways of working during the Pandemic. It was noted that the Service would always strive for perfection, and on this basis a service improvement plan was good practice to ensure that any perceived or actual issues could be resolved. The DFPC suggested that if approved, the improvement plan could come back to the Committee in September for consideration, prior to implementation.
- iii. The Chairman noted that the review was particularly relevant to the customer focus theme of the Corporate Plan, and on this basis it was sensible to proceed with the review using an evidence-based approach.
- iv. Cllr V Holliday asked whether it was possible to survey residents or Parishes on the service provided by the Planning Department and suggested this could generate useful feedback. She added that she had previously undertaken her own survey on the Service as a Parish Councillor and agreed to share the data with officers. The DFPC agreed that it would be helpful to do a satisfaction survey and noted that the existing data would be helpful to review. The Chairman asked whether it would be possible to undertake an objective survey on a randomised basis to avoid skewed results. The DFPC replied that this would be possible with surveys issued alongside random decision notices, though he would also seek advice and follow best practice on the content of the survey.
- v. Cllr H Blathwayt asked whether officers were satisfied with staff retention and recruitment in the Planning Service, and if not, why not. The DFPC replied that he was content as he could be, and noted that generally speaking NNDC

were very good at recruiting new staff quickly as and when required, which had not been the case elsewhere. He added that despite this, there was still a national shortage of planning officers, especially chartered town planners, and NNDC was not immune to this, hence emphasis had been placed on recruiting more trainee planning officers and offering in-house training.

- vi. Cllr N Lloyd suggested that caution should be exercised when undertaking surveys, as residents with refused planning applications would seek to raise issues in response to their refusal.
- vii. Cllr A Brown stated that he was supportive of undertaking a customer survey and review, and was happy to propose the recommendation if required, taking into account that the Service had remained live despite the Pandemic, whilst other authorities had faltered.
- viii. The Chairman suggested that it could be worthwhile pursuing an independent survey, as this would ensure that results were reliable. The DFPC agreed and stated that he would review best practice, then noted that a significant number of individuals interacting with the Planning Service were agents acting on behalf of residents, and these would be an important group to survey.
- ix. Cllr A Brown suggested that it might be helpful for the Committee to review any potential survey prior to sharing it with customers. The Chairman agreed and suggested that officers could proceed in principle and commence a survey once reviewed by the Committee.
- x. Cllr S Penfold suggested that despite the need for the survey to be objective, he did not wish to see unnecessary spending on consultants, as he expected that NNDC officers would be capable of producing a high quality survey.
- xi. It was proposed by Cllr A Brown and seconded by Cllr P Heinrich that in addition to supporting the officers recommendation, a draft independent customer satisfaction survey be prepared and shared with the Committee prior to release on a randomised basis, to form an evidence base for the Improvement Plan.

RESOLVED

- 1. To support the production of a draft Planning Service Improvement Plan for subsequent review by Overview & Scrutiny Committee in September 2022.**
- 2. To request that a draft independent customer satisfaction survey be shared with the Committee prior to release on a randomised basis, with results used to form an evidence base for the Planning Service Improvement Plan.**

170 WASTE CONTRACT: VERBAL UPDATE

The DFC informed Members that progress was still being made, though there was an indication that the soft date of changes to the new collection operating model had

slipped, though this would not effect the hard date on which it was due to go live. He added that other elements of the contract relating to the gap analysis continued to be progressed, with prioritisation given to issues that would have the greatest impact for residents.

RESOLVED

To note the update.

171 AMBULANCE RESPONSE TIMES: COASTAL PARISH WORKING PARTY UPDATE

Cllr V Holliday – Chair of the Coastal Parish and Towns Ambulance Response Times Working Group introduced the report and informed Members that response times were still not meeting targets with wide variations across the District. She added that the Committee had previously looked at category one call-outs for life threatening situations and noted that EEAST were in some areas achieving targets, though not across the board. It was noted that EEAST still found category two calls, relating to emergencies such as heart attacks and strokes challenging. On category three calls, relating to assaults and falls, there still appeared to be unacceptably long wait times. Cllr V Holliday stated that the data suggested it was now more important to focus efforts on categories two and three, where it had been suggested that there was a correlation between turnaround times at hospitals and ambulance response times. She added that the data suggested that ambulance time lost to delays at hospitals amounted to 3000 hours across the County. It was noted that rapid response vehicles (RRVs) remained important, with two in North Norfolk, one of which had recently been relocated to Fakenham to help with poor response times in the West, though it was too soon to determine its impact. Cllr V Holliday stated that nationally RRV numbers were falling in favour of more ambulances, though this was not a preferred model for North Norfolk. She added that Community First Responders were also engaging with Parish and Town Councils to help recruit more staff, with funds available to purchase an additional first response vehicle. Cllr V Holliday suggested that it could be helpful to call in the CCG to discuss the deeper issues effecting ambulance response times, as she expected that EEAST were doing all they could with the available resources. She added that it was also important to continue to lobby local MPs on the matter, to ensure that concerns were raised in Parliament.

Questions and Discussion

- i. The Chairman asked Cllr E Spagnola whether NHOSC were due to review the issue again in the near future, to which she replied that it was not currently on the Committee's work programme, though could be expected later in the year. She confirmed that a key issue was turnaround times at hospitals, with patients left on ambulances for considerable periods. It was noted that slow response times remained a national issue, and there were significant issues that had to be resolved.
- ii. Cllr T Adams referred to call times and noted that he had recently been involved in a situation that had taken thirteen minutes to reach a call handler on a 999 call. He added that ambulance response times had remained as expected, and he was aware that a significant number of bodies were all looking at the issue, and whilst some progress had been made, no significant breakthroughs had been achieved.

- iii. Cllr A Brown stated that he was supportive of requesting that CCG representatives attend a future meeting, though he was unsure of what could be achieved by continuing to lobby local MPs on the matter. The Chairman suggested that if the CCG and EEAST could be involved in discussions first to determine what was required, then it may be more useful to lobby MPs on this basis.
- iv. Cllr E Spagnola suggested that she was open to discussing the issue with Cllr V Holliday to see whether an approach could be agreed to better address the issue at NHOSC. Cllr V Holliday agreed that she would be happy to discuss the issue, but noted that issues of rurality faced by the District were unlikely to be addressed at a County level. The Chairman suggested that for this reason, it was reasonable for the Committee to consider requesting the attendance of the CCG and EEAST, to address the issue at a more local level.
- v. Mr D Russell made a public statement and noted that he was supportive of any actions taken by the Committee to request the attendance of the CCG, EEAST and A&E representatives to a future meeting. He added thanks to Duncan Banker MP who had also made efforts to address local issues and support RRVs.
- vi. It was proposed by Cllr E Spagnola and seconded by Cllr A Brown that that representatives of the Norfolk and Waveney CCG and EEAST be invited to attend a future Overview & Scrutiny Committee Meeting, to address issues relating to category 2 and 3 ambulance response times in North Norfolk.

RESOLVED

- 1. To note the update.**
- 2. To request that representatives of the Norfolk CCG and EEAST attend a future Overview & Scrutiny Committee Meeting, to address issues relating to category 2 and 3 ambulance response time in North Norfolk.**

172 THE CABINET WORK PROGRAMME

The DSGOS informed Members that officers had requested that a property disposal on the Cabinet work programme be reviewed by the Committee as pre-scrutiny, and this could be expected at the April meeting. He added that the Quality of Life Strategy on the Cabinet work programme was also expected as a pre-scrutiny item at the Scrutiny Panel, as this was a key priority of the quality of life theme of the Corporate Plan.

RESOLVED

To note the Cabinet work programme.

173 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

- i. The DSGOS informed Members that the Serco briefing was expected in April, followed by Anglian Water representatives in May, with an opportunity for advance questions in relation to sewage outflows. He added that the car park usage report was listed for April, though it was advised that this be delayed until October to review the impact of pricing changes. It was noted

that the Reef Leisure Centre review was also expected to be delayed until May. Finally, the scoping report for the CCfA on second homes would be progressed to the April meeting.

- ii. Cllr E Spagnola suggested that she would provide an update from the March NHOSC meeting on NHS Dentistry services in April.
- iii. The DSGOS provided a brief update on the review of public conveniences and noted that an external provider had been invited to attend the next meeting to advise on standards expected across the Country.

RESOLVED

To note the Committee work programme.

174 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 12.43 pm.

Chairman

Registering interests

Within 28 days of becoming a member or your re-election or re-appointment to office you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in "The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012". You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

"Disclosable Pecuniary Interest" means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

"Partner" means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A 'sensitive interest' is as an interest which, if disclosed, could lead to the councillor, or a person connected with the councillor, being subject to violence or intimidation.
3. Where you have a 'sensitive interest' you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees they will withhold the interest from the public register.

Non participation in case of disclosable pecuniary interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.
5. Where you have a disclosable pecuniary interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it

Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in Table 1) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.
8. Where a matter arises at a meeting which **affects** –
 - a. your own financial interest or well-being;
 - b. a financial interest or well-being of a relative, close associate; or
 - c. a body included in those you need to disclose under Other Registrable Interests as set out in **Table 2**

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied

9. Where a matter **affects** your financial interest or well-being:
 - a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
 - b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

10. Where you have a personal interest in any business of your authority and you have made an executive decision in relation to that business, you must make sure that any written statement of that decision records the existence and nature of your interest.

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

| Subject | Description |
|--|---|
| Employment, office, trade, profession or vocation | Any employment, office, trade, profession or vocation carried on for profit or gain. [Any unpaid directorship.] |
| Sponsorship | Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992. |
| Contracts | Any contract made between the councillor or his/her spouse or civil partner or the person with whom the |

| | |
|----------------------------|---|
| | <p>councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council —</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p> |
| Land and Property | <p>Any beneficial interest in land which is within the area of the council.</p> <p>'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (alone or jointly with another) a right to occupy or to receive income.</p> |
| Licenses | <p>Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer</p> |
| Corporate tenancies | <p>Any tenancy where (to the councillor's knowledge)—</p> <p>(a) the landlord is the council; and</p> <p>(b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.</p> |
| Securities | <p>Any beneficial interest in securities* of a body where—</p> <p>(a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were</p> |

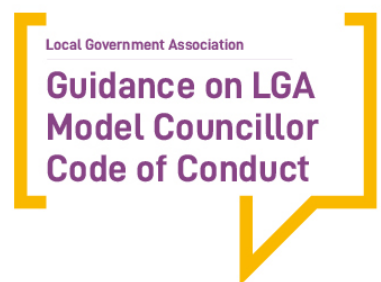
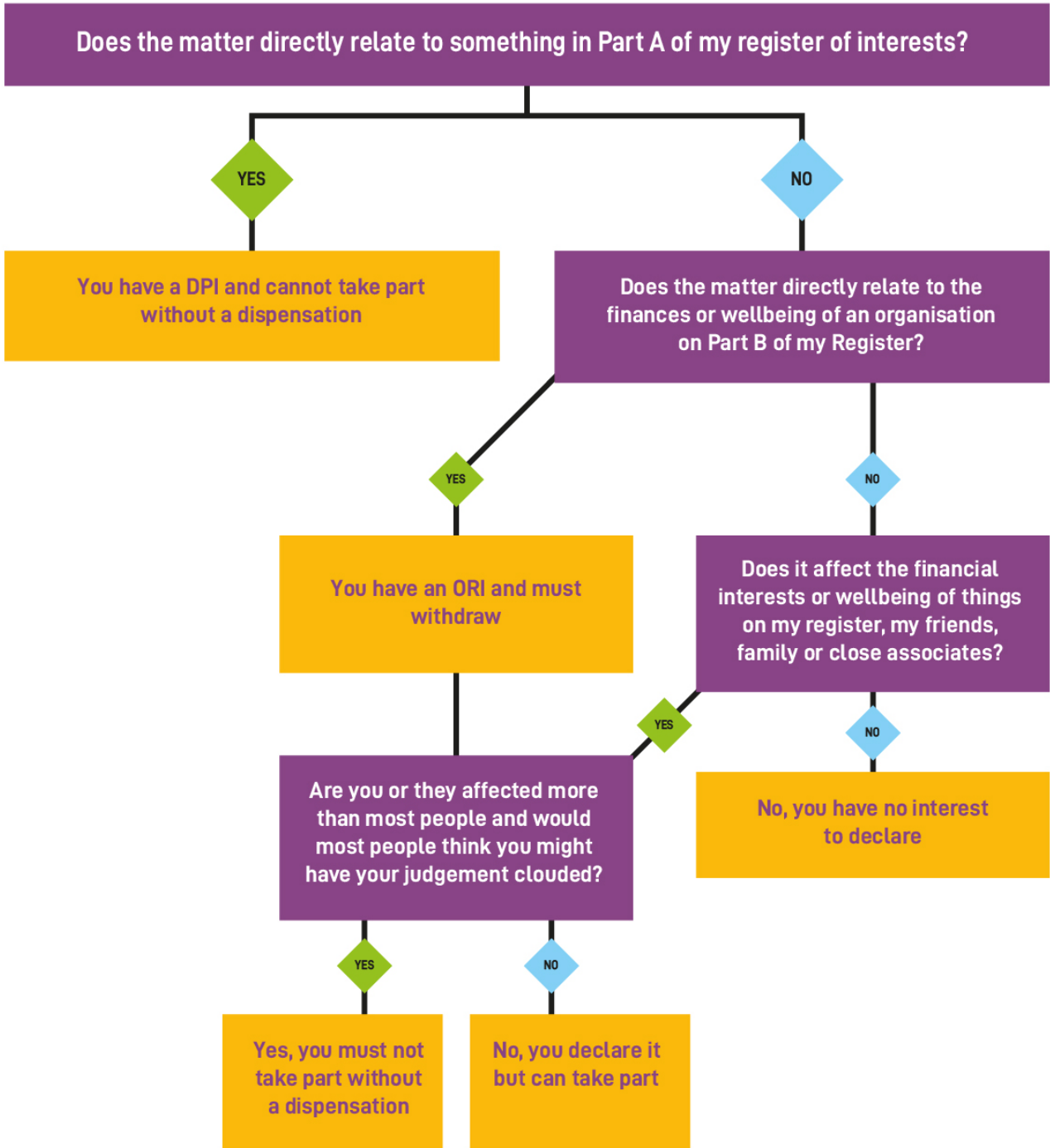
| | |
|--|---|
| | spouses/civil partners has a beneficial interest exceeds one hundredth of the total issued share capital of that class. |
|--|---|

* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

| |
|---|
| <p>You have a personal interest in any business of your authority where it relates to or is likely to affect:</p> <ul style="list-style-type: none">a) any body of which you are in general control or management and to which you are nominated or appointed by your authorityb) any body<ul style="list-style-type: none">(i) exercising functions of a public nature(ii) any body directed to charitable purposes or(iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) |
|---|



PROJECT TITLE : North Walsham High Street Heritage Action Zone

| | |
|---|---|
| Portfolio Holder | Cllr R Kershaw |
| Senior Responsible Office telephone number and email: | Rob Young; 01263 516162; robert.young@north-norfolk.gov.uk |
| Project Manager telephone number and email: | Stuart Quick/ Jenni Jordan; 01263 516076 jenni.jordan@north-norfolk.gov.uk |

LIST OF ADDITIONAL PAPERS SUBMITTED

<https://northnorfolkdistrictcouncil.mysocialpinpoint.co.uk/placemaking/placemaking-home/>

1. Update on progress – give brief details

This is an extensive programme of interrelated projects the brief summary of progress given to the Project Board on 4 March 2022 is provided below

| |
|--|
| Cedars |
| <ul style="list-style-type: none"> • Procurement process completed • Contractors, Medieval Masonry appointed • Works commenced on site 21 February |
| Town Centre Placemaking |
| <ul style="list-style-type: none"> • Phase 1 Shambles/Church Approach contractors commenced work on site 28 February • Comms plan implemented – letters to residents, press coverage, social media, hoardings, launch on site with Member and funder videos • Listed building consent approved for Shambles adjacent listed building wall improvements • Proposed designs for bus interchange on New Road carpark being finalised. Partnership working with Norfolk County Council and North Walsham District Council. Work due to commence April 2022 |
| Building Improvement Grant (BIG) Scheme |
| <ul style="list-style-type: none"> • Weekly meetings held with Hudson Architects, lead administrators for the BIG scheme |

| |
|---|
| <ul style="list-style-type: none"> • Three BIG grant applications submitted and approved. Work due to commence on site shortly • Comms produced to announce launch projects |
| <p>Community Engagement</p> |
| <ul style="list-style-type: none"> • Recent comms activity included bee colony removal at Cedars, BIG scheme, GPR survey (in conjunction with HE) • Extensive comms plan for next stage of Place Making and Cedars contractor appointment • Valentine's event received extensive positive engagement and feedback local community, businesses and press • Ongoing engagement with variety of local community groups |
| <p>Historic England Historic Area Assessment</p> |
| <p>Ground Penetrating Radar (GPR) survey of Market Place cellars and tunnels completed and results due to be shared by Historic England in March</p> |
| <p>Heritage Research and Skills</p> |
| <ul style="list-style-type: none"> • Historic England lunchtime 'Lunch and Talk' HS HAZ online Listing event held Tuesday 1 March. Included introduction to NW High Street HAZ, listing and historic buildings in the town. • Signwriting Workshop for Paston College students being planned for summer 2022 • Photography Workshop for Paston College students being developed with HE Lead Photographer Summer 2022 • Digitisation of archive photographs and materials with training for volunteers and interpretation under consideration • Local historical research into the Cedars and pubs in North Walsham to be used to tell the story of those buildings in the town |
| <p>Cultural Programming</p> |
| <ul style="list-style-type: none"> • Valentines Day activity involving local knitting group, North Walsham Junior School, businesses and market traders was successful • Cultural Consortium appointed Programme Co-ordinator to co-ordinate the planned events being scheduled throughout 2022 to engage wide range of stakeholders, audiences and participants including young people, businesses, older people |
| <p>Budget, issues and risks</p> |
| <ul style="list-style-type: none"> • HE require expenditure budgeted in 2021-22 to be spent within the financial year forecast. This has been achieved. • NW HSHAZ were invited to submit two applications for uplift of grant by Historic England. Both applications were approved and the additional funding has been spent in the current financial year as required as a condition of grant.. • Issues that continue to affect the construction sector continue to put the North Walsham HSHAZ projects at risk, in particular the construction projects including the Cedars restoration, North Walsham Town Centre Place making and the Building Improvement Grants scheme but appointment of contractors and mitigation against construction cost inflation is being addressed through purchase of materials utilising the additional uplift funding from Historic England. |

- A mechanism for Capital Transfer to retain the Getting Building Fund funding for the Place Making project (New Anglia LEP) has been agreed with NA LEP/Suffolk County Council (accountable body) and NNDC S151 Officer and is being implemented
- Mitigation measures continue to be implemented and planned where possible including working in partnership with NCC and the contractors on place making scheme and with conservation architects and contractors on Cedars and BIG projects.

2. **Project Plan - Is there any changes to the delivery timeframe? NO** *(if Yes submit revised plan)*
3. **Risk – are there any changes to the risk register? YES**
(if Yes submit risk register)
Risk Register is reviewed and updated regularly but no significant changes to Risk since last meeting
4. **Budget – is the project on-budget and/or projected to be on budget? YES**
(if no please give details)

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SCOPING REPORT: COUNCILLOR CALL FOR ACTION – IMPACT OF SECOND HOMES AND HOLIDAY LETS

Summary: This report and accompanying scoping document outlines the key lines of enquiry in response to the Councillor Call for Action on the potential impact of second homes and holiday lets on the District. Subject to approval of the questions raised, Officers and contributing Members will have until July 2022 to collect data and submit evidence. Upon completion of this process, a summary report will be prepared outlining the potential next steps in responding to the CCfA.

Options considered:

1. The Committee can choose to either approve the report and accompanying questions to proceed with the investigation, subject to possible amendments, or choose not to approve the report, in which case the investigation will not proceed.
2. Members should consider the time required to gather a range of evidence and data, as well as the time required to prepare a summary report on this information. As a result it is suggested that the summary report be prepared for consideration at the July O&S Committee meeting.

Conclusions: This report and associated scoping document will gather and summarise the necessary evidence to determine any potential future actions the Council could take to address any potential impacts of second homes and holiday lets on the District.

Recommendations: **To approve the scoping report and associated questions in appendix 1 to allow officers to commence the investigation.**

Reasons for Recommendations: To support the Committee's actions in responding to the Councillor Call for Action on the impact of second and holiday homes.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

Cabinet Member(s): John Toye
Ward(s) affected: All

Contact Officer, telephone number and email:
Matt Stembrowicz
Matthew.stembrowicz@north-norfolk.gov.uk
01263516047

1. Background

- 1.1 At the Overview & Scrutiny Committee meeting held in December 2021, Cllr L Withington proposed a Councillor Call for Action to address the following issue as outlined, 'A request for O and S to consider holding a One Day Rapid Review Process, focussing on the management and mitigation of the impact of second homes, holiday lets, B&Bs or Air B&Bs (Visitor Accommodation) in North Norfolk by NNDC'. The CCfA was seconded by Cllr J Toye – Portfolio Holder for Planning and Enforcement.
- 1.2 Following consideration of the CCfA, the Committee resolved to request that a scoping report be prepared for the earliest possible meeting to consider the Committee's options to review the impact of second homes and holiday lets on the District.

2. Scoping and Investigation

- 2.1 This report and the accompanying scoping document seek to outline in detail the lines of enquiry that will be used to gather evidence to determine and address any potential issues relating to second homes and holiday lets in North Norfolk. It is suggested that this should be undertaken as part of a four stage process that includes approving the questions and key lines of enquiry, then allowing officers and contributing Members to gather evidence, data and information relevant to the investigation. Officers will then prepare a summary report that outlines the findings of the investigation, which will be used to inform the Committee of any recommended further steps or actions required.
- 2.2 As outlined in the scoping document, the officers expected to either provide or help gather evidence and/or information for the investigation have been identified, and it is noted that given the current demand on officer resource, a summary document is not expected to be complete until July 2022. Where applicable, Members may also be asked to provide information relevant to their Ward or Cabinet Portfolio.
- 2.3 Whilst the majority of information required for the investigation will be held by the Council or its partners, it may also be necessary to gather information from external sources. This could include comparative analysis of the approach taken by other local authorities to address related issues, seeking data from social housing providers or local lettings agents and landlords. Officers will also look to review the existing policy tools and legislative options available or already in place to address any potential issues.

3. Corporate Plan Objectives

- 3.1 Within the 'Local Homes for Local Need' priority of the Council's 2019-2023 Corporate Plan it is stated that, 'With a local housing market driven by strong demand for second and holiday homes and people wishing to retire to the area, however many local people on average wages struggle to access the housing market through being able to afford a home of their own. Further, the availability of private rented accommodation is lower than in many other areas of the country due to the higher returns investors can make renting accommodation for holiday lets.'

3.2 Whilst addressing the impact of second and holiday homes is not a direct objective of the Corporate Plan, it is acknowledged that the high prevalence of second and holiday homes in the District, as recently report in the local press as being the highest in the Country outside of London, does potentially place pressure on the local housing and rental markets.

3.3 As a result, it is possible that properly investigating the impacts of second and holiday homes on the District will help to provide an evidence base that can be used to support the further delivery of local homes for local need aspect of the Corporate Plan.

4. Medium Term Financial Strategy

4.1 At present there is no impact on the medium term financial strategy

5. Financial and Resource Implications

5.1 At present there are no financial implications that arise from the report, however approval of the investigation will require reasonable officer resource in order to collect, interpret and summarise data/evidence. This should be taken into context alongside the existing workload of officers and substantiates the requirement to allow a reasonable period for the data/evidence collection.

6. Legal Implications

6.1 No issues identified at this time.

7. Risks

7.1 To avoid reputational risks to the Council, it is important to ensure that any investigation is fair in order to avoid criticism from second and holiday home owners or those that believe they are a victim of any negative impacts. It is also important that expectations are adequately managed, as ultimately the Council may be limited in its ability to influence any potential impacts. Despite the these limitations, public perception of the potential issues caused by second homes and holiday lets remains a very sensitive subject, and it is therefore advised that the Committee considers the merit of all evidence and options available to the Council.

8. Sustainability

8.1 No issues identified at this time.

9. Climate / Carbon impact

9.1 No issues identified at this time.

10. Equality and Diversity

10.1 No issues identified at this time.

11. Section 17 Crime and Disorder considerations

11.1 None.

12. Conclusion and Recommendations

- 12.1 It is recommended that Members agree to proceed with the investigation as outlined in the report, in order for the Committee to determine any potential impacts of second homes and holiday lets on the District, and whether any further action is required as a result of the findings.

APPENDIX 1 CCFA SCOPING DOCUMENT: IMPACT OF SECOND HOMES AND HOLIDAY LETS ON NORTH NORFOLK

This scoping document aims to collect evidence on the potential impacts both positive and negative, and any further related issues affecting local resident in relation second and holiday homes in the District of North Norfolk. It will follow an evidence based approach to determine outcomes that can be used to address any potential issues found. It is suggested that the exercise will be a 4 stage process as outlined below.

The four stage process

1. Question document to be shared with relevant officers and contributing Members to determine:
 - What data we hold on the current situation
 - What we data we do not hold on the current situation
 - What data/information/evidence we need to gather
2. An action plan for gathering the necessary data/information:
 - Suggested timescale of 3 months
 - Officers involved include: Strategic Housing Team, Scrutiny Officer, Planning Policy Team, Revenues Manager, Benefits Manager, Economic Development Team
3. Compilation of evidence into reporting document to outline picture of the current situation, possible trends, future areas of concern, positive/negative impacts and any potential solutions
4. Overview & Scrutiny to review evidence of reporting document to determine:
 - Current status of second and holiday homes in the District
 - What are the current positive/negative impacts?
 - Does NNDC currently take any actions to mitigate possible impacts?
 - Could NNDC take any further actions to mitigate possible impacts?
 - What potential actions could NNDC take on a local level?
 - What potential actions could NNDC take on a national level?
 - Overview & Scrutiny Committee to agree next steps

*Affordable rental home: From <https://www.gov.uk/government/collections/affordable-housing-supply>

“Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the market. It can be a new-build property or a private sector property that has been purchased for use as an affordable home”

Stage 1

Proposal for an open document that appropriate Members and officers can contribute to via Sharepoint to provide evidence we have available and raise work/contribution requests where data/evidence is not currently held by the Council.

What evidence is available on the current numbers of second homes/holiday lets (SH/HL) as well as trends?

- What information does NNDC already have access to?
- What are the definitions and differences between second and holiday lets?
- What further information is required to outline the current situation?
- Where can we get this information?

What evidence is available to show the potential impacts positive/negative of high numbers of second homes and holiday lets are having on North Norfolk?

- Housing
- Economy (businesses, seasonality, employment, wage rates)
- Community
- Environment
- Infrastructure

What evidence is available regarding house prices in North Norfolk and historical/future trends?

- What information does NNDC already have access to?
- What further information is required to outline the current situation?
- Where can we get this information?
- What constitutes affordable for North Norfolk?
- How does the quality and location of the home affect affordability?

What is the housing need for affordable rental homes (ARH) and private rental homes?

- What is the ARH need across the district?
- What is the current provision of ARH?
- What is the definition or average rent of ARH in North Norfolk?
- What is the anticipated future provision of ARH?
- What are the barriers to increasing ARH?
- How could the number of ARH could be increased?
- What is the availability of private rental properties in North Norfolk?
- What is the need for private rental properties across North Norfolk?
- What the average rent for private rentals across North Norfolk?
- Where are the highest and lowest rents in North Norfolk and their locations?
- What are the average income levels in North Norfolk?
- How many residents are in receipt of a housing benefit component within Universal Credit?

What legislation and strategies are currently available to NNDC to help manage the impact of SH/HL on North Norfolk?




- What policy tools and legislation options are available to NNDC to help manage the impact of SH/HL on North Norfolk?
- Does NNDC currently make use of any policy tools/legislation to help mitigate any potential impacts of SH/HL on North Norfolk?
- What policy tools/legislation are other areas/authorities currently making use of to help manage the potential impact of SH/HL in their areas?
- Is there any evidence to show how effective these policy tools/legislation has been in supporting the management of SH/HL in North Norfolk or elsewhere in the Country?

What do local businesses, residents SH/HL owners want us to do in regard to the management of SH/HL?

- Housing
- Economy
- Community
- Environment
- Infrastructure

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North Norfolk District Council
Cabinet Work Programme
For the Period 28 March to 30 June 2022

| Committee(s) | Meeting | Report title | Cabinet member | Corporate Plan theme | Decision Details |
|-------------------|-------------|---|---|---|---|
| March 2022 | | | | | |
| Cabinet | 28 Mar 2022 | NNDC Youth Council | Lucy Shires <i>Emma Denny</i> <i>Democratic Services Manager</i> | <i>Customer Focus</i> | |
| Cabinet | 28 Mar 2022 | Recommendations for use of s106 commuted sums to support affordable housing delivery | Wendy Fredericks <i>Nicky Debbage</i> <i>Housing Strategy & Delivery Manager</i> | <i>Local Homes for Local People</i> <i>Quality of Life</i> |  Exempt information |
| Cabinet | | Property transactions | Eric Seward <i>Renata Garfoot</i> <i>Estates & Asset Strategy Manager</i> | |  Exempt information |
| May 2022 | | | | | |
| Cabinet | 03 May 2022 | North Norfolk Sustainable Communities Fund Annual Review | Virginia Gay <i>Sonia Shuter</i> <i>Early Help & Prevention Manager</i> | | |
| Cabinet | 03 May 2022 | Property Transactions (North Lodge, Parklands) | Eric Seward <i>Renata Garfoot</i> <i>Estates & Asset Strategy Manager</i> | |  Exempt information Pre-scrutiny |



Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b)

* Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)

North Norfolk District Council
Cabinet Work Programme
For the Period 28 March to 30 June 2022

| Committee(s) | Meeting | Report title | Cabinet member | Corporate Plan theme | Decision Details |
|--------------|---|-----------------------------------|---|--------------------------|---|
| Cabinet | 03 May 2022 | Quality of Life Strategy | Virginia Gay Karen Hill AD for People Services | Quality of Life | |
| Cabinet | 03 May 2022 | Engagement Strategy | Virginia Gay Karen Hill AD for People Services | Quality of Life | |
| Cabinet | 03 May 2022 | Approval of Insurance Contract | Eric Seward Lucy Hume Chief Technical Accountant | Financial Sustainability |  Exempt information |
| 06 June 2022 | | | | | |
| Cabinet | 06 Jun 2022 15 Jun 2022 22 Jun 2022 | Out-turn report | Eric Seward Duncan Ellis Head of Finance & Assets | Financial Sustainability | |
| Cabinet | 06 Jun 2022 15 Jun 2022 22 Jun 2022 | Treasury Management Annual Report | Eric Seward Lucy Hume Chief Technical Accountant | Financial Sustainability | |
| Cabinet | 06 Jun 2022 15 Jun 2022 | Managing Performance Q4 | Tim Adams Steve Blatch Chief Executive | | |



Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b)

* Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)

North Norfolk District Council
Cabinet Work Programme
For the Period 28 March to 30 June 2022

| | | | | | |
|--|--------------------|--|--|--|--|
| | 22 Jun 2022 | | | | |
|--|--------------------|--|--|--|--|



Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b)

** Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)*

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OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

| Meeting | Topic | Officer / Member | Objectives & desired outcomes | Time cycle |
|--------------------------------|--|---|---|-------------------|
| May 2021 | | | | |
| Scrutiny | Safer Norfolk Strategy 2021 – 25 Briefing | | To receive a briefing on the new Safer Norfolk Strategy | |
| Cabinet Scrutiny | Officer Delegated Decisions (March – April 2021) | Emma Denny Sarah Butikofer | To review the officer delegated decisions | |
| Scrutiny | Sheringham Leisure Centre Project Update | Rob Young Virginia Gay | To update Members on the status of the Sheringham Leisure Centre Project | Monthly |
| Scrutiny | O&S Draft 2021/22 Work Programme | Matt Stembrowicz Nigel Dixon | To review and approve the draft 2021/22 Work Programme | Annual |
| Scrutiny Cabinet | Enforcement Board Update | Phillip Rowson Nigel Lloyd/John Toye | To receive an update on the work of the Enforcement Board | Six-monthly |
| June | | | | |
| Scrutiny Cabinet Council | Equality, Diversity & Inclusion Policy | Karen Hill Sarah Butikofer | To review the updated Policy in advance of seeking Council approval | |
| Scrutiny | Sheringham Leisure Centre Project Update | Rob Young Virginia Gay | To update Members on the status of the Sheringham Leisure Centre Project | Monthly |
| Cabinet Scrutiny | Performance Monitoring Q4 | Sarah Bütikofer Helen Thomas | To monitor the Council's performance and consider any recommendations to Cabinet | Quarterly |
| Scrutiny Council | Overview & Scrutiny Committee Annual Report | Matt Stembrowicz | To approve annual summary of Committee work for 2019-20 & 2020-2021 | Annual |
| July | | | | |
| Scrutiny | Sheringham Leisure Centre Project Update | Rob Young Virginia Gay | To update Members on the status of the Sheringham Leisure Centre Project | Monthly |
| Scrutiny Cabinet | Housing Strategy | N Debbage/G Connolly | To review the Council's new Housing Strategy | |
| Scrutiny | North Walsham Heritage Action Zone Project Monitoring | Rob Young Richard Kershaw | To monitor progress of the NWHAZ project | Committee Request |
| Scrutiny | Coastal Ambulance Response Times Update | Victoria Holliday | To receive an update on the status of ambulance response times in coastal areas of the District | Committee Request |
| Scrutiny Cabinet Council | Pre-Scrutiny: Customer Services Strategy | Sean Kelly Lucy Shires | To review the new Customer Services strategy | |

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|--------------------------|--|---------------------------------|---|------------|
| September | | | | |
| Cabinet Scrutiny | Budget Monitoring P4 | Eric Seward Duncan Ellis | To review the budget monitoring position | Periodical |
| Cabinet Scrutiny Council | Debt Management Annual Report | Eric Seward Sean Knight | To review the Report and make any necessary recommendations to Council | Annual |
| Cabinet Scrutiny Council | Out-turn report | Eric Seward Duncan Ellis | To make any recommendations to Council – To include an update on savings proposals | Annual |
| Cabinet Scrutiny Council | Treasury Management Annual Report | Eric Seward Duncan Ellis | To make recommendations to Council | Annual |
| Cabinet Scrutiny | Performance Monitoring Q1 | Helen Thomas Sarah Butikofer | To monitor the Council's performance and consider any recommendations to Cabinet | Quarterly |
| Cabinet Scrutiny | Officer Delegated Decisions | Emma Denny Sarah Butikofer | To review any officer delegated decisions taken during the period covered by the report | |
| October | | | | |
| Cabinet Scrutiny | People Services Restructure | Karen Hill/Wendy Fredericks | To review the proposals of the Peoples Services Restructure | |
| Cabinet Scrutiny | Use of Housing Reserves | Nicky Debbage/Wendy Fredericks | To review the use of Housing Reserves | |
| Cabinet Scrutiny Council | Council Tax Discount Determinations | Lucy Hume/Eric Seward | To determine the Council Tax discounts for 2020/21 | Annual |
| Scrutiny | Waste Contract Monitoring | Steve Hems Nigel Lloyd | To monitor performance of Council waste contractor (w/ update on food waste collection) | Annual |
| Scrutiny | Beach Huts & Chalets Monitoring | Renata Garfoot Eric Seward | To monitor the occupancy, condition and revenue of the beach huts and chalets. | Annual |
| Cabinet WP Scrutiny | NWHSZ Project Monitoring | Richard Kershaw Rob Young | To monitor the implementation of the NWHSZ Project. | Quarterly |

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|--------------------------------|--|--|--|----------------------|
| November | | | | |
| Cabinet Scrutiny | Budget Monitoring P6 | Eric Seward Duncan Ellis | To review the budget monitoring position | Periodical |
| Scrutiny Cabinet | Pre-Scrutiny: Tree Planting Strategy | Annie Sommazzi/Nigel Lloyd | To review the strategy of the Council's tree planting strategy in advance of approval by Cabinet | |
| Cabinet Scrutiny | NNDC Delivery Plan Review | Steve Blatch/Sarah Butikofer | Review of delivery February 2020 – October 2021 and consideration of priority objectives as agreed by Cabinet for next twelve months | |
| Cabinet Scrutiny | NEWS Contract | Scott Martin/Nigel Lloyd | To review the terms and amendments for the NEWS contract extension and | |
| Scrutiny | Reef Leisure Facility Visit | Rob Young/Virginia Gay | To visit the new Sheringham Leisure Centre Facility | Committee Request |
| December | | | | |
| Scrutiny | Waste Contract: SERCO Briefing | Steve Hems/Nigel Lloyd | To receive a briefing and question Serco Officers on the implementation of the Waste Contract | Committee Request |
| Scrutiny | Councillor Call for Action | Liz Withington | To review and consider Cllr L Withington's CCfA on the impact of second and holiday homes on the District | CCfA |
| Cabinet Scrutiny Council | Treasury Management Half-Yearly Report | Eric Seward Duncan Ellis | To consider the treasury management activities | Six Monthly |
| Cabinet Scrutiny | Performance Monitoring Q2 | Helen Thomas Sarah Butikofer | To monitor the Council's performance and consider any recommendations to Cabinet | Quarterly |
| Cabinet Scrutiny | Public Convenience Investment Programme | Eric Seward Duncan Ellis | To review the programme and consider the request for Scrutiny's involvement in the process | Requested by Cabinet |
| Cabinet Scrutiny | Enforcement Board Update | Phillip Rowson Nigel Lloyd/John Toye | To receive an update on the work of the Enforcement Board | Six-Monthly |

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|--------------------------|---|-------------------------------------|--|-------------------|
| January 2022 | | | | |
| Scrutiny Cabinet | Pre-Scrutiny: Review of Car Parking charges | Eric Seward Duncan Ellis | To consider the Council's car parking charges in advance of approval by Cabinet | |
| Cabinet Scrutiny Council | Pre-Scrutiny: Draft Medium Term Financial Strategy 2023-26 incorporating draft Base Budget 2022-23 | Eric Seward Duncan Ellis | To review the proposed budget and projections | Annual |
| Cabinet WP Scrutiny | NWHSZ Project Monitoring | Richard Kershaw Rob Young | To monitor the implementation of the NWHSZ Project. | Quarterly |
| Scrutiny | Market Towns Initiative Process Review & Monitoring | Matt Stembrowicz Richard Kershaw | To monitor the implementation of successful MTI applicants and review the funding process (Once complete) | Committee Request |
| Scrutiny Cabinet | Pre-Scrutiny: Net-Zero Carbon Strategy & Action Plan | Annie Sommazzi Nigel Lloyd | To consider the Net-Zero Carbon Strategy & Action Plan in advance of approval by Cabinet | |
| February | | | | |
| Cabinet Scrutiny Council | Fees & Charges | Eric Seward Duncan Ellis | To undertake an annual review of the Council's fees and charges | Annual |
| Cabinet Scrutiny Council | Treasury Strategy 2019/20 | Eric Seward Lucy Hume | To review the treasury management activities and strategy for the investment of surplus funds | Annual |
| Cabinet Scrutiny Council | Capital Strategy | Eric Seward Lucy Hume | To review the deployment of capital resources to meet Council objectives & framework for management of the capital programme | Annual |
| Cabinet Scrutiny Council | Investment Strategy | Eric Seward Lucy Hume | To review the Council's Investment Strategy for the year 2020-21 | Annual |
| Cabinet Scrutiny | Cromer Pier Contract Renewal | Virginia Gay Karl Read | To review the terms of the contract renewal | |
| Scrutiny | Waste Contract: Verbal Update | Steve Hems | To receive a brief verbal update on progress in relation to the waste contract gap analysis | Committee request |

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

| March | | | | |
|------------------------|--|--|--|-------------------|
| Cabinet Scrutiny | Budget Monitoring P10 | Eric Seward Duncan Ellis | To review the budget monitoring position | Periodic |
| Scrutiny Cabinet | Performance Monitoring Q3 | Helen Thomas Sarah Butikofer | To monitor the Council's performance and consider any recommendations to Cabinet | Quarterly |
| Scrutiny | Crime and Disorder Briefing | Nigel Dixon Matt Stembrowicz | PCC and district Superintendent to provide a briefing on Community Safety Partnership | Annual |
| Scrutiny | Planning Performance & Customer Experience Review | John Toye Phillip Rowson | | Committee Request |
| Scrutiny | Waste Contract: Verbal Update | Steve Hems | To receive a brief verbal update on progress in relation to the waste contract gap analysis | Committee request |
| Scrutiny | Ambulance Response Times Monitoring | Cllr V Holliday | To continue to monitor ambulance response times data across the District | Six-Monthly |
| April | | | | |
| Scrutiny | Waste Contract: Serco Briefing | Steve Hems | To receive a formal update briefing on agreed progress made in relation to the revised waste contract target operating model | Committee request |
| Cabinet WP Scrutiny | NWHSZ Project Monitoring | Richard Kershaw Rob Young | To monitor the implementation of the NWHSZ Project. | Quarterly |
| Scrutiny | Scoping Report: Impact of Second & Holiday Homes CCfA | Matt Stembrowicz Cllr L Withington Cllr J Toye | To review a scoping report to consider a potential investigation into the impact of second and holiday homes across the District | Committee Request |
| Scrutiny Cabinet | Pre-Scrutiny - Parklands Property Disposal TBC | Neil Turvey | To provide pre-scrutiny oversight of potential Cabinet decision to dispose of Parklands Property | |

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|-----------------------------|--|---------------------------|--|-------------------------|
| Outstanding/ TBC | | | | |
| May 2022 Scrutiny | Sheringham Leisure Centre Project Review | Virginia Gay Rob Young | To review the implementation of the Sheringham Leisure Centre Project. | Committee Request |
| October 2022 Scrutiny | Car Park Usage Monitoring | Eric Seward | To undertake an annual review of the usage and revenue from the Council's public car parks | Annual |
| | | | | |
| Scrutiny | Website design/functionality | | Scoping Required - Review the functionality of the Council's website | Committee Request |
| Scrutiny | Council Asset Maintenance (Preventative) Maintenance Strategy | | To review the Council's Asset Maintenance schedule | Committee Request |
| Scrutiny | Economic Development Strategy | | Scoping Required | Potential Panel Item |
| Scrutiny | Rural Services (Access) | | Scoping Required - Review service gaps and lack of access | Committee Request |

OVERVIEW & SCRUTINY OUTCOMES & ACTION LIST - MARCH 2022

| REPORT, RECOMMENDATIONS & ACTIONS | ACTION BY | DATE |
|--|---|---|
| <p><u>10. CRIME & DISORDER BRIEFING</u></p> <p>RESOLVED</p> <p>1. To note the briefing.</p> <p>ACTIONS</p> <p>1. PCC to give consideration to placement of Police Code of Ethics in more prominent location for public accessibility.</p> <p>2. PCC to meet with Member Champion for Domestic Abuse to consider improved opportunities for joint working in North Norfolk.</p> | <p>O&S Committee</p> <p>OPCCN</p> <p>Scrutiny Officer</p> | <p>March 2022</p> <p>March 2022</p> <p>March 2022</p> |
| <p><u>11. BUDGET MONITORING REPORT 2021/22 - PERIOD 10</u></p> <p>RESOLVED</p> <p>1. To note the content of the report and the current budget monitoring position.</p> | <p>O&S Committee</p> | <p>March 2022</p> |
| <p><u>12. MANAGING PERFORMANCE QUARTER 3 2021/2022</u></p> <p>RESOLVED</p> <p>1. To note the report and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.</p> <p>2. To request that a Member Workshop be arranged to review and scrutinise benchmarking data in greater detail.</p> | <p>O&S Committee</p> <p>Scrutiny Officer</p> | <p>March 2022</p> <p>April 2022</p> |

| | | |
|--|---|--|
| <p><u>13. PLANNING PERFORMANCE & CUSTOMER EXPERIENCE REVIEW</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> To support the production of a draft Planning Service Improvement Plan for subsequent review by Overview & Scrutiny Committee in September 2022. To request that a draft independent customer satisfaction survey be shared with the Committee prior to release on a randomised basis, with results used to form an evidence base for the Planning Service Improvement Plan. | <p>Director for Place & Climate Change</p> <p>Director for Place & Climate Change</p> | <p>September 2022</p> <p>June 2022</p> |
| <p><u>14. WASTE CONTRACT: VERBAL UPDATE</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> To note the update. | <p>O&S Committee</p> | <p>March 2022</p> |
| <p><u>15. AMBULANCE RESPONSE TIMES: COASTAL PARISH WORKING PARTY UPDATE</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> To note the update. To request that representatives of the Norfolk CCG and EEAST attend a future Overview & Scrutiny Committee Meeting, to address issues relating to category 2 and 3 ambulance response time in North Norfolk. | <p>O&S Committee</p> <p>Scrutiny Officer</p> | <p>March 2022</p> <p>June 2022</p> |

| Start Date | Action | Owner | Status | Completion Date |
|------------|--|-----------------------------------|--|-----------------|
| 14.07.21 | That a project review be added to the Committee's Work Programme for consideration after opening of facility | Matt Stembrowicz/Rob Young | Added to Work Programme | 16.07.21 |
| 14.07.21 | Quarterly NWHSHAZ project updates to be added to Work Programme with the inc. budget/cash flow & project risks | Matt Stembrowicz/Rob Young | Added to Work Programme | 16.07.21 |
| 14.07.21 | To write to EEAST to express Committee's support for retaining the CFR - Rapid Response Vehicles | Matt Stembrowicz | Letter sent to EEAST - Awaiting Response | |
| 14.07.21 | Six-monthly updates to be added to the Committee Work Programme on Ambulance response times | Matt Stembrowicz | Added to Work Programme | 16.07.21 |
| 14.07.21 | Request information on the geographical location of the District's Community First Responders. | Matt Stembrowicz/Cllr V Holliday | Outstanding | |
| 15.09.21 | RM to review Business Rates debts to uncover any potential issues relating to specific sector | Sean Knight | Data received - MS to | 13.10.21 |
| 15.09.21 | Original deadlines alongside updated, and benchmarking data included in Performance report, where possible. | CLT | Updated report provided | 08.12.21 |
| 15.09.21 | Ongoing consideration is given to improving the format & presentation of the performance report (TBC November) | CLT | Updated report provided | 08.12.21 |
| 15.09.21 | Scrutiny Officer to arrange meeting to agree working arrangements of Scrutiny Panel(s). | Matt Stembrowicz | Discussion held | 19.10.21 |
| 13.10.21 | EASM to provide additional information relating to NNDC Beach H | Reanata Garfoot | Awaiting information | 11.11.21 |
| 13.10.21 | DFC to arrange SERCO briefing/attendance at future Committee m | Steve Hems | Added to Work Programme | 14.10.21 |
| 10.11.21 | DSGOS to seek appointments to Scrutiny Panel from Group Leaders | Matt Stembrowicz | Confirmed | 20.12.21 |
| 08.12.21 | Monthly verbal updates from DFC on Serco progress implementing waste contract revised TOM | Steve Hems | Added to Work Programme | 20.12.21 |
| 08.12.21 | Add Serco Briefing to the Work Programme for April 2022 for full update on implementation of the waste contract TOM | Matt Stembrowicz | Added to Work Programme | 20.12.21 |
| 08.12.21 | To arrange a Member Workshop on the use of the LG Inform benchmarking software. | Matt Stembrowicz/CDU | Arranged for 10.02.22 | |
| 08.12.21 | Less historic information within EB matrix, focus placed on metrics and commentary on complex cases in summary report | Phillip Rowson | June O&S EB Update | |
| 08.12.21 | Review provision of EB information to local Members and Parish/Town Councils. | Cllr J Toye/ADP | | |
| 12.01.22 | Consideration be given to including estimated costs of the Net Zero Strategy within the MTFS | Cllr E Seward/Cllr N Lloyd/Duncan | Ellis | |
| 12.01.22 | To request that the Communications Team prepare a news item covering the outcomes of the MTI Project | Matt Stembrowicz/Joe Ferrari | TBC | |
| 12.01.22 | Proposals for additional staff to support car park management require full business case if consideration of proposal supported. | Duncan Ellis | NA | NA |
| 09.02.22 | Member Briefing of Cromer Pier | Matt Stembrowicz | Arranged for 15.03.22 | 28.02.22 |
| 09.02.22 | Written responses required on questions relating to the Pier | Cllr V Gay | Responses provided during Pier Briefing | 15.03.22 |
| 09.03.22 | PCC to meet with Member Champion for Domestic Abuse | Matt Stembrowicz | TBC | |
| 09.03.22 | Member Workshop be arranged to review and scrutinise benchmarking data in greater detail. | Matt Stembrowicz | TBC | |
| 09.03.22 | Draft Planning survey be shared with the Committee prior to release | Martyn Fulcher | Due June O&S | |
| 09.03.22 | Request that representatives of the Norfolk CCG and EEAST attend a future Overview & Scrutiny Committee Meeting | Matt Stembrowicz | Requested - awaiting confirmation | |

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