

Overview & Scrutiny Committee



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Tuesday, 3 May 2022

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 11 May 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

Chief Executive: Steve Blatch
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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 - 10

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 6th April 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

11 - 16

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. ANGLIAN WATER SEWAGE OUTFLOWS BRIEFING

To receive and note the briefing.

11. **PRE-SCRUTINY: SALE OF PARKLANDS MOBILE HOMES SITE - 17 - 26**
PUDDING NORTON, FAKENHAM

Summary: This report provides information regarding the robust disposal process and detailed due diligence undertaken in relation to the freehold sale of the Parklands mobile home site located in Pudding Norton, Fakenham.

Options considered: Officers have previously considered a range of options with regards to the sale of this property. The Council could decide not to accept any of the bids to acquire the site and either retain the site or reconsider the previous alternative options.

Conclusions: Following approval from Cabinet to sell the site, Officers have undertaken a robust disposal process, having procured and appointed a specialist agent to advertise the site on the open market through a range of mediums. This extensive marketing has resulted in a number of offers from bidders to purchase the property asset and Officers have since undertaken detailed due diligence as part of the assessment process including an interview process, financial and conduct checks. Alongside this and to demonstrate that best value has been obtained, an updated independent valuation has been undertaken, dated April 2022.

Recommendations: **It is recommended Overview & Scrutiny:**

- 1. Note the robust process and extensive due diligence carried out regarding assessment of the bids received.**
- 2. That Officers present a report to Cabinet recommending sale of the Parklands mobile home site to the highest bidder on the basis of best value in accordance with section 123 Local Government Act 1972.**

Reasons for Recommendations: **To show that robust due diligence has been undertaken and best value has been obtained in relation to the sale of Parklands mobile home site.**

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)	Ward(s) affected
Cllr Eric Seward	The Raynhams

Officer Neil Turvey, Strategic Asset Manager
Tel: 01263 516124 Email: Neil.turvey@north-norfolk.gov.uk

12. PRE-SCRUTINY: ENGAGEMENT STRATEGY 27 - 44

To review the draft Engagement Strategy and consider any necessary amendments or recommendations for Cabinet.

13. OFFICER DELEGATED DECISIONS - FEBRUARY TO APRIL 2022 45 - 48

Summary: This report details the decisions taken by Senior Officers under delegated powers from February to April 2022

Options considered: Not applicable.

Recommendations: **To receive and note the report and the register of officer decisions taken under delegated powers.**

Reasons for Recommendations: The Constitution: Chapter 6, Part 5, sections 5.1 and 5.2. details the exercise of any power or function of the Council where waiting until a meeting of Council or a committee would disadvantage the Council. The Constitution requires that any exercise of such powers should be reported to the next meeting of Council, Cabinet or working party (as appropriate)

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)

Delegated decision forms – as completed by the relevant officer

Cabinet Member(s)
All

Contact Officer, telephone number and email:
Emma Denny, Democratic Services Manager, 01263 516010

OVERVIEW & SCRUTINY COMMITTEE – WORK PROGRAMME SETTING 2022-23

Summary: This reports aims to assist the Committee in setting its draft Work Programme for the 2022-23 municipal year.

Options considered: The draft 22/23 Work Programme and additional options are presented for consideration by the Committee, and Members are encouraged to raise items for consideration during the meeting.

Conclusions: The draft 22/23 Work Programme provides a calendar of regulatory and expected items as previously requested by the Committee, Council or Cabinet. Additional items have been included for consideration by the Committee.

Recommendations: **To review and agree the draft Overview & Scrutiny Work Programme for the 2022-23 municipal year, and any additional items to be added.**

Reasons for Recommendations: To set the Committee's annual work Programme.

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)

N/a.

Cabinet Member(s)	Ward(s) affected
N/a.	All

Contact Officer, telephone number and email:

Matt Stembrowicz – Scrutiny Officer

Email: matthew.stembrowicz@north-norfolk.gov.uk Tel: 01263 516047

WORK PROGRAMMES

15. THE CABINET WORK PROGRAMME 59 - 60

To note the upcoming Cabinet Work Programme.

16. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE 61 - 64

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.

17. 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, 6 April 2022 in the Council Chamber - Council Offices at 9.30 am

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

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	Mr P Fisher

Members also attending: Mr T Adams (Observer) Mrs W Fredericks (Observer)

Mr R Kershaw (Observer)	Mr N Lloyd (Observer)
Mr J Rest (Observer)	Mr J Toye (Observer)

Officers in Attendance: Democratic Services and Governance Officer - Scrutiny (DSGOS), Chief Executive (CE), Director for Place & Climate Change (DFPCC), Director for Communities (DFC), Project Manager North Walsham Heritage Action Zone (PMNW), Economic Growth Manager (EGM) and Assistant Director for Sustainable Growth (ADSG)

Also in attendance: Serco Regional Director (SRD)
Serco Contracts Manager (SCM)

175 TO RECEIVE APOLOGIES FOR ABSENCE

None.

176 SUBSTITUTES

None.

177 PUBLIC QUESTIONS & STATEMENTS

None received.

178 MINUTES

Minutes of the meeting held on 9th March 2022 were approved as a correct record and signed by the Chairman.

179 DECLARATIONS OF INTEREST

None declared.

180 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

181 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A

MEMBER

None received.

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

None to report.

183 WASTE CONTRACT: SERCO BRIEFING - TARGET OPERATING MODEL UPDATE

The DFC introduced the briefing and informed Members that it had been two years since Serco had taken over the contract, with core service delivery maintained under exceptional circumstances during the Covid-19 Pandemic. He added that the target operating model (TOM) contained two aspects relating to collections and additional added value items. It was noted that the new collections TOM which had previously been reported to be live from June had been delayed, and was now expected to launch in September, as agreed by the Council to avoid difficulties during the summer season. The DFC noted that from a residents perspective, there had been no disruption in service, as weekly collections continued as expected. He added that the impact of delaying the roll-out of the new collections TOM was carried by Serco and they accepted responsibility for this. It was noted that the Gap analysis work discussed previously had made significant progress, with a number of issues now complete, on-track to being delivered, or deemed as no longer deliverable. Roadside litter-picking was given as an example, which had been impacted by changes to Health and Safety legislation. He added that despite these issues, core services and collections had continued to be delivered to a satisfactory standard.

Questions and Discussion

- i. The SRD stated that as a result of the tripartite agreement, rollout of the new collections TOM had to be staggered between each Council, and whilst efforts had been made to bring the North Norfolk launch forward to June, this had not been possible, and was therefore delayed until after summer. He added that there needed to be approximately two months between the rollout in each District, to account for settling-in and resolution of any initial issues.
- ii. The SRD stated that in terms of performance, March had been the best month to date, with only 27 of 250k collections missed, which equated to a 99.9% successful collection rate. He added that continuing to operate the old collections model did create additional costs for Serco, but did not impact residents, and it was therefore in Serco's best interest to implement the new TOM as soon as realistically possible.
- iii. Cllr S Penfold asked how the DFC would rate Serco's performance in delivery of the overall contract on a scale of 1-5. The DFC replied that on the whole, whilst Serco had not delivered the full service outlined in the contract from the outset, performance had still been satisfactory given the impact of the Pandemic, and on that basis he would rate performance as good.
- iv. Cllr C Cushing asked what benefits would be realised for residents and Serco once the new collections TOM had been implemented. The SCM replied that the TOM would rectify a number of issues relating to property and trade growth, which were co-mingled collections. She added that this

growth had brought the current collection model to capacity, and reorganising routes to make collections more evenly spread would help to better distribute workload across the collection teams. It was noted that the new collections TOM would also be future-proofed, to create additional capacity for future anticipated growth in the District. The SCM noted that further benefits would include a reduction in the carbon footprint of collections, a reduction in costs and the amount of overtime required by staff which would improve work-life balance. She added that the new routes would also allow collections teams to rectify issues such as missed collections much faster, as vehicles would remain focused in smaller areas.

- v. In response to a question from Cllr N Housden, it was confirmed that the first KPI for Serco was achievement of the ISO standard which was now complete, with an audit due in April. The SCM added that a recent audit for the Kings Lynn service had shown that Serco were the first contractor in the area to achieve 100% pass with no issues, with the same model used across all three Districts. Cllr N Housden referred to emergency planning and asked whether any further action had been taken in response to fuel shortages. The SCM replied that the fuel supply tank was now in the process of being installed, with the first delivery of fuel booked for the 20th April to supply 24k litres of fuel. She added that Serco had also put in place additional measures such as establishing other means of purchasing fuel from any station within the District, and creating a call system to establish where supplies were available to ensure vehicles were filled every day. It was noted that the Breckland fuel tank had already been installed, and this could be used for other Districts if required.
- vi. Cllr S Penfold asked whether September was a target date for implementation of the new collections TOM, or whether this was confirmed. The SRM replied that Serco were confident that this date would be achieved, as this was well beyond the originally planned implementation date, and delaying further would generate additional costs for Serco. The SCM added that Breckland had implemented the new TOM in March without delay, and the benefits were already being seen.
- vii. The Chairman noted that performance, customer satisfaction and a commitment to implementing the new TOM were key to demonstrating a good working relationship between Serco and the Council. The DSGOS suggested that it could be helpful to receive an update in September on whether the TOM had been implemented as planned. The DFC suggested that an all Member briefing could be arranged a month prior to the implementation date to fully explain the expected changes to Members, with approximately 70% of collection days expected to change. It was suggested that the all Member briefing could be held in addition to a review of the implementation in September or October, following the settling-in period. The Chairman suggested it could also be useful to have a brief verbal update in July to provide reassurance that implementation remained on track.

RESOLVED

- 1. To note the briefing.**

ACTIONS

- 1. Director for Communities to provide update on implementation of the new**

collections target operating model at July O&S meeting.

2. Review implementation of new collections target operating model at October O&S meeting.

184 ITEMS OF URGENT BUSINESS: PLANNING CUSTOMER EXPERIENCE QUESTIONNAIRE

Cllr J Toye – Portfolio Holder for Planning and Enforcement introduced the item and noted that nutrient neutrality requirements had been placed on the District that would have a significant impact on development. As a result, it was reported that this would have an impact on applications beyond the month of March and would therefore potentially skew the results of any Planning customer experience survey completed after this time. The DFPCC noted that the nutrient neutrality requirements meant that the Council may not be able to issue as many decisions in the months ahead, and suggested that the March applications were therefore likely to provide a more comprehensive response from approximately 125 applications. He added that the survey could be sent to all applicants in March or the first 100 to simplify the process. It was noted that the survey form had been kept simple to encourage the maximum response, and covered a range of issues raised by the Committee including communication and customer satisfaction. The DFPCC noted that the form would be circulated electronically in April, subject to the approval of the Committee, to provide an evidence base for the service improvement plan.

Questions and Discussion

- i. Cllr N Housden noted that there was no mention of pre-application advice within the survey and suggested that this was an important part of the service that should be covered. The DFPCC stated that this was an intentional omission as it was separate to submitting a formal planning application and therefore had different timescales and requirements, though could be included if necessary. Cllr N Housden replied that he felt pre-application advice formed the groundwork of any application, and therefore formed an important aspect of the service.
- ii. Cllr V Holliday suggested that Parish Councils and residents comments appeared to be have been missed within the survey, and asked whether this data could be included to form a wider evidence base. She added that question F on the overall processing of planning applications was fairly vague, and suggested that a more specific question would have greater value. The DFPCC replied that Parish and Town Councils would be dealt with separately via forum meetings, whilst the survey would focus specifically on planning applicants, as pre-application advice did not necessarily have a specific outcome or timeframe, and was therefore difficult to survey. He added that discussions with Parish and Town Councils would also feed into the service improvement plan.
- iii. The Chairman noted that the brief was focused on customer experience, and this would require some definition which in the first case would include applicants, though might also include consultees such as Parish/Town councils and residents. Cllr J Toye reiterated that Parish and Town Council feedback would be included in the process at a later point, and the survey was only the first step in data collection to provide an evidence base for the service improvement plan. He added that gaining the views of the wider public could be a challenge, but would be given careful consideration. It was

suggested that officers were open to suggestions for improvement of question F.

- iv. Cllr A Brown stated that his experience of surveys suggested the return rate would be 30-40% and asked what measures were in place to simplify this process such as a dedicated email, freepost return envelopes or other incentives. The DFPCC replied that the survey would be distributed electronically where possible, and noted that this would simplify the return and data collections process. He added that posting surveys would be possible for anyone that was unable to respond electronically, and additional incentives had not been considered.
- v. Cllr J Rest asked whether electronic responses would be anonymous and if those submitting a return would have an option to include their name on the form. The DFPCC replied that electronic surveys would be fed back to the Council anonymously and no option to include names was a deliberate step to ensure that the process remained anonymous. He added that the survey did include an option to contact him directly, and this would be the choice of each individual.
- vi. Cllr L Withington noted her interest in performance of the extensions process and suggested that she was unsure whether the survey questions would provide an answer to this. She added that she was aware that automatic extensions had been stopped, but it would be helpful to understand how applicants felt about extensions to their application decisions. The DFPCC replied that application extensions had to be agreed with applicants, and if not satisfied an extension would not be granted. He added that question F could be changed to determine whether applicants had been asked to extend their applications and how they felt about it. It was noted that extensions had reduced, but it remained a valuable tool for exceptionally busy periods. In response to a question from the Chairman, Cllr V Holliday suggested that this would be an improvement for question F, but suggested that it could also be useful to ask about appeals, as this could be a sign that applicants were not happy with the process. The DFPCC replied that the survey needed to remain focused on the customer experience, as the quality of decisions made had not been raised within the original scope of the review. He added that appeal decisions and the process itself were not undertaken by the Council, and it would not therefore provide feedback on Council run services.
- vii. Cllr N Housden referred to the planning portal and asked whether this should feature on the survey given its wide use by applicants. The DFPCC replied that the planning portal was not operated by NNDC but was an external privately run service, although NNDC did have its own Planning webpages. He added that NNDC received 60-70% of applications electronically, which was relatively low in comparison to national figures. It was noted that questions on NNDC's planning website could be a valid question, but it would be for the Committee to agree whether this was necessary.
- viii. Cllr S Penfold asked for clarification of who the survey would be sent to, how this had been determined, and what would be done with the data once received. The DFPCC replied that the data would help to form an evidence base for the Planning Service improvement plan, and noted that the survey would be sent to all applicants who had a decision granted in March. He added that it had been a good month for application decisions with only approximately 10% refused, and a reasonable number of appeal decisions

that would provide a reliable and even response.

- ix. An indication of the Committee's support to launch the survey was proposed by Cllr P Fisher and seconded by Cllr A Brown, subject to consideration of suggested amendments relating to question F, Parish and Town Council involvement, pre-application advice and the public access website.
- x. Cllr N Housden referred to nutrient neutrality and asked whether this would come for discussion at a future meeting. The Chairman replied that it was his understanding that Planning were still in the process of determining the impact of the nutrient neutrality requirements, and once this was known an opportunity to brief Members on the situation would be provided. Cllr J Toye stated that it was important to understand the implications of the issue beyond Planning, and whilst further details were yet to be received, a briefing could be expected in the future.

RESOLVED

- 1. To support launch of Planning survey questionnaire, subject to amendment of question F to seek responses on applications with decision date extensions and arrange further surveys/information gathering to cover customer experience of Town/Parish Councils and residents, including consideration of pre-application and the Council's planning public access website experience.**

185 NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROJECT UPDATE: APRIL 2022

Cllr R Kershaw – Portfolio Holder for Sustainable Growth introduced the report and informed Members that the project had moved from design and consultation into the construction phase, with work commencing on the restoration of the Cedars and Church approach. He added that the project took a holistic approach, that sought to go beyond infrastructure by providing extra resource, public talks on historic buildings, sign-writing and other workshops with local students and historic research into the town. It was reported that the cultural programme was also progressing well with the consortium established by NNDC, and further arts and culture funding had been made available to host events in the town. Cllr R Kershaw stated that the redesign of the town centre would also resolve a long standing issue with bus routes through the town, and as a result additional funding had been received from NCC and the Town Council to establish a new bus waiting area on the new road car park. He added that solutions were also being explored to improve Kings Arms Street and improve traffic flow through the town. It was reported that a funding uplift had also been received which had enabled the advance purchase of materials to mitigate the impact of inflationary costs and remain within budget.

Questions and Discussion

- i. Cllr S Penfold stated that he and Cllr L Shires had used their NCC highways funding allocations to pay for a feasibility study into the Grammar School road roundabout and Kings Arms street, and noted that he would update Members as this work progressed. He added that Medieval Masonry, one of the contractors working on the Cedars restoration project were also very supportive of providing training opportunities, and suggested that this should be explored with the high school.

RESOLVED

To note the update.

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

Cllr L Withington introduced the report and informed Members that she aimed for the investigation to be open to comment from all Members and officers. She added that the investigation sought to clarify the situation in North Norfolk, as existing information only provided anecdotal evidence. It was suggested that taking a holistic approach would bring together various data to create a better overall understanding on a number of interrelated issues that could help form a basis of evidence to determine the Council's next steps. Cllr L Withington stated that it was also crucial to outline and understand the existing legislation available to manage second and holiday homes, and look at the potential of joining up schemes used elsewhere throughout the country.

Questions and Discussion

- i. The DSGOS noted that an initial three month timeframe was proposed within the report to allow various officers time to gather the necessary information required, with a response expected to come to the July Committee meeting, though some information may be dependent on unreleased census data.
- ii. Cllr V Holliday raised concerns of predetermination on matters relating house price increases and the availability of affordable housing, and suggested that steps would be required to ensure objectivity. Cllr J Toye stated that it was crucial to be open minded and avoid any sense of predetermination, and suggested that the investigation would be fully evidence-based. Cllr V Holliday suggested that only progressing points one and two of the four stage process at this time would be suitable to address concerns.
- iii. The AD SG stated that it was important for the investigation to remain objective, though the Council was conscious of the impact on housing supply in the District, which could in part be a result of demand for second and holiday homes. It was suggested that any investigation of housing need should focus more generally on housing supply, rather than affordable or privately rented accommodation.
- iv. The DSGOS noted that care had been taken to ensure that impacts were discussed as perceived issues, and that the investigation would remain objective and open to all possible information. He added that as a result of CCfA, it would be for the Committee to determine what the next steps should be upon consideration of the data collected.
- v. Cllr C Cushing stated that he welcomed the investigation as a worthy exercise to review a very important issue, but noted concerns of predetermination and suggested it was crucial that the investigation remained objective. Cllr L Withington replied that all efforts would be made to ensure that the investigation remained objective and not predetermined, taking a strictly evidence-based approach to outline the current situation in North Norfolk. She added that restricting the investigation to the first two stages would be a disservice to residents as it would limit the ability of the Committee to draw any conclusions. Cllr C Cushing stated that he was

supportive of the investigation, so long as it remained open-minded and objective.

- vi. Cllr V Holliday stated that she expected sufficient evidence would be provided from the first two points, and suggested that this is where the focus should be placed.
- vii. Cllr P Heinrich stated any good research had to be as open-minded and as extensive as possible. He added that every second home and holiday-let was another potential property that could no longer be used as a primary residence, and whilst existing evidence was anecdotal, he was concerned that this was taking away homes from families that were desperately in need of housing.
- viii. Cllr W Fredericks stated that she welcomed the investigation and supported taking an evidence-based approach that was open to involvement from all Councillors to gather evidence. It was confirmed following a question from Cllr W Fredericks that Air BNB was essentially an advertising platform for holiday lets, similar to other online booking platforms.
- ix. Cllr S Penfold referred to the definition of second homes and asked whether this would include empty homes or private rental accommodation owned by landlords living within the District. Cllr J Toye stated that properly defining the term second homes would form part of the investigation, as there were many different circumstances that could be referred to as second homes. The Chairman suggested that it would be helpful to have certainty around definitions, and it was therefore important to differentiate privately rented homes used for residential needs, from other second homes that could be largely unoccupied.
- x. Cllr A Brown stated that he fully endorsed the investigation and was happy to propose its approval. He added that it was important to review whether the emerging Local Plan would be based on the correct data in relation to second homes and holiday lets, and suggested that the investigation would aid this process.
- xi. Cllr H Blathwayt noted that some chalet properties were being used for full-time accommodation, and suggested that the investigation could review the collection of rates from these residents.
- xii. Cllr N Housden stated that he did not fully understand the objectives of the investigation, and asked whether this could be clarified. Cllr J Toye stated that the purpose of the investigation was to try to define the impact of second homes and holiday-lets, as objective data was not readily available.
- xiii. The scoping report and associated questions were proposed for approval by Cllr A Brown and seconded by Cllr P Heinrich.
- xiv. It was confirmed, following a question from Cllr S Penfold that the investigation would cover the whole District and not focus on a particular area. Cllr S Penfold stated that it would be helpful to see a heatmap of second home and holiday-let locations to know where they were most prevalent.

RESOLVED

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

187 ITEM DEFERRED: PRE-SCRUTINY: PARKLANDS PROPERTY DISPOSAL

The Chairman noted that the report had not been ready for consideration and would be considered at a later date.

188 THE CABINET WORK PROGRAMME

The DSGOS informed Members that arrangements had been made to review the Quality of Life Strategy at the next meeting of the Environment and Quality of Life Scrutiny Panel, and due to time constraints, any subsequent recommendations would be reported directly to Cabinet at its May meeting. He added that an Engagement Strategy was also being produced, and this would likely come to a future Committee meeting as a pre-scrutiny item.

RESOLVED

To note the Cabinet Work Programme.

189 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

- i. The DSGOS informed Members that the Committee had reached the end of its annual work programme, and a draft for the 2022/23 year would be prepared for consideration at the May meeting. He added that Members would be invited to submit suggestions, and guidance would be provided to assist with this process. It was noted that Anglian Water were also due to attend the next meeting, and Members would be asked to submit questions in advance of the meeting via email. The DSGOS stated that EEAST and Integrated Care Scheme representatives were also expected to attend the Committee in June or July to discuss ambulance response times, with the review of the Reef project expected in May.
- ii. It was noted that the Members Champion for Domestic Abuse had met with the PCC and NIDAS representatives, where services and referral options were discussed in detail to develop a better understanding of how the Council could better help support victims of domestic abuse.

RESOLVED

To note the Work Programme.

190 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 11.25 am.

Chairman

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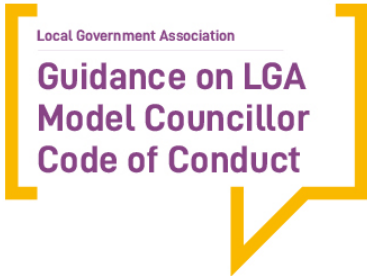
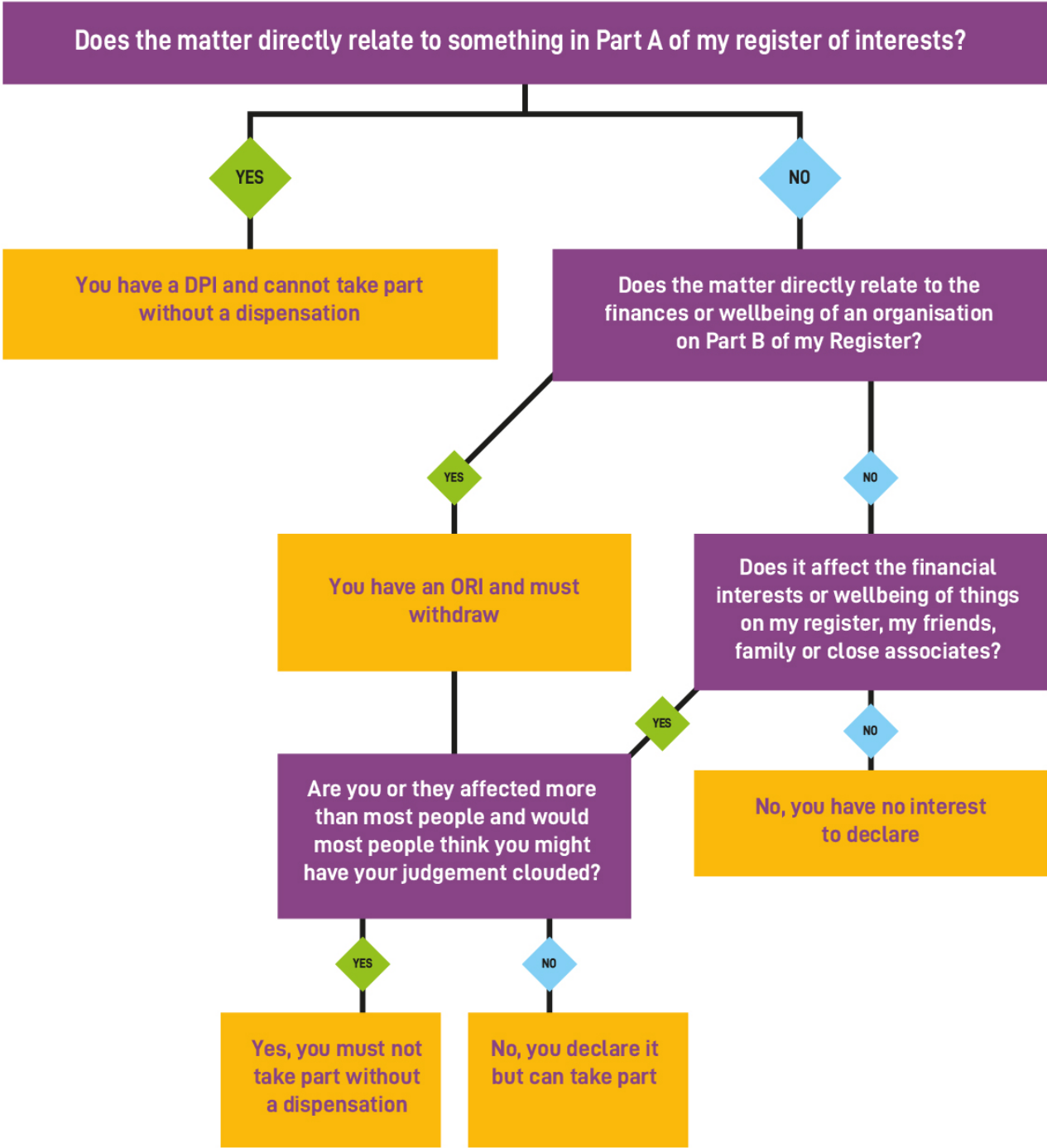
* 'director' includes a member of the committee of management of an industrial and provident society.

* '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

You have a personal interest in any business of your authority where it relates to or is likely to affect:

- a) any body of which you are in general control or management and to which you are nominated or appointed by your authority
- b) any body
 - (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)



SALE OF PARKLANDS MOBILE HOMES SITE - PUDDING NORTON, FAKENHAM

Summary: This report provides information regarding the robust disposal process and detailed due diligence undertaken in relation to the freehold sale of the Parklands mobile home site located in Pudding Norton, Fakenham.

Options considered: Officers have previously considered a range of options with regards to the sale of this property. The Council could decide not to accept any of the bids to acquire the site and either retain the site or reconsider the previous alternative options.

Conclusions: Following approval from Cabinet to sell the site, Officers have undertaken a robust disposal process, having procured and appointed a specialist agent to advertise the site on the open market through a range of mediums.

This extensive marketing has resulted in a number of offers from bidders to purchase the property asset and Officers have since undertaken detailed due diligence as part of the assessment process including an interview process, financial and conduct checks.

Alongside this and to demonstrate that best value has been obtained, an updated independent valuation has been undertaken, dated April 2022.

Recommendations: It is recommended for Overview and Scrutiny to:

1. Note the robust process and extensive due diligence carried out regarding assessment of the bids received.
2. That Officers present a report to Cabinet recommending sale of the Parklands mobile home site to the highest bidder on the basis of best value in accordance with section 123 Local Government Act 1972.

Reasons for Recommendations: To show that robust due diligence has been undertaken and best value has been obtained in relation to the sale of Parklands mobile home site.

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)	Ward(s) affected
Cllr Eric Seward	The Raynhams

Officer Neil Turvey, Strategic Asset Manager
Tel: 01263 516124 Email: Neil.turvey@north-norfolk.gov.uk

1. Introduction

- 1.1 The Council is the freehold owner of a residential mobile home site in Pudding Norton, Fakenham known as Parklands. The site covers an approximate area of 1.9 hectares (4.7 acres) and was developed over a period of time to provide the 38 hard standing pitches. The site has been in existence for over 50 years, with pitches rented for the siting of mobile homes which provide year-round private residential accommodation to the owner occupiers.
- 1.2 Having received an unsolicited offer in 2018 from a mobile home operator seeking to acquire the freehold of the site, the Council assessed the potential opportunity to sell the asset, including an independent valuation, dated November 2019, which has since been updated during April 2022 to reflect changes in the current market.
- 1.3 As it was concluded that provision and operation of the site did not form part of the Council's core services, Officers considered whether the Council should continue to operate the facility, as well as a number of alternative options for the site. It was recognised that if the site was to be retained, further investment would be required particularly in relation to improvements to the laundry block and road infrastructure, although this investment could not generate a financial return for the authority.
- 1.4 On the 30th March 2020 the Council's Cabinet gave approval for a sale of the freehold of the site on the open market to be progressed. However, marketing of the site was delayed due to the restrictions caused by the Covid pandemic and the impact it may have caused to residents during that time of uncertainty.

2 Disposal Process and Due Diligence

- 2.1 A procurement exercise was undertaken during Spring/Summer 2021 to appoint an experienced and specialist property agent to give an updated market appraisal and to provide details of their proposed marketing strategy and fees. Three fee bids were received and following evaluation, an agent was appointed.
- 2.2 As the Covid pandemic restrictions were easing, residents were informed of the intended sale in July 2021. Following this, a number of residents made contact with the Council to discuss the potential opportunities around the residents themselves buying individual plots, purchasing the whole site and managing the site on behalf of the Council.
- 2.3 Full marketing of the site commenced in September 2021 by the appointed specialist agent. All applicants on the agent's mailing list who were registered as being interested in mobile home parks in this locality (486 in total), were contacted directly. The agent also advertised the site on the open market utilising their own Caravan Parks website, Businesses for Sale website and Daltons Weekly website.
- 2.4 Due to the level of interest expressed by potential purchasers a closing date of 15th October 2021 for bids was set. Each bidder was requested to provide the following information alongside their bid;

1. Name and address of company and principal contacts

2. Background information on their familiarity with the mobile home park sector, confirm their ownership of mobile home parks and the locations of those parks
 3. The amount of their offer and any conditions attached to the offer
 4. To confirm their source of funding
 5. To confirm the timescale within which a contract could be exchanged and completed
 6. To confirm a plan that would resolve any issues before the grant of a Site Licence and provide details of a similar site where they had previously undertaken such a process
- 2.5 Nine bids were received to acquire the site along with one offer to manage/lease the site. Preliminary due diligence was undertaken by the appointed agent which included seeing proof of funds as requested in the bidding process detailed in 2.4.
- 2.6 An initial shortlisting resulted in the two lowest bids being rejected on the basis of not meeting the best value requirements. The management/lease bid was also rejected on the basis that it did not align with the earlier Cabinet decision to dispose of the site.
- 2.7 Officers recognise the potential concerns of residents regarding the future ownership of the site and that it is important to proceed only with a suitable purchaser that has appropriate experience, skills and conduct to manage the site. Whilst three bids were initially rejected, no other shortlisting had been undertaken to allow for extensive and robust due diligence, to assess the remaining bids as fully as possible. Between October 2021 and February 2022 this work has been undertaken, which includes:
- 2.7.1 Financial background assessments utilising Dun & Bradstreet analysis. This has been carried out by our Finance team both to establish the bidders' financial integrity and their ability to pay for the purchase of the site.
 - 2.7.2 Any bids received from Limited companies were checked through Companies House as were any known associate companies.
 - 2.7.3 A Fit and Proper Person check has been carried out by the Council's Licencing team to verify that the bidders have the ability to manage the site correctly and have appropriate conduct so as to establish if the bidder is likely to be able to gain a site licence to operate.
 - 2.7.4 Other local authorities where bidders have a presence were also asked to comment on any issues they had experienced with the site operators. The Fit & Proper Person requirements are set out in the Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020.
 - 2.7.5 The British Holiday and Home Park Association (BH&HPA) is a national organisation for park operators. It is not a requirement that operators are

members of the BH&HPA but it is considered to be good practice. Officers contacted the BH&HPA to establish which of the bidders were members and if any had been members and subsequently excluded from membership of the organisation.

- 2.7.6 Online searches of social media outlets including trust pilot reviews were carried out to establish whether any of the bidders had received poor reviews or bad press.
 - 2.7.7 As part of the final phase of assessment, all remaining (seven) bidders were invited to interview at the Council offices in Cromer with a panel comprising Officers from the Council's Estates and Licencing teams, the specialist selling agent and two representatives from the Parklands Residents Association who were invited to participate in the interviews as observers but have not been involved in decision making process. A range of questions from each of the interview panel had been formulated to ensure each bidder was appropriately assessed and challenged regarding their financial offer, previous conduct, Fit & Proper Person status and future plans for the site. See Appendix A - Interview scores and Appendix B- Interview questions
- 2.7 As a result of this detailed due diligence and appraisal process officers are able to make a clear recommendation to Cabinet that the sale of the Parklands mobile home site in Pudding Norton can proceed and a report in this respect will be prepared for the meeting of Cabinet to be held on 6 June 2022.

3. Conclusion

- 3.1 Following approval from Cabinet to sell the site in March 2020, Officers have undertaken a robust disposal process, having procured and appointed a specialist agent to advertise the site on the open market through a range of mediums.
- 3.2 This extensive marketing has resulted in a number of offers from bidders to purchase the site and Officers have since undertaken detailed due diligence as part of the assessment process, including an interview process, financial and conduct checks.
- 3.3 Alongside this and to demonstrate that best value has been obtained, an independent valuation has been undertaken. Officers intend to recommend that Cabinet approves the best value bid received.

Appendix A – Interview Scores

BIDDER	Interview Score – NT	Interview Score – JW	Interview Score – WR	Average
A	36	31	35	34
B	38	32	33	34.3
C	25	22	30	25.7
D	34	35	35	34.67
E	27	27	24	26
F	37	34	34	35
H	0	0	0	H didn't turn up for the interview

The interview questions in Appendix B were scored on the basis that this measure would be considered if the situation were to arise where the Council may seek to use the Disposals Consent Order rather than recommending that we progress with the highest financial bid.

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Date	22 nd March 2022 @10am	Interviewee	(NAME)	Interviewer	NT / JW / WR
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Interview questions

	Questions; NT (Strategic Surveyor) – green JW (Senior Public Protection Officer) blue WR (Selling Agent) - red	Score (1 – 5) 1 = poor response 5 = exceeds expectation	Comments
1	How many Mobile Home Parks do you own and operate ? Are there any linked companies which have the same company officers running Parks? If so, what are these called and where are these located?		
2	Who is named as Fit & Proper Person (F&PP) on these parks and which Local Authority are they in? Are there any protected sites where you have not appointed a F&PP and if so what is the reason why this hasn't been done?		
3	Where 1 & 2 differ , seek explanation/clarification of why and what arrangements are in place/proposed		
4	Of the parks you already operate, which would you say was closest in characteristics to Parklands. Why do you say that - where is it located? Can you describe the park to us. How many units, all privately owned or renters, twins or single, age mix, infrastructure, pitch fees etc. Have you had to deal with matters on the park that required rectification to satisfy the LA Site Licensing Officer ? If yes, explain situation and how you dealt with it. Have you acquired any parks from a LA in the past ? Have you had any formal action by the Site Licensing officer at any of your other sites?		
5	Do you feel there are issues that may require to be dealt with at Parklands ? If so, what are the issues you perceive and how would you propose they may be resolved ? How would you approach this with the Residents and the Site Licensing Officer ? Where do you see the challenges and what sort of timescale do you envisage this may take ? <i>(for example; spacing, porches, sheds, fences etc) – Laundry Room</i>		

6	<p>How often do you visit your parks and how do you interact with residents ?</p> <p>Do you have any Residents Associations on your existing parks - do you find them helpful or administratively more difficult to deal with ?</p> <p>? <i>[Advise we understand one has recently been formed at Parklands]</i></p> <p>How do you manage the site? Do you have a manager on site? How often would the site manager visit? How would residents report issues if the manager wasn't around?</p> <p>Do you have a 24/7 system for raising urgent issues? How do you respond to problems concerns?</p> <p>Do you have a set response time for resolution of issues brought to your attention</p>		
7	<p>What is your current process for dealing with complaints?</p>		
8	<p>Have you been involved in any issues on your parks that either have been dealt with, or that are in the process of being dealt with or that have been referred to, the Residential Property Tribunal? If so, which park was involved, what were the issues and what was the outcome?</p>		
9	<p>Where do you see the opportunities with Parklands? What is your aim/rationale for wanting to acquire the park and what makes it an attractive proposition to you ?</p> <p>How long would you envisage owning Parklands for ?</p> <p><i>Would you consider purchasing it with a restriction on disposal without the LA's consent for a period of time? If so, what period might you consider?</i></p> <p><i>[NB - this is intended to gauge reaction rather than being something to necessarily achieve as I would expect most buyers to say they would want to re-visit their offer - it is the reaction to the principal that may be telling].</i></p> <p>How would you intend to manage the transition of ownership ?</p>		
10	<p>Is there anything more you would like to tell us about yourselves or how you would operate Parklands and do you have any comments or assurances that you might like to make to the Residents representatives here?</p>		
		Total	

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Overview and Scrutiny Committee

Pre-scrutiny of the Draft Community Engagement Strategy

Customer Focus is one of the Council's six priorities in the Corporate Plan.

Within Customer Focus, it states the following:

We want our customers to be at the heart of everything we do and will strive to improve access to our services further through stronger community engagement, developing more formal mechanisms of inviting customer feedback and comment and, where possible and practical, seek to deliver our services at a more local level through strengthening partnerships with local Town and Parish Councils. The Council will seek further to improve democratic engagement and participation by people of all ages, but particularly through working with schools and colleges to ensure that the voice young people is heard and informs council decision-making.

The Community Engagement Strategy sets out a high level approach to meeting the statement above. It has been developed from what was considered best practice across a range of Community Engagement Strategies.

It should be noted that the Council already undertakes a significant amount of engagement activity in the work it does, however, the approach taken and how that engagement is used often lacks consistency of approach. The intent of the Strategy is to provide an understanding of what we mean by engagement and a consistent, corporate and agreed approach to how we engage and use the outcomes to inform our policies, strategies, procedures, service delivery and work with partner organisations.

Services will be expected to consider and apply the Strategy when undertaking service-specific consultation and engagement exercises and apply the principles when they work with residents, communities and customers.

As this document is externally facing as much as it is internal, the document includes a number of examples, within blue boxes, to aid the readers understanding.

The document has been developed to maintain the consistent look and feel of recent strategy documents such as the Quality of Life and Housing Strategies so far as is possible.

It should be noted that the document is not yet complete. In particular:

- In the Consultation with Stakeholders, on page 5, the list of consultation activities will be expanded to reflect the consultation activities undertaken.
- A number of the blue boxes are incomplete, as Management Team will be tasked with developing a number of examples to ensure that these are drawn from a range of areas of the Council's work. Wording within the blue boxes that do contain examples are subject to change and revision.
- The Action Plan is incomplete; this is deliberate as we are seeking input from Stakeholders on what should be included within the action plan.

Prior to wider consultation with stakeholders, we wanted to provide an opportunity for members of Overview and Scrutiny to provide views and comments to improve the document. This will allow us to refine our consultation with other stakeholders further.

Members of Overview and Scrutiny are asked to comment on any aspect of the Strategy document but with particular reference to the following:

- What we define as Community? Are the definitions used in the Strategy appropriate?
- The five-element model that we have chosen?
- The approach to each of those five elements around Goal, Approach taken and then further statements/pledges.
- How we will ensure transparency on our engagement activities; is this adequate and appropriate?
- Members views on the use of the blue boxes to provide examples relevant to the section they appear in and any examples that could be considered for inclusion.
- Any items for consideration of inclusion in the Action Plan section?

North Norfolk District Council Community Engagement Strategy 2022- 2024

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Introduction

Background

The Council's Corporate Plan sets out the Council's priorities. Customer Focus is one of the Council's six priorities. The Council recognises that key to putting residents and customers at the heart of all it does and to improve access to services is through stronger community engagement.

The Council wants to ensure that people feel well informed about local issues, have opportunities to get involved, influence local decision making, shape their area and allow us to continue to improve services they receive.

Community engagement is a powerful tool that can provide invaluable information and help to build confidence within communities but only conducted in a meaningful manner; engagement must always have a purpose and we must be able to demonstrate the impact the responses have had on our decision making.

The Purpose of the Community Engagement Strategy

This Community Engagement Strategy sets out what we mean by engagement, why we are committed to engaging and provides a consistent, corporate and agreed approach to how we engage and use the outcomes to inform our policies, strategies, procedures, service delivery and work with partner organisations.

This strategy seeks to build on the good practices that already exist within the Council; we have provided examples of how we have started to go about this – look out for the boxes throughout the strategy.

Community Engagement helps the Council to understand different views within our communities. Ensuring that the needs of groups or areas that are harder to reach or do not traditionally engage with us are not overlooked is really important; identifying and understanding the barriers that might be stopping certain voices being heard and ultimately increase the number and diversity of people who engage with the Council.

We also need to use the most appropriate engagement technique/s so we get meaningful and appropriate responses. This will help the Council to make better decisions and meet the needs of our communities and is essential for the effective delivery of our corporate priorities.

Services will be expected to consider and apply this strategy when undertaking service-specific consultation and engagement exercises and apply the principles when they work with residents, communities and customers.

Links to Other Strategies and Policies

The Community Engagement Strategy has or will link to the majority of other Council strategies and policies; it will provide a consistent, corporate and agreed approach to how we engage and use the outcomes to inform our policy and strategy development and reviews.

Context of the Community Engagement Strategy

The Local Government and Public Involvement in Health Act 2007 introduced a duty on local authorities to involve, inform and consult representatives of local persons where it is appropriate and lawful to do so. The duty came into effect from April 2009.

The “Localism” agenda (The Localism Act 2011) set out in national government policy placed new and greater emphasis on the importance of effective community engagement and the role of local people in decision-making and neighbourhood planning.

The strategy does not replace any statutory or formal consultation processes that we currently undertake, for example in relation to planning, licensing or any appeals processes.

The council is also committed to working with partners where it benefits local communities because ‘joined up’ engagement can help both the public and the council to address local problems that cut across agencies.

Developing the Community Engagement Strategy

We have developed the Community Engagement Strategy from:

1. The Council's Corporate Plan Objectives, which provide a 'framework' of priority areas.
2. Analysis of Community Engagement Strategies from around the UK to identify examples of best practice.
3. Consultation with a wide range of stakeholders.

The Council already undertakes a wide range of engagement activity. This 'business as usual' activity and existing projects do not form part of the strategy. However we provide examples relevant to each level of engagement of this activity in this report to:

- Reassure stakeholders that Community Engagement is widely used within the Council
- Provide opportunity for those good examples to be sources of good practice for other Services who are undertaking new engagement activities.

The Corporate Plan

Community Engagement is clearly identified, as a priority for the Council, under the Customer Service theme within the Corporate Plan, however, other community engagement activities are identified under most of the Corporate Plan priorities.

The Corporate Plan provides the framework for the Community Engagement Strategy. The actions identified within the Delivery Plan, which relate to community engagement, are identified within the Community Engagement Action Plan.

Consultation with Stakeholders

Key elements of the Community Engagement Strategy is divided into four themes and these formed the basis of engagement with stakeholders:

- What we define as Community
- The five element model that we have chosen
- The approach to each of those five elements
- How we will ensure transparency on our engagement activities.

In March 2022 we shared these themes at a Town and Parish Forum followed by further engagement on the proposed strategy.

Overview and Scrutiny Committee pre- scrutiny in May 2022

[List further engagement activities as developed](#)

The Benefits of Community Engagement

Local and national evidence demonstrate there are benefits to both the Council and the community when engagement activities are delivered well.

Community engagement helps the Council to:

- better understand and respond to the needs of our communities;
- hear the voices of as many communities as possible
- be more accountable to our communities;
- plan and deliver better services;
- make more efficient use of public resources;
- take transparent decisions based on strong evidence;
- build strong and positive relationships within and between local communities;
- test out ideas and explore emerging issues;
- measure the performance of the Council in delivering services;

The local community will:

- have a greater say and choice in the design and delivery of local services
- develop new skills and expertise
- become better informed about the Council's work

Engagement should occur in a systematic way that is integral to everyday working practices.

Improved engagement with our communities and with individuals has been shown to increase involvement with the local democratic process and is likely to result in a higher level of turnout in local elections.

What do we mean by Community?

Communities can mean different things to different people and there are many different groups that make up a living 'community'. Communities may define themselves and definitions do change, people can belong to more than one community and communities themselves are often very diverse. Understanding how the community is defined is key to planning and delivering effective engagement.

Community of place or neighbourhood: A community linked to a particular geographical location such as a ward, village, market town or a location within a town. This location will

The North Walsham Heritage Action Zone development has been supported by a local Board, which has included a wide range of stakeholders.

usually have physical boundaries although they are not always obvious to people who do not live there. These communities may have similar concerns about issues that affect their local area.

Community of interest: A group of people with a shared interest or experience. A community of interest includes service users (for example, car park users) as well as people interested in a particular issue (for example climate change). Each of these communities of interest may require a different way to engage or be engaged.

We run an Environment Forum to understand the views of those who with a particular interest in Climate Change issues and net carbon zero.

Community of identity: A community that is defined by how people identify themselves or how they are identified by society, usually by demographic characteristics (for example,

We are setting up a Youth Council so that the views of young people are fully heard when planning our services.

young people, older people, disabled people, faith groups, black and minority ethnic people, lesbian, gay, bisexual and transgender people).

Generally, people do not associate themselves to just one community, but to several different communities at any one time. This can relate to where they live, work and their interests. It is important to let people define for themselves which communities they wish to be identified with.

The Council recognises that each community will have different needs and wants that need to be balanced and prioritised in the delivery of services and initiatives.

How we will undertake Community Engagement

General Principles

When we undertake community engagement we will:

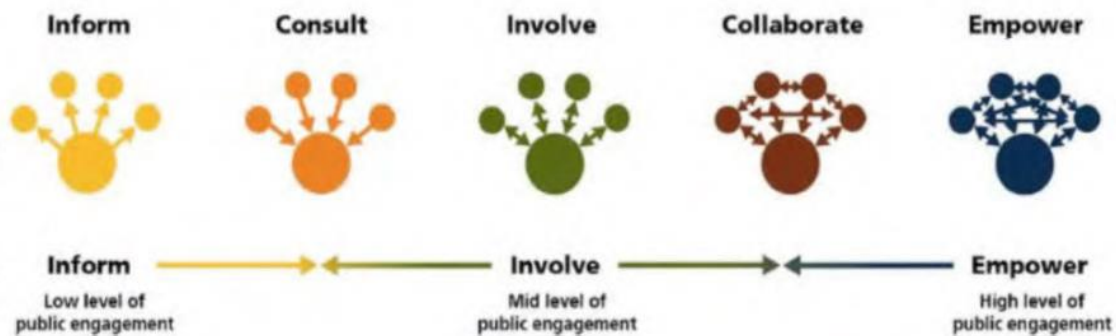
- consider the most appropriate type of engagement for each circumstance, the type and scale of engagement will be appropriate to the potential impacts of the proposal;
- ensure that the consultation captures the full range of stakeholders affected;
- take into account particular needs and work to overcome barriers to participation so that everyone that wants to can participate in the engagement activity;
- where possible we will use the technology to support and enable the engagement process to be as effective as possible;
- be open and transparent about the aims of community engagement activity and what stage of development the policy or proposal has reached;
- coordinate community engagement activities internally and with partners where required, to avoid duplication and consultation fatigue;
- ensure that community engagement activities are realistic and that expectations are not raised unnecessarily or unrealistically;

Levels of Engagement

Community engagement is about giving people the confidence that the services the Council provide are well thought through and balance the needs of local communities. It should provide the skills and power so they can get involved, shape and influence the planning, development and delivery of services.

Delivering engagement activities can take many different forms and the level of involvement can vary greatly. Every type of involvement is important in the community engagement process and different methods will be used depending on the activity and circumstances.

We have chosen to use a model for community engagement that has five elements as shown below.



Community Engagement is spectrum from communication and providing information to empowering communities to do things for themselves. Which level of engagement the Council chooses will be based on a range of factors and needs to be appropriate to the issue or activity, considers the needs of those being engaged and takes account of local circumstances.

We want communities to have confidence in the community engagement process so they can see their contribution is valuable.

Whilst we want to make sure we involve our communities as much as possible we need to make sure that we chose the right level for the particular circumstances or activity.

What does each element of our model mean in practice?

Inform



Where there is no ability to influence the decision then we will say so and make sure we fully inform our communities of this.

Goal	Approach
To provide balanced and objective information to assist understanding about something that is going to happen or has happened.	We will keep you informed about a decision or direction.

When we engage through the inform route we will:

- provide information in an easily understandable format, using plain language and clarifying the key issues;
- provided in a variety of ways that are easily accessible to everyone in the community;
- highlight where to find further information (e.g. websites, helpline numbers, leaflets) so you can decide what and how much information you wish to acquire;
- be honest where decisions are non-negotiable.

Our website (www.north-norfolk.gov.uk) is our primary source of outward facing information but we supplement this with a range of other information sources such as social media, information signs etc

Consult



Goal	Approach
Two way interactions to obtain feedback on ideas, alternatives or proposals to inform our decision making.	We will explore options and opportunities, and seek to understand your concerns or preferences.

When we consult we will:

- only use consultation processes when there is a real opportunity for people to influence and change decisions and services;
- ensure that the objectives of any consultation are clear e.g. to gather new ideas or test options;
- begin consultation early in policy development when the policy is still under consideration and views can genuinely be taken into account;
- make sure that timeframes for consultation are appropriate to the nature and impact of the proposal;
- be clear about what aspects of the policy or proposal being consulted on are open to change and what decisions have already been taken;

Text to be developed

- make sufficient information available to stakeholders to enable them to make informed comments.

Involve



Goal	Approach
Participatory process to ensure people’s concerns and aspirations are consistently understood and considered.	We will involve you in the process so your ideas, concerns and aspirations are directly reflected in the alternatives or final decisions.

When we involve you we will:

- give genuine influence over decision-making and service delivery;
- say how the results will be used, so that everyone understands how their involvement will influence the final decision.

Text to be developed

Collaborate



Goal	Approach
Working together to develop a shared understanding of all issues and to work out alternatives and a preferred solution for joint decision making.	We will collaborate with you so your advice, innovation and recommendations are included in the final decision that we make together.

When we collaborate we will:

- encourage direct participation in decision-making;
- work with you to co-design or commission services.

Text to be developed

Empower



Goal	Approach
Working together to identify and agree solutions which the community is able to deliver for themselves.	We will empower you to develop solutions for your communities and deliver these for yourselves.

When we empower we will:

- encourage aspects of services to be delivered directly by the users of those services;
- work with you to identify clearly what can be delivered by the community themselves;
- identify the support needed to enable the successful delivery of the solutions.

Flood Warden Teams – there are 17 local flood warden teams serving the communities at risk of flooding along our coastline and around the rivers and broads. These teams are empowered to develop warning and informing plans for their own area.

Ensuring transparency

During community engagement activity we will:

- ensure that information obtained from community engagement activities is honestly interpreted, and enable participants to be part of the analysis process if relevant and they wish to;
- have clear processes to feedback on community engagement activity and outcomes and give reasons if unable to deliver on expectations in a timely and appropriate manner;
- publish consultation responses, including number of responses, and how they have been used within 12 weeks of the end of the consultation. If this is not possible, we will explain why;
- use the information from our engagement activities, alongside other evidence, to inform the design and delivery of effective and efficient services, within our current financial constraints.

Measuring our Engagement

It is important to understand how we are doing when it comes to evaluating the success of this strategy. We will use a variety of methods to measure this including:

- perceptions of residents who feel that the Council involves local residents in its decision making;
- use data to assess whether engagement with the Council has increased ie website
- publishing a summary of feedback received and our response to it
- show evidence of how the results have been used to influence final decisions
- report performance on consultation and engagement activities regularly to members

Appendix 1 - Action Plan

Yet to be populated

Develop an Engagement Toolkit for staff to use to ensure consistency

Develop our digital engagement offer

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Officer Delegated Decisions (February to April 2022)

Summary: This report details the decisions taken by Senior Officers under delegated powers from February to April 2022

Options considered: Not applicable.

Recommendations: **To receive and note the report and the register of officer decisions taken under delegated powers.**

Reasons for Recommendations: The Constitution: Chapter 6, Part 5, sections 5.1 and 5.2. details the exercise of any power or function of the Council where waiting until a meeting of Council or a committee would disadvantage the Council. The Constitution requires that any exercise of such powers should be reported to the next meeting of Council, Cabinet or working party (as appropriate)

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)

Delegated decision forms – as completed by the relevant officer

Cabinet Member(s) All	Ward(s) affected All
Contact Officer, telephone number and email: Emma Denny, Democratic Services Manager, 01263 516010	

1. Introduction

1.1 Officer delegated decision making process.

Officer delegated decision are available to the public through the website and are reported to Members via Cabinet and Overview & Scrutiny Committee. The process for reporting and consulting on these decisions is contained in the Constitution at Chapter 6, 5.1 and 5.2 and the publication of these decisions is a legal requirement.

1.2 The overall list has been revised to only include decisions taken during 2021

1.3

2. Consultation

- 2.1 The Constitution requires that for the exercise of any power or function of the Council in routine matters falling within established policies and existing budgets, where waiting until a meeting of the Council, a committee or working party would disadvantage the Council, an elector or a visitor to the District, then the officer exercising the power must consult with the Leader, the relevant portfolio holder and if it relates to a particular part of the District, the local member.
- 2.2 For the exercise of any power or function of the Council, which in law is capable of delegation, in an emergency threatening life, limb or substantial damage to property within the District, the senior officer shall consult with the Leader or the Deputy Leader.
- 2.3 Overview and Scrutiny Committee will receive the delegated decisions list at their meetings so they can fully understand why they were taken and assess the impact on the Council.

3. Financial and Resource Implications

As many of the decisions taken by officers under delegated powers were key decisions there is a financial impact.

4. Legal Implications

The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 require that all decisions, including those taken by officers, must state:

- The decision taken and the date it was made
- The reasons for the decision
- Details of options considered and rejected and the reasons why they were rejected
- Declarations of interest and any dispensations granted in respect of interests

Officers taking a decision under delegation are required to complete a form.

5. Conclusion and Recommendations

Each decision has been recorded and a summary is provided at Appendix A

Recommendation:

Cabinet is asked to receive and note the register of officer decisions taken under delegation.

Record of Decisions taken under Delegated Authority (Appendix A)

Delegated Power being exercised;	Key Decision y/n	Officer exercising Delegation	Details of decision made	Consultations undertaken	Date of decision	Date Reported to Council/Cabinet
<p><i>Chapter 6; Full delegation to Chief Officers</i></p> <p><i>Section 5.1: routine matters</i></p> <p><i>Section 5.2 Emergency powers</i></p>				<p><i>Section 5.1 : Leader or Portfolio Holder/Local Member</i></p> <p><i>Section 5.2: Leader or Deputy Leader</i></p>		
Section 5.1	Yes	Director for Communities	To approve the Council Tax Support Scheme for 2022/23 (unchanged from the previous scheme)	s 5.2 - Leader	15.02.2022	03.05.2022
Section 5.1	No	Director for Resources	Applying a temporary increase to Officer essential and causal car user mileage rates to 0.60 per mile.	S 5.1 - Leader or Portfolio Holder	24.03.2022	03.05.2022
Section 5.1 (Conditional Delegation)	No	Chief Executive	Acknowledgement of receipt of grants from DEFRA for the Coastal Transition Accelerator Programme In North Norfolk	S 5.1 – Leader and Portfolio Holder	01.04.2022	03.05.2022

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OVERVIEW & SCRUTINY COMMITTEE – WORK PROGRAMME SETTING 2022-23

Summary: This reports aims to assist the Committee in setting its draft Work Programme for the 2022-23 municipal year.

Options considered: The draft 22/23 Work Programme and additional options are presented for consideration by the Committee, and Members are encouraged to raise items for consideration during the meeting.

Conclusions: The draft 22/23 Work Programme provides a calendar of regulatory and expected items as previously requested by the Committee, Council or Cabinet. Additional items have been included for consideration by the Committee.

Recommendations: **To review and agree the draft Overview & Scrutiny Work Programme for the 2022-23 municipal year, and any additional items to be added.**

Reasons for Recommendations: To set the Committee's annual work Programme.

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)

N/a.

Cabinet Member(s)	Ward(s) affected
N/a.	All

Contact Officer, telephone number and email:
Matt Stembrowicz – Scrutiny Officer
Email: matthew.stembrowicz@north-norfolk.gov.uk Tel: 01263 516047

1. Aims of the Committee

- Overview – To provide high level analysis of the strategic aims/direction of the Council
- Scrutiny – To commission and undertake analytical reviews of evidence backed Reports/Information
- Reviewing and developing policy recommendations for the executive (Cabinet)
- Influencing Council/Cabinet decisions and policies (where appropriate)
- Reviewing the Council's performance against targets and the aims of the Corporate Plan
- Provide oversight of external public services/local strategic partnerships e.g. Police, Tourism Board etc.

Mission Statement:

“The Overview and Scrutiny Committee is the Council's watchdog, ensuring that the Cabinet is held to account and is carrying out the Council's aims, as well as getting the best value for money as a result of its decisions.”

2. Work Programme Guidance

When selecting items for the Work Programme, the 'TOPIC' selection criteria is an effective way to prioritise issues. This allows each item to be judged according to its potential to make the best use of the Committee's time and impact. Please bear the following points in mind when making suggestions.

T - Timely

Work plans should take account of work in other areas, and avoid duplication. Members should consider if now is the best time to consider the issue, and whether there are any legislative or policy changes afoot.

O - Organisational Priority

Work plans should take account of the Council's overall vision for the area. A good proportion of the Committee's work should relate to the Council's plan and priorities such as those reflected in the Corporate Plan. This is crucial to demonstrate how Scrutiny can add value to the Council.

P - Public Interest

Councillors' representative roles are an essential feature of Scrutiny. They are the eyes and ears of the public, ensuring that services address local needs. The interests of local people should therefore influence and guide the issues chosen for scrutiny.

I - Influence

Generally, Scrutiny Committees are better placed to influence council services than external agencies, and effective relationships are essential for exerting influence. Consider whether the committee's input will drive outcomes and change.

C - Cost

Services or decisions which have high levels of income, expenditure or savings should be prioritised. Effective scrutiny of financial matters is a cornerstone of good scrutiny, and significant spending plans should not go unscrutinised.

3. Potential Items and Topics for Consideration:

At present, the Committee has space for new items/topics from November 2022 to April 2023, though it is prudent to maintain a level of flexibility to allow review of urgent and other items yet to be added to the Cabinet Work Programme. In addition to statutory reports and already planned items, the following have been suggested as potential items/topics for consideration, and Committee Members are also welcome to raise suggestions during discussion at the meeting, or throughout the year:

- Coastal Protection – maintenance of sea defences and the impact of coastal erosion on residents
- Mental health services in North Norfolk – consider existing work of NHOSC in response to CQC rating
- Economic Development Strategy – TBC awaiting production
- Cost of living crisis – Options taken and available to the Council to assist residents

Recurring and Expected Items

- Anglian Water Sewage Outflows Briefing
- Performance and benchmarking data monitoring
- Budget setting/MTFS and Budget Monitoring Reports
- Financial Strategies
- NWHS/HAZ Project Monitoring
- Annual Crime and Disorder Briefing – Committee to determine focus/theme
- Enforcement Board six-monthly updates
- Waste Contract Updates – To review implementation of new target operating model and added value items
- Ongoing monitoring of ambulance response times with EEAST & Integrated Care System briefing
- Beach Huts & Chalets monitoring
- Car Park usage monitoring
- Public convenience review recommendations
- CCfA – Impact of second and holiday homes data
- Planning Customer Experience Survey and Service Improvement Plan
- Sheringham Leisure Centre Project Review

4. Conclusions

Subject to approval of the draft 2022/23 Work Programme, the Committee has a range of items scheduled for discussion throughout the year ahead. Whilst there is space available beyond November 2022, it is likely that new business arising and any unexpected issues occurring at a local or national level will fill these openings.

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OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2022/23

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
May 2021				
Scrutiny	Anglian Water – Sewage Outflows Briefing/Q&A		To receive a briefing on sewage outflow events and efforts/investment made to address these + Q&A	Council Request
Cabinet Scrutiny	Officer Delegated Decisions	Emma Denny Cllr T Adams	To review officer delegated decisions	
Scrutiny	O&S Draft 2022/23 Work Programme	Matt Stembrowicz Cllr N Dixon	To review and approve the Committee's draft 2022/23 Work Programme	Annual
Scrutiny Cabinet	Pre-Scrutiny: Engagement Strategy	Karen Hill Cllr V Gay	Pre-scrutiny of the emerging wider Councils' Engagement Strategy prior to Cabinet approval	
Scrutiny Cabinet	Pre-Scrutiny: Parklands Property Disposal	Neil Turvey Cllr E Seward	Pre-scrutiny oversight of Cabinet decision on Parklands property transaction	
June				
Cabinet Scrutiny Council	Debt Management Annual Report (Cabinet recommendation)	Sean Knight Cllr E Seward	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Treasury Management Annual Report (Cabinet recommendation)	Duncan Ellis Cllr E Seward	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Out-turn report	Duncan Ellis Cllr E Seward	To make any recommendations to Council – To include an update on savings proposals	Annual
Scrutiny	Enforcement Board Update	Martyn Fulcher Cllr N Lloyd/J Toye	To receive an update on the work of the Enforcement Board	Bi-annual
Cabinet Scrutiny	Performance Monitoring Q4	Steve Blatch Cllr T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Sheringham Leisure Centre Project Review	Rob Young Cllr V Gay	To review the implementation of the Sheringham Leisure Centre Project	Committee Request
Scrutiny Cabinet	Levelling-Up Fund Round 2 TBC	Steve Blatch Cllr T Adams	TBC	

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2022/23

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
July				
Scrutiny	Ambulance Response Times: EEAST & Integrated Care Briefing		To receive an briefing on the status of ambulance response times issues in coastal areas of the District	Committee Request
Scrutiny Council	Overview & Scrutiny Committee Annual Report	Matt Stembrowicz Cllr N Dixon	To approve annual summary of Committee work for 2019-20 & 2020-2021	Annual
Scrutiny	Impact of Second Homes & Holiday Lets – Data Report	Matt Stembrowicz Cllr L Withington	To review the Council's new Housing Strategy	Committee Request
Scrutiny	NWHSZ Project Monitoring	Rob Young Cllr R Kershaw	To monitor the implementation of the NWHSZ Project.	Quarterly
Scrutiny Cabinet	EQL Scrutiny Panel: Public Convenience Recommendations	Maxine Collis Cllr H Blathwayt	To review summary report and recommendations to Cabinet made by EQL Scrutiny Panel	TBC
Scrutiny	Waste Contract: Verbal update on TOM implementation	Steve Hems Cllr N Lloyd	A verbal update to provide assurance that TOM implementation remains on-track for September	Committee Request
September				
Cabinet Scrutiny	Budget Monitoring P4	Duncan Ellis Cllr E Seward	To review the budget monitoring position	Periodical
Cabinet Scrutiny	Performance Monitoring Q1	Steve Blatch Cllr T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Planning Service Improvement Plan	Martyn Fulcher Cllr J Toye	To review the Planning Service Improvement Plan and responses to the Customer Experience Survey	Committee Request
October				
Cabinet Scrutiny Council	Council Tax Discount Determinations (Cabinet Recommendation)	Lucy Hume Cllr E Seward	To determine the Council Tax discounts for 2023/24	Annual
Scrutiny	Car Park Usage Monitoring	Duncan Ellis Cllr E Seward	To undertake an annual review of the usage and revenue of the Council's public car parks	Annual
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Rob Young Cllr R Kershaw	To monitor the implementation of the NWHSZ Project.	Quarterly
Scrutiny	Beach Huts & Chalets Monitoring	Renata Garfoot Cllr E Seward	To monitor the occupancy, condition and revenue of the beach huts and chalets.	Annual
Scrutiny	Waste Contract: Serco Briefing	Steve Hems Cllr N Lloyd	To receive a formal update on the implementation of the revised waste contract TOM	Committee request

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2022/23

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
November				
Cabinet Scrutiny	Budget Monitoring P6	Duncan Ellis Cllr E Seward	To review the budget monitoring position	Periodical
December				
Cabinet Scrutiny Council	Treasury Management Half-Yearly Report (Cabinet recommendation)	Duncan Ellis Cllr E Seward	Committee to consider recommendation to Council	Six Monthly
Cabinet Scrutiny	Performance Monitoring Q2	Steve Blatch T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Enforcement Board Update	Martyn Fulcher N Lloyd/J Toye	To receive an update on the work of the Enforcement Board	Bi-annual

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2022/23




Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
January 2023				
Cabinet Scrutiny Council	Pre-Scrutiny: Draft MTFS 2023-26 incorporating draft Base Budget 2023-24	Duncan Ellis Cllr E Seward	To review the proposed budget and projections	Annual
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Rob Young Cllr R Kershaw	To monitor the implementation of the NWHSZ Project.	Quarterly
February				
Cabinet Scrutiny Council	Treasury Strategy (Cabinet recommendation)	Lucy Hume Cllr E Seward	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Capital Strategy (Cabinet recommendation)	Lucy Hume Cllr E Seward	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Investment Strategy (Cabinet recommendation)	Lucy Hume Cllr E Seward	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Fees & Charges	Duncan Ellis Cllr E Seward	To undertake an annual review of the Council's fees and charges and consider any recommendations for changes	Annual
Scrutiny	Ambulance Response Times Monitoring	Cllr V Holliday	To monitor ambulance response times data across the District	Six-Monthly

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2022/23

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
March				
Cabinet Scrutiny	Budget Monitoring P10	Duncan Ellis Cllr E Seward	To review the budget monitoring position	Periodic
Scrutiny Cabinet	Performance Monitoring Q3	Steve Blatch T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Crime and Disorder Briefing	Nigel Dixon M Stembrowicz	PCC Briefing and Q&A – Topic TBA	Annual
April				
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Rob Young Cllr R Kershaw	To monitor the implementation of the NWHSZ Project.	Quarterly

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North Norfolk District Council
Cabinet Work Programme
For the Period 03 May to 30 June 2022

Committee(s)	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision Details
June 2022					
Cabinet	06 June 2022	Changing Places – approval of Partnership Funding	Eric Seward <i>Duncan Ellis</i> <i>Director for Resources</i>		
Cabinet	06 June 2022	Property Transactions (Parklands, Pudding Norton)	Eric Seward <i>Renata Garfoot</i> <i>Estates & Asset Strategy Manager</i>		 Exempt information Pre-scrutiny
Cabinet	06 June 2022	Approval of Insurance Contract	Eric Seward <i>Lucy Hume</i> <i>Chief Technical Accountant</i>	Financial Sustainability	 Exempt information
Cabinet	06 June 2022	Engagement Strategy	Virginia Gay <i>Karen Hill</i> <i>AD for People Services</i>	Quality of Life	Pre-scrutiny
Cabinet	06 June 2022	Energy Rebate Discretionary Scheme	Wendy Fredericks <i>Trudi Grant</i> <i>Benefits Manager</i>		
Council Council	06 June 2022	Local Assistance Scheme	Wendy Fredericks <i>Trudi Grant</i> <i>Benefits Manager</i>		



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 03 May to 30 June 2022

Cabinet	06 June 2022	North Norfolk Sustainable Communities Fund Annual Review	Virginia Gay Sonia Shuter Early Help & Prevention Manager	Quality of Life	
Cabinet	06 Jun 2022 15 Jun 2022 22 Jun 2022	Out-turn report 2021/2022	Eric Seward Duncan Ellis Head of Finance & Assets	Financial Sustainability	
Cabinet	06 Jun 2022 15 Jun 2022 22 Jun 2022	Treasury Management Annual Report 2021/2022	Eric Seward Lucy Hume Chief Technical Accountant	Financial Sustainability	
Cabinet	06 Jun 2022 15 Jun 2022 22 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)

Agenda Item 16

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	Meeting held 05.04.22	
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	Completed at April 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	
06.04.22	DFC to update on implementation of the new collections TOM at July O&S meeting.	Steve Hems	Added to Work Programme	
06.04.22	Review implementation of new collections target operating model at October O&S meeting	Steve Hems	Added to Work Programme	
06.04.22				

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OVERVIEW & SCRUTINY OUTCOMES & ACTION LIST - APRIL 2022

REPORT, RECOMMENDATIONS & ACTIONS	ACTION BY	DATE
<p><u>10. WASTE CONTRACT: SERCO BRIEFING - TARGET OPERATING MODEL UPDATE</u></p> <p>RESOLVED</p> <p>1. To note the briefing.</p> <p>ACTIONS</p> <p>1. Director for Communities to provide update on implementation of the new collections target operating model at July O&S meeting.</p> <p>2. Review implementation of new collections target operating model at October O&S meeting.</p>	<p>O&S Committee</p> <p>DFC</p> <p>DFC</p>	<p>April 2022</p> <p>July 2022</p> <p>October 2022</p>
<p><u>5. ITEMS OF URGENT BUSINESS - PLANNING SURVEY QUESTIONNAIRE</u></p> <p>RESOLVED</p> <p>1. To support launch of Planning survey questionnaire, subject to amendment of question F to seek responses on applications with decision date extensions and arrange further surveys/information gathering to cover customer experience of Town/Parish Councils and residents, including consideration of pre-application and the Council's planning public access website experience.</p>	<p>DFPCC</p>	<p>April 2022</p>
<p><u>11. NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROJECT UPDATE: APRIL 2022</u></p> <p>RESOLVED</p> <p>1. To note the update.</p>	<p>O&S Committee</p>	<p>April 2022</p>
<p><u>13. SCOPING REPORT: COUNCILLOR CALL FOR ACTION – IMPACT OF SECOND HOMES AND HOLIDAY LETS</u></p> <p>RESOLVED</p> <p>1. To approve the scoping report and associated questions in appendix 1 to allow officers to commence the investigation.</p>	<p>O&S Committee /Scrutiny Officer</p>	<p>April 2022</p>

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