

OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 20 July 2022 in the Council Chamber - Council Offices at 9.30 am

Committee Members Present:	Mr N Dixon (Chairman)	Mr H Blathwayt
	Mr P Heinrich Mr N Housden Mr C Cushing	Dr V Holliday Mr A Varley
Other Members Present:	Mr A Brown (Observer) Mrs W Fredericks (Observer) Mr J Rest (Observer)	Ms V Gay (Observer) Mr E Seward (Observer)
Officers in Attendance:	Democratic Services and Governance Officer - Scrutiny (DSGOS), Planning Policy Manager (PPM), Housing Strategy and Delivery Manager (HSDMND), Housing Strategy and Delivery Manager (HSDMGC), Assistant Director for Finance, Assets, Legal & Monitoring Officer (MO) and Corporate Business Manager (CBM)	
Also in attendance:	Chief Operating Officer EEAST (COO) and Associate Director of Urgent & Emergency Care NHS Norfolk & Waveney ICB (ADUE)	

17 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies were received from Cllr L Withington, Cllr E Spagnola, Cllr S Penfold and Cllr P Fisher.

18 SUBSTITUTES

None.

19 PUBLIC QUESTIONS & STATEMENTS

The DSGOS noted that whilst the Committee had not been contacted directly, the Council Leader had received a letter regarding the CCfA Second Homes and Holiday Lets report, which could be shared if necessary.

20 MINUTES

Minutes of the meeting held on 15th June 2022 were approved as a correct record and signed by the Chairman.

21 ITEMS OF URGENT BUSINESS

None received.

22 DECLARATIONS OF INTEREST

Cllr V Holliday declared a pecuniary interest in relation to item 11 as she owned a holiday let, and stated that she would leave the room during discussion of the report.

23 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

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

None received.

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

None to report.

26 AMBULANCE RESPONSE TIMES MONITORING: ICB (FORMER CCG) & EEAST

Marcus Bailey – Chief Operating Officer EEAST (COO) and Ross Collett - Associate Director of Urgent & Emergency Care NHS Norfolk & Waveney ICB (ADUE) attended the meeting remotely to brief the Committee.

The COO began by noting that response times were a known concern, particularly in areas such as North Norfolk, and confirmed that as a result Rapid Response Vehicles (RRVs) would remain in place for the remainder of the financial year, in addition to training over 100 new emergency call handlers. The ADUE stated commissioning arrangements with the ambulance service would be rolled over without change, though contract negotiations for 2023 were due to begin in Q3. He added that this allowed services to remain in place, whilst providing additional funding to help address service delays. It was noted that urgent care stacks had also been reviewed to consider what more could be done to respond differently, in ways that may not require an ambulance, thus reducing wait times for those in life threatening situations.

Questions and Discussion

- i. Cllr N Housden referred to a press report about EEAST not having a comprehensive record of defibrillators across the region, and asked how long it would take to complete the registration process. The COO replied that the National Defibrillator Project was ongoing with the first wave of registrations complete, and an overall aim to have records complete by the end of October. Cllr N Housden noted that he understood there was also a shortage of defibrillator batteries, and asked whether this was being addressed. The COO replied that batteries had now begun to be received with over 100 distributed to local communities.
- ii. Cllr V Holliday asked if there had been a decrease in ambulance dispatches from the Multidisciplinary Team approach, to which the ADUE replied that 48% percent of calls reviewed had been pulled away from the Ambulance Service, and evaluation data could be shared with the Committee once available.
- iii. The ADUE stated that there was a direct correlation between ambulance response times and delays at hospitals, and concerted efforts were being made across services to address this, such as introducing Acute Hospital Liaison Officers at all Norfolk hospitals. He added that category 2 rapid release trials, which allowed for the rapid release of ambulance crews to

respond to C2 calls had been successfully utilised at the NNUH, in a similar way to the C1 drop and go process. It was noted that cohorting areas had also been established to allow patients to be safely looked after whilst allowing faster release of ambulance crews.

- iv. Cllr V Holliday stated that the NNUH had the longest ambulance wait times in the region with the QEUH in fourth, which had a significant impact on ambulance response times. She added that postcode data from earlier in the year for NR23 C1 calls showed mean response times of up to 35 minutes and 23 minutes for NR24, and asked officers for comment. The ADUE replied that none of the delays were acceptable, and patient safety remained the principal concern with all efforts being made to improve response times. He added that staffing shortages were a contributing factor, with the impact of Covid both limiting the number of staff available to work, and causing more long term issues such as staff burnout. The COO stated that response times would require a combination of actions to improve, as data showed that C2 patients were at the highest risk due to the volume of calls compared with C1 calls, accounting for approximately 75% of combined ambulance activity. He added that further measures to address the risk of harm to patients included installation of community defibrillators, enhancing cooperation with the fire and rescue services, supporting Community First Responders (CFRs) with fuel costs, and introducing a volunteer staff responder pilot scheme. It was suggested that reducing the job cycle time, from call to hand over of a patient by reducing the number of patients transported to A&E, with more local support offered would also help to improve response times.
- v. Cllr N Housden stated that strategic long-term plans should to take into account the impact of Covid to ensure that adequate staffing arrangements remained in place. He added that volunteers were too often called upon and greater efforts were required to address major strategic issues. The COO replied that whilst many of the test to change actions were having an impact and helping evolve the service, urgent and emergency care remained crucial, and this required adequate staffing with national strategies in place to help address this. He added that the skillset, diversification, and progression opportunities were crucial to improve and retain the existing workforce. It was noted that digitalisation would also have an impact on services, with the potential for new triage software to help the service adapt to new challenges. The COO stated that further options would be explored including increased use of private ambulances, and increased use of agency staff to plug gaps in the short-term. He added that a small scale trial in Cromer granted digital access to patient records and had reduced conveyance to hospitals by between 3-5%, which equated to 30-60 minutes for every patient. The ADUE stated that the strategic approach would also look at public health data to consider how people could be kept healthier for longer, to reduce the level of need placed on the urgent and emergency care system. He added that waiting lists also had to be reduced as quickly as possible, as it was common for these individuals to require urgent and emergency care.
- vi. The Chairman referred to meeting the needs of individuals and asked if the ICB and EEAST were conscious of meeting and managing the expectations of the public. The ADUE acknowledged that services had not always done well at meeting public expectations and communication needed to improve to address this. He added that staff were under significant pressure from increased demand, and this needed to be communicated more effectively.

- vii. Cllr W Fredericks stated that Mundesley had two excellent CFRs and suggested that whilst fuel subsidies were appreciated, they needed retained payments similar to the Fire Service, as this would help the recruitment and retention of staff. The COO replied that the use of CFRs was helpful, but there were risks with becoming too reliant and support had to be offered incrementally. He added that he was keen to support the service and recognised its value, but noted that there had to be a balance between the support that could be offered and funding for paid staff. It was noted that several charity funds had been used to support volunteers, and further cooperation between charities and the NHS could be utilised again in the future.
- viii. The Chairman referred to delays moving patients from hospitals into long-term care, and asked whether any measures were being taken to address this. The ADUE replied that whilst this was a known issue, it was difficult to summarise its impact. He added that there was focus on returning patients home once safe to do so, with additional support offered for domiciliary care. The Chairman said that it would be helpful to see the ICS's strategic plan to tackle the issue.
- ix. Cllr N Housden referred to an age profile included in the agenda, and noted that the District's demographic was over twice the national average of residents aged 65 and over, and asked what plans were in place to account for this. The ADUE replied that the demographics were a known issue, and were taken into consideration during the planning process, alongside public health data and measures such as deprivation. He added that it was useful to understand the difference between urgent and emergency care, with over 80% of urgent care being managed in primary care. It was noted that frailty was not directly related to age and could be reversed, and focus was therefore placed on prevention.
- x. The Chairman asked if there was anything the Council or Councillors could do to support the health and emergency services. He added that recruiting CFRs for instance, was something that may be possible to support at parish level. The ADUE replied that support for summer plans at parish level, and communication of messages at parish and district level would be helpful. He added that at a strategic level the importance of ICB place boards would be crucial as a local forum to engage with issues such as demographic data and the local footprint of services. The COO stated that promoting public health remained a key message that the health services would appreciate being shared across the District. He added that signposting residents to a range of recruitment opportunities such as CFR and paid positions would also be helpful.
- xi. Cllr V Holliday stated that whilst the North Norfolk Ambulance Response Monitoring Group had seen reasonable success in its initiatives, these could be expanded, in addition to support that could be provided to patients leaving hospitals by their communities.

RESOLVED

1. To note the discussion

ACTIONS

1. **ICB to share evaluation data of Multidisciplinary Teams reducing the number of Ambulance Service requests once available.**
2. **ICB to share plans for reducing delays in transferring patients from hospitals to long-term care.**
3. **Consideration to be given as to how NNDC may help to promote key health related messages at Town and Parish level to support ICB and EEAST.**

27 CCFA: IMPACT OF SECOND HOMES AND HOLIDAY LETS DATA REPORT

Cllr J Toye introduced the report and thanked officers for their work preparing the report. He added that Members must be careful not to make decisions with unintended consequences, and referred to issues caused by restrictions placed on new homes in St. Ives. It was noted that many concerns around second and holiday homes related to the limited supply of affordable housing available for residents, though data did not appear to fully support this hypothesis. Cllr J Toye stated that in Wells, higher prices paid for homes significantly increased the viability and number of new affordable homes built. He added that recent studies in Wales had shown that restricted occupancy of new build homes attracted more retirees, which placed greater strain on resources and public services. It was stated that no objective evidence was found to suggest that the loss of local services had been caused by second and holiday homes, as this was a national trend. Cllr J Toye stated that meeting the demand for affordable housing across the Country would require significant changes in Government Policy with 2021 data showing 4250 socially rented homes built nationally, against a waiting list of 1.6m. He added that the private rental market was also in decline with a fifty percent reduction in availability and increasing average rents of approximately £1200. It was stated that whilst fixing these problems would require major changes to the housing system, the narrative on second homes and holiday lets needed to change to recognise the benefits they could bring with the right controls. Cllr J Toye noted that the Government were in the process of considering new controls, and these were represented within the recommendations of the report.

Questions and Discussion

- i. Cllr H Blathwayt asked whether there was any way of recording section 21 notices in the District so that Members could understand how many tenants had been evicted to free up properties for short-term lets. The HSDMND replied that she would seek to provide this information in a written reply, though the Council did hold data on the number of households presenting as homeless as a result of section 21 notices, but it was not known whether this was for short-term letting. She added that evictions could be the result of a number of factors including the state of the housing market, changes to the tax system, or rent arrears built-up throughout the Pandemic, though 2021 Census data would clarify this. Cllr J Toye stated that approximately 80% of privately rented accommodation was being sold, rather than converted to short-term lets.
- ii. Cllr C Cushing thanked officers for the report and suggested that credit was due to the Government for proposing legislation to help tackle the issue, though he accepted that serious consideration needed to be given to the impact of any Policy changes. He added that it would be helpful to see second and holiday homes split into Council Tax categories. The HSDMND replied that it would be possible to provide this information for second homes,

but holiday homes may not be possible.

- iii. Cllr N Housden stated that in popular coastal areas second and holiday homes did appear to bring tourism and related economic benefits, however inland areas such as West Raynham had seen local services decimated as a result of the loss of communities caused by an influx of second homes. He asked whether there was anything that could be done to further support these isolated residual communities. The Chairman suggested that it was likely that more work was required to understand how these inland communities could be helped, and asked what Councillors hoped to achieve with the CCfA. Cllr J Toye replied that the purpose of the report was to determine the reality of the situation caused by second homes and holiday lets, and stated that evidence had shown that they did not destroy communities and close services, as this happened universally. He added that in some cases they provided economic benefits, and in a controlled way, second homes and holiday lets could provide benefits to communities, and this was why the recommendations had been included for consideration.
- iv. Cllr W Fredericks referred to the need for affordable housing and stated that the Council would need land and funding to deliver more homes, and stated that this support would need to come from Central Government.
- v. Cllr N Housden stated that in his personal experience second home owners did not put money back into local communities, and suggested that tackling issues with affordable housing, the private rented sector, second homes and geography, would require focused efforts in specific areas. The Chairman suggested that Town and Parish Councils may be able to offer input, as all areas would be impacted differently. Cllr J Toye replied that Members had been given an opportunity to raise local issues, but many had not chosen to do so. It was noted that Members could approach their Parish and Town Councils for comment.
- vi. Cllr E Seward stated that whilst second homes were not an issue in North Walsham, it may be helpful for the report to be considered by the Town and Parish Council Forum. He added that he was aware of coastal communities where homes were being bought by retirees, which meant primary schools struggled to maintain minimum student numbers, though second homes and holiday lets did in some cases help to support local businesses such as pubs, restaurants and shops. Cllr E Seward stated that Blakeney had come to mind when reading the report, as he was aware of residents being priced out of the local housing market. He referred to the recommendations and stated that all efforts should be made to ensure that any increase in Council Tax be retained by the District and ringfenced, to be used to buy land for affordable housing. Cllr E Seward referred to the recommendation requiring planning permission for change of use, and stated that whilst he was in favour of registering these properties, he was unsure of its impact. The PPM replied that there were currently no mechanisms in place to control change of use, and suggested that supporting its introduction would enable a mechanism of control that could vary across the District, subject to planning policies set by the Council. He added that at the very least, it would provide an option for the Council.
- vii. Cllr H Blathwayt stated that he had sought Parish Council input and been provided with anecdotal evidence that did not align with the findings of the report. He added that in Sea Palling, the demographic had purportedly fallen,

which was suggested to be the result of increased holiday home ownership. It was noted that in Potter Heigham, there appeared to be many holiday lets used as primary residences, and asked how could this be better policed to ensure that business rates were properly applied.

- viii. Cllr P Heinrich stated that some issues may require further exploration, such as the impact of an ageing population, the loss of young skilled workers, and finally a greater demand for social care with existing staff shortages.
- ix. Cllr N Housden suggested that there was a disconnect with Parish Councils, as they felt powerless to act against the impact of second homes and holiday lets. He added that he was also supportive of retaining any increased Council Tax and using planning policies to limit the number of second homes in specific areas.
- x. Cllr A Brown stated that some issues had not been considered, such as the one million planning permissions granted in the UK that had not been built, some of which could be in North Norfolk and would provide fluidity in the housing market. He added that the proposal to increase Council Tax on second homes and holiday lets would not work without a registration system in place, and whilst he was supportive of greater retention for the District, the increase shouldn't be limited to doubling the charge. It was suggested that planning controls within the Local Plan would also be helpful for limiting numbers in specific communities.
- xi. Cllr J Toye stated that restrictions alone would not solve the issues raised in the report, and more affordable homes were needed in the District.
- xii. The PPM referenced a letter from a second home owner that had been received, and suggested that it was right to acknowledge the message that noted the positive impact of second homes.
- xiii. The DSGOS noted that a briefing had been offered from a Professor referenced in the report, with Members supportive of the proposal.
- xiv. It was proposed by Cllr N Housden and seconded by Cllr H Blathwayt that the recommendations be approved, subject to the inclusion of an additional recommendation to consider consultation with Parish and Town Councils.

RESOLVED

- 1. It is recommended that Members note the data provided in the report and consider the merit of draft policies relating to Council Tax and Planning restrictions, alongside the resources required to implement such policies.**
- 2. To recommend to Cabinet that NNDC supports the draft provisions of the Regeneration and Levelling Up Bill which would enable the doubling of Council Tax on second homes, alongside the Council making representations to Government seeking further legislative changes to enable the retention of increased tax revenue collected by 2nd tier authorities (District Councils).**
- 3. To recommend to Cabinet that NNDC supports the extension of planning controls proposed in the draft provisions of the Regeneration and Levelling Up Bill, alongside the Council making representations to**

Government seeking further changes to request that all second and holiday homes require planning permission.

- 4. To recommend to Cabinet that NNDC responds positively to a call for evidence on the registration of tourist accommodation.**
- 5. If Cabinet are not satisfied that the data provided in the report provides the necessary information required to support mitigation measures, it is recommended that consideration is given to what further investigation is required, and the resources necessary to undertake such investigations.**
- 6. To recommend to Cabinet that consideration is given to consulting Parish and Town Councils on the impact of second homes and holiday lets, and take account of any proposed mitigation.**

ACTIONS

- 1. Housing Strategy & Delivery Manager to provide written reply on the number of tenants evicted to create short-term lets.**
- 2. Housing Strategy & Delivery Manager to provide data on registered second home Council Tax bands.**
- 3. Scrutiny Officer to arrange Member Briefing on impact of second homes with Prof. C Hilber**

28 EQL SCRUTINY PANEL: PUBLIC CONVENIENCES REVIEW & RECOMMENDATIONS REPORT

Cllr H Blathwayt introduced the report and thanked officers and panel members for their work in developing the recommendations as the culmination of six-months work.

Questions and Discussion

- i. The Chairman noted that there were fourteen recommendations and asked whether there was any opportunity to conjoin or prioritise them. Cllr H Blathwayt replied that the fourteenth recommendation was the most urgent for responding to the growing demand of campervan waste. He added that many water recycling centres were not able to take this form of waste, and specialist processing was required. It was noted that the Chief Executive was aware of the situation and its urgency. On the remaining recommendations, Cllr H Blathwayt stated that these related to each section of the review and had to be taken as a whole.
 - ii. Cllr P Heinrich referred to recommendation fourteen on campervan waste disposal and noted that as a caravan user, he was always conscious of disposing of the waste properly, though many did not. He added that wild camping was illegal in England, so caravan and campervan owners should be disposing of their waste at the facilities provided on campsites. It was noted that whilst wild camping was permitted in Scotland, waste disposal facilities were provided, and this model could be considered. Cllr P Heinrich stated that there was no excuse for improper emptying of waste, and more vigilant policing may be required. Cllr H Blathwayt noted that the Broads had waste disposal facilities available for a small fee. Cllr V Holliday noted that

she had worked with a coastal group on addressing this issue, however the illegality of wild camping had limited progress. She added that despite this many people were still wild camping and dumping waste into roadside ditches, causing significant harm to the environment, and she was therefore supportive of Cllr Heinrich's suggestions to more vigilantly police wild camping.

- iii. Cllr E Seward noted that a budget had been agreed for the review process and sought clarification on whether this had been spent. The DSGOS replied that the £30k budget remained in place to fund any external audit work, though a procurement exercise would need to take place if it met the relevant threshold. Cllr H Blathwayt noted that cost-benefit analysis had also been requested of any future cubicle-based designs. In response to a question from the Chairman, Cllr E Seward replied that prioritising the recommendations would be helpful, and noted that if the budget had been approved for the external audit, then the Panel should proceed as planned. The DSGOS noted that prioritisation of recommendations could be undertaken via email to avoid the need for a further meeting. He added that assurances would need to be sought that the £30k funding for an external audit had been approved, prior to proceeding with procurement. It was noted that the Estates Team had previously utilised external providers for similar work, and could be used again subject to procurement.
- iv. Cllr V Holliday asked whether a Cabinet decision would be required before the Council could act upon the campervan waste disposal recommendation, or whether this could be treated more urgently. The DSGOS replied that investigations had begun as part of the Levelling-Up bid, and if approved by Cabinet this would add weight to any actions. Cllr W Fredericks asked whether it was possible to begin work on the waste disposal issue as soon as possible. It was noted that following approval, it may take time to install waste disposal sites, unless temporary or mobile solutions were available. Cllr V Holliday cautioned that without the Levelling-Up bid, funding for the waste disposals may not be available, and asked whether further enquiries could be made to allow use of commercial waste facilities for a small fee to non-residents.
- v. Cllr H Blathwayt referred to correspondence received from the Chief Executive relating to the disposal of campervan waste, which stressed the illegality of wild camping and the potential associated costs of installing these facilities. He added that there was an active campaign in support of wild camping, for a nominal fee paid to the Council, though this would challenge existing policies related to travellers. Cllr H Blathwayt stated that as a result, the urgency of recommendation fourteen should be made clear. The DSGOS noted that from a governance perspective, clarification would be required on whether officers or the relevant Portfolio Holder could act upon the recommendation without prior Cabinet approval.
- vi. Cllr V Holliday stated that recommendation fourteen referred to long-term solutions and suggested that an additional urgent recommendation may be required to seek more immediate short-term solutions. It was suggested that this may require action in advance of Cabinet, to be taken by the relevant Director and Portfolio Holder, subject to the necessary governance procedures. The DSGOS suggested possible wording for the recommendation to include all options for campervan waste disposal including commercially available and/or portable systems be considered by

the Environment Portfolio Holder and relevant Director for urgent implementation to mitigate the impact on public conveniences during the summer season.

- vii. The recommendations and additional urgent recommendation were proposed by Cllr A Varley and seconded by Cllr V Holliday.

RESOLVED

Urgent recommendations:

1. To recommend that all options for campervan waste disposal such as those commercially available and/or portable disposal systems are considered by the Environment Portfolio Holder and relevant Director for urgent implementation in appropriate areas to mitigate the impact of this waste on existing public conveniences during the summer season.
2. To recommend investigation of the potential for installation of campervan waste disposal facilities at existing suitable public convenience sites and County run public recycling centres, with appropriate local advertising, if such facilities are seen as consistent with current laws covering 'Wild Camping' and NNDC environmental policies and considered effective in solving current fly-tipping problems.

High priority recommendations:

3. To recommend that an external audit of the Council's public conveniences is undertaken to review factors including: lighting, signage, cleanliness, site position, energy efficiency etc.
4. To recommend that a review of the outcomes of the external audit alongside current structural surveys is undertaken during winter 2022-23 to develop an action plan for the facilities in 2023-24 and annually thereafter, actioned by Property Services, Estates and the Environmental Health (Cleansing).
5. To recommend that a cleansing 'standard' is established, embedded and reported on to ensure cross facility standards are maintained across the District.
6. To recommend that consideration be given to extend and enable out of hours accessibility of disabled toilets in major tourism locations, through security improvements.
7. To recommended that a standard design 'type' be adopted that is flexible enough to fit most locations where new build may be an option. The use of single self-contained WC cubicles would eliminate wasted lobby areas, address equality and diversity needs and allow partial closures during quieter months or maintenance works.

Normal priority recommendations:

8. To recommend that a simple customer feedback system is created and promoted to obtain and maintain ongoing feedback to support and evidence need for future changes or address any issues.

9. To recommend that the Strategy is reviewed and updated at least every 4 years, and that an annual review of the service provision and customer feedback is undertaken by Property Services and cleansing providers, and considered by the Overview & Scrutiny Committee or Scrutiny Panel.
10. To recommend that the decision making matrix be used and refined to determine future need.
11. To recommend that location suitability be assessed as part of the PC external audit/review.
12. To recommend that design and cost-benefit analysis of self-contained cubicle facilities are undertaken for all new public conveniences or major refurbishments (where possible) to offer single sex and gender neutral facilities in line with current legislation.
13. To recommend that all opportunities are regularly explored to improve the financial sustainability and continuation of public conveniences across the District such as service costs and maintenance, to include new technology, advertisement and commercial opportunities.
14. To recommended that when a new build or major refurbishment is required that the decision matrix is used to determine if the facility is of an appropriate size (ie numbers of cubicles) and in a desirable location (see audit/review results).
15. To recommended that any major refurbishments or new builds include costings for green/renewable technology to reduce environmental impact (energy efficiency, water use, carbon reduction) and cost efficiencies so that Members can select the most appropriate course of action for each location.

29 WASTE CONTRACT: NEW TARGET OPERATING MODEL - VERBAL UPDATE

The DSGOS read out an update on behalf of the Director for Communities:

'We continue to work with Serco over the implementation of the Target Operating Model (TOM).

The fuel tank at the Aylsham Depot is now fully operational.

The recent focus has been on the delivery of the collections TOM which sees the reorganisation of the rounds and routes to be more effective and efficient.

Serco have shared the draft collection rounds with Officers and we have provided back some challenges and suggestions, which they are currently investigating. The new collection rounds will come into effect on Monday 5th September 2022.

There will be changes to collection times or day for around 90% of households across the district. Serco are working up the Communications to residents including the collection calendars and will work closely with our own Communications Team in the run up to the change to promote the change.

Members will be provided with a briefing by Serco in due course.

During the recent hot weather we agreed with Serco early start times so that crews could get collections done before the temperatures increased too much. Despite this some disruption to collections have occurred mainly due to issues with vehicles suffering heat related problems and staff who succumbed to the heat. All Serco staff have done an amazing job in the circumstances and I would wish to extend my thanks to them all.

I am happy to respond to any questions in writing should there be any.'

Questions and Discussion

- i. Cllr H Blathwayt asked whether the DFC was satisfied with the level of service from Serco, given the piles of refuse that had not been collected in areas such as the ramp at Sea Palling, and suggested that an urgent review of the service was required in this area. It was noted that a written response would be requested.
- ii. Cllr V Holliday noted that there were issues with the opening and closing of the Weybourne Portaloo toilet, and suggested that this should be reviewed.

RESOLVED

To note the update.

30 THE CABINET WORK PROGRAMME

- i. The DSGOS noted that finance reports were expected at the September meeting, in addition to a substantial list of recommendations from the Overview & Scrutiny Committee's July meeting.
- ii. Cllr E Seward stated that he had been assured that the Outturn report and Q1 Budget Monitoring report would be ready for the September meeting, with draft reports expected in mid-August.

RESOLVED

To note the update.

31 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

The DSGOS informed Members that if financial reports were ready for September, it was likely that the meeting would have a very full agenda, with performance and benchmarking reports expected, alongside the Planning Service Improvement Plan, an NWHAZ update and possible Reef Leisure Project Review.

RESOLVED

To note the update.

32 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 12.21 pm.

Chairman