

# Overview & Scrutiny Committee



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Tuesday, 13 September 2022

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 28 September 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](mailto: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 P Fisher and Mrs S Bütikofer

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  
**Tel** 01263 513811 **Fax** 01263 515042 **Minicom** 01263 516005  
**Email** [districtcouncil@north-norfolk.gov.uk](mailto:districtcouncil@north-norfolk.gov.uk) **Web site** [www.north-norfolk.gov.uk](http://www.north-norfolk.gov.uk)

## 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 - 14

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 20<sup>th</sup> July 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**

15 - 20

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:

At the meeting held on 6<sup>th</sup> September 2022 Cabinet:

**Councillor Call for Action on the Impact of Second Homes and Holiday Lets:**

- Deferred all recommendations to the October meeting.

**Public Convenience Scrutiny Panel Recommendations:**

- Urgent recommendations 1 and 2 accepted subject to further work, investigations and consultation on the impacts of wild camping, used to inform any potential future actions.
- Recommendation 3 to undertake an independent audit not accepted.
- Recommendations 4 - 15 accepted, subject to the Scrutiny Panel meeting with the Property Services, Environmental Health and Estates Team officers responsible for implementing the recommendations to provide additional context and explanation.

## 10. PLANNING SERVICE IMPROVEMENT PLAN

21 - 36

**Summary:** This report sets out the proposed Strategy for addressing identified issues of planning performance to improve the overall customer experience.

**Options considered:** Options considered within this report are as follows:

1. Support the Planning Service Improvement Plan, namely the Strategy and production of a draft Action Plan.
2. Do not support the Planning Service Improvement Plan – The Committee considers that no further work is necessary in relation to development management performance.
3. To recommend that the Strategy is not sufficient in meeting the identified aims. This could risk not achieving the necessary aims and delayed progress

**Conclusions:** It is recommended that Overview & Scrutiny Committee supports the Planning Service Improvement Plan.

**Recommendations:** **That the Overview and Scrutiny Committee supports the Planning Service Improvement Plan, namely the Strategy and production of a draft Action Plan.**

**Reasons for Recommendations:** To ensure that an appropriate Strategy and Action Plan is in place necessary to provide solutions to the identified service level issues.

### **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)*

None

Cabinet Member(s): Ward(s) affected: All  
Cllr Andrew Brown,

Contact Officer, telephone number and email: Martyn Fulcher, 01236 516244 [martyn.fulcher@north-norfolk.gov.uk](mailto:martyn.fulcher@north-norfolk.gov.uk)

## 11. NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE - PROJECT UPDATE 37 - 66

To receive and note the update.

- Summary:** This report presents the provisional outturn position for the 2021/22 financial year which shows a General Fund underspend of £615,740. It also provides an update in relation to the Council's capital programme. Details are included within the report of the more significant year-end variances compared to the current budget for 2021/22. The report also makes recommendations for contributions to reserves.
- Options considered:** The report provides a final budget monitoring position for the 2021/22 financial year. The report makes recommendations that provide funding for ongoing commitments and future projects.
- Conclusions:** The revenue outturn position as of 31 March 2022 shows an overall underspend of £615,740. The final position allows for £409,855 from budget and grant underspends to be rolled forward within Earmarked Reserves to fund ongoing and identified commitments for which no budget has been allocated in 2022/23. The position as reported will be used to inform the production of the statutory accounts which will then be subject to audit by the Council's external auditors.
- Recommendations:** Members are asked to consider the report and recommend the following to Full Council:
- a) The provisional outturn position for the General Fund revenue account for 2021/22;
  - b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2022/23 budget;
  - c) Allocate the surplus of £615,740 to the General Reserve;
  - d) The financing of the 2021/22 capital programme as detailed within the report and at Appendix D;
  - e) The balance on the General Reserve of £2.33 million;
  - f) The updated capital programme for 2022/23 to 2025/26 and scheme financing as outlined within the report and detailed at Appendix E;
  - g) The roll-forward requests as outline in Appendix G are approved.
- Reasons for Recommendations:** To approve the outturn position on the revenue and capital accounts used to produce the

statutory accounts for 2021/22.

**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)*

<i>Budget Monitoring Reports, NNDR returns</i>	
Cabinet Member(s) Cllr Eric Seward	Ward(s) affected All
Contact Officer, telephone number and email: Alison Cubbock, <a href="mailto:Alison.Chubbock@north-norfolk.gov.uk">Alison.Chubbock@north-norfolk.gov.uk</a>	

**13. TREASURY MANAGEMENT ANNUAL REPORT 2021/22**

115 - 128

- Summary:** This report sets out the Treasury Management activities actually undertaken during 2021/22 compared with the Treasury Management Strategy for the year.
- Options considered:** This report must be prepared to ensure the Council complies with the CIPFA Treasury Management and Prudential Codes.
- Conclusions:** Treasury activities for the year have been carried out in accordance with the CIPFA Code and the Council's Treasury Strategy.
- Recommendations:** **That Council be asked to resolve that the Treasury Management Annual Report for 2021/22 is approved.**
- Reasons for Recommendations:** Approval by Council demonstrates compliance with the CIPFA Codes.

**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) Cllr Eric Seward	Ward(s) affected
Contact Officer, telephone number and email: Alison Chubbock, 07967 325037, <a href="mailto:alison.chubbock@north-norfolk.gov.uk">alison.chubbock@north-norfolk.gov.uk</a>	

**14. DEBT RECOVERY REPORT 2021/22**

129 - 160

**Summary:** This is an annual report detailing the council's collection performance and debt management arrangements for 2021/22

The report includes a:

- A summary of debts written off in each debt area showing the reasons for write-off and values.
- Collection performance for Council Tax and Non- Domestic Rates.
- Level of arrears outstanding
- Level of provision for bad and doubtful debts

**Recommendations:** 1. **To approve the annual report giving details of the Council's write-offs in accordance with the Council's Debt Write-Off Policy and performance in relation to revenues collection.**

Cabinet member(s): Eric Seaward

Wards: All

Contact Officer, telephone number, and e-mail: Sean Knight 01263 516347  
[Sean.Knight@north-norfolk.gov.uk](mailto:Sean.Knight@north-norfolk.gov.uk)

15. **BUDGET MONITORING 2022/23 - PERIOD 4**

161 - 186

**Summary:** This report summarises the budget monitoring position for the revenue account, capital programme and reserves statement to the end of July 2022

**Options considered:** Not applicable

**Conclusions:** The overall position at the end of July 2022 shows a £4,149,811 underspend for the current financial year on the revenue account, this is however currently expected to deliver a full year underspend of £472,234 (but these may be impacted by in year cost pressures as shown in paragraph 2.4).

**Recommendations:** **It is recommended that Cabinet:**

1) **Note the contents of the report and the current budget monitoring position.**

2) **That £30,000 is released from the Asset Management reserve for health and safety works at Mundesley Road Car Park, North Walsham.**

**Reasons for Recommendations:**

To update Members on the current budget monitoring position for the Council.

**LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW**

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System Budget monitoring reports

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Cabinet Member(s) Cllr Ward(s) affected All  
Eric Seward

16. **PRE-SCRUTINY - PERFORMANCE MANAGEMENT FRAMEWORK**

187 - 218

**Summary:** To present to Overview and Scrutiny the outcome of the Performance Management Framework Project. That is a new Performance Management Framework for pre-Scrutiny.

**Options considered:**

1. Continue with the current performance management framework.
2. Withdraw the current framework and not replace it.
3. Produce a new Performance Management Framework.

**Conclusions:** The attached Performance Management Framework, Appendix X, meets the needs of the Council and provides a framework that is fit for purpose.

**Recommendations:** **Overview and Scrutiny Committee is requested to review the revised Performance Management Framework and make recommendations for amendment to Cabinet.**

**Reasons for Recommendations:** To ensure the Council has a Performance Management Framework that is fit for purpose.

**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) Cllr T Adams	Ward(s) affected All
Contact Officer, telephone number and email: Helen Thomas, <a href="mailto:Helen.thomas@north-norfolk.gov.uk">Helen.thomas@north-norfolk.gov.uk</a>	

**Summary:** The revised Managing Performance Report attached, as Appendix A, enables the Council to assess delivery against objectives detailed in the Corporate Plan Delivery Plan 2019-2023 and operational service performance. It gives an overview of progress towards achieving the objectives in the Corporate Plan, assesses the achievements and issues identified in the first quarter of 2022/23, and the actions being taken to address these issues and proposes any further action needed.

**Options considered:** Options considering action regarding performance are presented separately, issue by issue, to the appropriate Council Committee where committee approval is required.

**Conclusions:** Good progress has been made over the first quarter of 2022/23 in areas of core service delivery and in respect of key Corporate Plan projects and objectives as detailed in the report.

This has been achieved despite additional unanticipated demands being placed on the authority with respect to directing resources in the People's Services teams to support the Council's response to the Ukrainian crisis and the payment of the £150 Energy Rebate scheme administered by the Revenues and IT teams.

**Recommendations:** **That Cabinet resolves to note this report and endorses the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.**

**That Cabinet asks for further information or action where they consider it necessary regarding performance as outlined in Appendix A.**

**Reasons for Recommendations:** To ensure the objectives of the Council are achieved.

#### **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 Tim Adams	All

Contact Officer: Steve Blatch, Chief Executive Email:- [steve.blatch@north-norfolk.gov.uk](mailto:steve.blatch@north-norfolk.gov.uk) Tel:- 01263 516232

## 18. NNDC PERFORMANCE BENCHMARKING

261 - 316

**Summary:** To provide Overview & Scrutiny Committee with benchmarking information so that they are in a position to make recommendations to Cabinet for action based on evidence to improve performance.

**Conclusions:** Using the benchmarking information comparing NNDC performance to our CIPFA nearest neighbours will provide a valuable insight into the Council's performance in the context of the performance of similar local authorities.

**Recommendations:**

1. **Receive and note the benchmarking information.**
2. **Make recommendations to Cabinet to investigate specific levels of performance and/ or to take action.**

**Reasons for Recommendations:** Reviewing benchmarking data in this way will ensure the Council maintains acceptable levels of performance across the services delivered by the Council.

### 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): Cllr T Adams	Ward(s) affected: All
Contact Officer: Helen Thomas	<a href="mailto:helen.thomas@north-norfolk.gov.uk">helen.thomas@north-norfolk.gov.uk</a>

## WORK PROGRAMMES

### 19. THE CABINET WORK PROGRAMME 317 - 320

To note the upcoming Cabinet Work Programme.

### 20. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE 321 - 332

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.

### 21. 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.”