

Overview & Scrutiny Committee



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Tuesday, 6 December 2022

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 14 December 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 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
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A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. SUBSTITUTES

3. PUBLIC QUESTIONS & STATEMENTS

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

4. MINUTES

1 - 12

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

5. ITEMS OF URGENT BUSINESS

To determine any other items of business which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B(4)(b) of the Local Government Act 1972.

6. DECLARATIONS OF INTEREST

13 - 18

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

7. PETITIONS FROM MEMBERS OF THE PUBLIC

To consider any petitions received from members of the public.

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

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

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

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

10. **CAR PARK INCOME DATA MONITORING - OCTOBER 2021 TO SEPTEMBER 2022**

19 - 26

Summary: This report and Appendix provides members of the Overview and Scrutiny Committee with details of the level of car park income earned by the Council over the last year

Options considered: This report is presented to Members for information and discussion.

Conclusions: Income from the Council's Off-Street parking charges continues to show moderate growth. However the recent growth in costs of repair and maintenance works for the car parks will reduce this growth in real terms.

The recent growth in income is expected to continue. However there are many external factors which are difficult to predict and may increase or reduce the income from car parking.

We need to ensure we continue to invest in maintenance and development of car parks to maximise future revenues.

We need to examine the cost base of the car parking provision to identify efficiencies and improvements in the way car parking is delivered.

Recommendations: **The Overview and Scrutiny Committee is asked to consider the information and data as appropriate to inform preparation of the 2023-24 budget, in relation to the proposal not to change car parking charges in the next financial year (2023-24).**

Reasons for Recommendations: Income from off-street car parking charges allows for the continuing provision, management and improvement of those facilities. This provision of car parking facilities is essential to support residents and the local economy.

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 All
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Contact Officer, telephone number and email:
Sean Kelly; 01263516276; Sean.Kelly@North-Norfolk.gov.uk

11. FEES AND CHARGES 2023-24

27 - 68

Summary: This report recommends the fees and charges for the financial year 2023-24 that will come into effect from 1st April 2023.

Options considered: Alternatives for the individual service fees and charges now being proposed will have been considered as part of the process in arriving at the fees presented within the report.

Conclusions: The fees and charges as recommended have been used to inform the income budgets for the 2023/24 budget.

Recommendations: **That Cabinet agree and recommend to Full Council:** a) The fees and charges from 1 April 2023 as included in Appendix A.
b) That Delegated Authority be given to the Section 151 Officer, in consultation with the Portfolio Holder for Finance and relevant Heads of Service, to agree those fees and charges not included within Appendix A as required as outlined within the report

Reasons for Recommendations: To approve the fees and charges as set out in the report that will have been used to support the 2023/24 budget process.

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)

Current fees and charges

Cabinet Member(s)	Ward(s) affected: All
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Contact Officer, telephone number and email: James Moore, 01263 516430, James.Moore@north-norfolk.gov.uk

12. **TREASURY MANAGEMENT HALF YEAR REPORT**

69 - 84

Summary: This report provides mid year information to Members on treasury activity

Options considered: This report is for information purposes.

Conclusions: This report provides mid year information to Members on treasury activity.

Recommendations: **That Cabinet and Overview & Scrutiny Committee note the information provided on the mid year treasury activity.**

Reasons for Recommendations: To comply with Local government requirements on reporting treasury activity regularly.

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 N/A
Contact Officer, telephone number and email: James Moore, 01263 516430, james.moore@north-norfolk.gov.uk	

13. ANNUAL REVIEW OF BEACH HUTS AND CHALETS 2022

85 - 104

Summary: This report provides an annual review of Beach Hut and Chalets service, for a 12 month period following the previous 2020/21 review.

Options considered: Not applicable.

Conclusions: It has been a challenging period since the 2018 Beach Hut and Chalet review was completed due to the pandemic and various lock downs that initially preventing bookings and then resulted in an increase of staycations and tourism to the area.

The income during this period of review has seen an increase on the previous year, however with the expected economic challenges facing the tourism sector with the cost of living crisis that is likely to see this challenging period continue and could result in less weekly let income over the next review period.

Recommendations: To receive and note the update and consider any necessary recommendations or actions.

Reasons for Recommendations: To maintain effective service provision.

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 Cromer, Mundesley, Overstrand and Sherin
Contact Officer, telephone number and email: Renata Garfoot, Asset Strategy Manager tel: 01263 516086. Email. Renata.Garfoot@north-norfolk.gov.uk	

14. NORTH WALSHAM MARKET PLACE IMPROVEMENT SCHEME

105 - 112

Summary:

The North Walsham High Street Heritage Action Zone (NWHSHAZ) includes measures to enhance the public realm and improve accessibility within North Walsham town centre. This scheme was based on concepts developed in 2018/19 and budget estimates submitted for funding to two separate external funds in 2020. This report seeks additional finance to complete the implementation of the scheme to the standard anticipated.

The scheme is part of a programme of measures that will make very significant improvements to the attractiveness and accessibility of North Walsham town centre and its historic assets, thereby improving town centre vitality and the viability of local businesses. Phase one, the creation of a new amenity garden at the gateway to St Nicholas's Church, is virtually complete and the Market Place/King's Arms St. improvement works are continuing apace, with the programme projecting completion in March 2023. In addition, a new bus interchange has been developed at New Road, which enabled through traffic in the Market Place to be reduced and for congestion and pollution caused by idling busses to be resolved.

The fixed budget for the project (with substantial external funding), in the face of inflationary pressures since the scheme was conceived in 2020, has meant that the scheme has had to be tailored to fit. Further funding is therefore required in order to complete the improvements to the satisfaction of the Council and local stakeholders – in effect achieving more than the current budget allows.

Options considered:

Alternative options would be:

- to complete a reduced scheme within the existing budget – this would not capitalise fully on the opportunity that exists to transform the town centre;
- to implement the project within the existing budget and to bid for further external funds (at a later date) to implement additional works - as above but also, the likely delay and uncertainty would inevitably incur additional costs of remobilising and further inflation.

Conclusions:

The jointly funded (Government and Local Authority) place-making scheme will be

enormously beneficial and the opportunity exists to capitalise on the effort but that will require additional budget. Due to cost increases, the scope of the scheme has been amended but with additional budget, greater outcomes can be achieved. It is therefore proposed that additional financial resources are made available from the Business Rates Retention Reserve (which currently holds circa £600,000 within the overall balance. This was the share of the distributed surplus from the pooling arrangement in 2019/20 and which was agreed should be set aside for regeneration projects such as this) in order to complete the proposed Market Place scheme and to undertake improvements to ancillary areas.

Recommendations: To recommend to Full Council that £400,000 be allocated from the Business Rates Retention Reserve for the completion of the NWHSHAZ place-making scheme.

Reasons for Recommendations: This recommendation is made in order to deliver the additional town centre improvements as part of the HSHAZ place-making scheme.

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)

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Cabinet Member(s) Cllr Richard Kershaw Cllr Eric Seward	Ward(s) affected All North Walsham wards
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Contact Officer, telephone number and email: Robert Young; 01263 516162; robert.young@north-norfolk.gov.uk

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 second 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: Overall good progress has continued to have been made over the second 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 is particularly the case given that the quarter covers the months of July and August when the District accommodates many thousands of tourist visitors placing demands on many of the Council's public-facing discretionary services and many staff take annual leave.

Two exceptions have been the introduction of new waste and recycling collection rounds which initially saw quite high numbers of missed collections and related pressures on the Customer Contact Centre and increased telephony response times.

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) Cllr Tim Adams	Ward(s) affected All
Contact Officer, telephone number and email: Steve Blatch, Chief Executive Email:- steve.blatch@north-norfolk.gov.uk Tel:- 01263 516232	

16. NNDC PERFORMANCE BENCHMARKING

159 - 218

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.

Options considered:

1. No action
2. Make recommendations to Cabinet.

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: **It is recommended that the Committee;**

- 1. Receive and note the benchmarking information.**
- 2. Make recommendations to Cabinet to investigate specific levels of performance and/ or to take action.**
- 3. Agree the measures that will be reviewed for the next two quarters**

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)

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Cabinet Member(s) Cllr T Adams	Ward(s) affected: All
Contact Officer, telephone number and email: Steve Blatch, Chief Executive Email:- steve.blatch@north-norfolk.gov.uk Tel:- 01263 516232	

17. ENFORCEMENT UPDATE - DECEMBER 2022

219 - 224

Summary: This report provides the update for Members on a range of enforcement related issues arising from the work of the Enforcement Board and Combined Enforcement Team.

Conclusions: The Enforcement Board continues to make progress towards its objectives of dealing with difficult and long-standing enforcement cases and bringing long term empty properties (LTE) back into use, across all areas of the district.

The Combined Enforcement Team continues working to reduce the backlog on the planning enforcement cases and ensuring that property level Council Tax enforcement is taken forward at the earliest opportunity.

Recommendations: **To note the continued progress of the Enforcement Board and the Combined Enforcement Team.**

Reasons for Recommendations:

1. To ensure appropriate governance of the Board's activities
2. To show the progress of Combined Enforcement Team cases and contribution to the work of the Enforcement Board

Cabinet Members: Ward(s) affected
Cllr Andrew Brown (Planning) All Wards
Cllr Nigel Lloyd (Environmental Health)
Cllr Eric Seward (Revenues and Benefits)

Contact Officer, telephone number and email:
Martyn Fulcher, Director for Place and Climate Change 01263
martyn.fulcher@northnorfolk.gov.uk

WORK PROGRAMMES

18. THE CABINET WORK PROGRAMME

225 - 228

To note the upcoming Cabinet Work Programme.

19. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

229 - 238

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.

20. EXCLUSION OF THE PRESS AND PUBLIC

To pass the following resolution, if necessary:

- a. 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.”
- b. That the public interest in maintaining the exemption outweighs the public interest in disclosure for the following reasons:

Agenda Number	Item	Paragraph of Part 1 Schedule 12A
18		3

Information relating to the financial or business affairs of any particular person (including the authority holding that information).
The appended report contains commercially confidential information.

21. FORMER SHANNOCKS HOTEL SITE - SHERINGHAM

239 - 274

Summary:

This report informs Cabinet that following demolition of the former Shannoeks Hotel in Spring 2021, works on the site have stalled and not progressed further as proposed within the agreement made between the Council and the site owner, Huddies Limited.

Given the prominence of the site on Sheringham Seafront and public interest in the site’s re-development it is recommended that the District Council now seeks to implement the Compulsory Purchase Order as previously agreed in respect of the development site so as to bring about its future redevelopment.

Options considered:

1. Pursue the CPO process by serving a General Vesting Document to take ownership of the site as the owner has failed to commence works to provide a new building on the site before 23 November 2022.
2. Demur from enforcing the terms of the CPO on commencement trigger (23 November 2022), deferring action until a subsequently agreed deadline, leaving the owner to continue with its own development plans to complete on agreed deadline. The risk being that without pressure from the Council, these works will not be progressed at all. This may result in the site remaining empty and

blighting the Sheringham Conservation Area.

3. Demur from enforcing the terms of the CPO in its totality, leaving the owner to continue with its own development plans at its own pace, with the risk that without pressure from the Council, these will not be progressed at all. This may result in the site remaining empty and blighting the Sheringham Conservation Area and reputational harm to the Council in not following through with any action.

Conclusions:

The owner has completed phase 1 of the agreed works by demolishing the former Shannoeks Hotel building by June 2021. Beyond this, notwithstanding consistent pressure on the owner by the Council for a number of months, redevelopment of the Shannoeks site remains stalled. The owners have stated that they are making their best efforts to start re-development of the site. However, progress has historically been either at a slow pace or non-existent. The owner has repeatedly asked to extend the agreed project start dates, whilst providing no practical evidence of being ready to commence redevelopment.

The Compulsory Purchase Order obtained by the Council is in place and supported by a completed agreement with the owners, which sets out a timetable for their re-development of the site to proceed. Having completed demolition of the long-term vacant building by June 2021 the next key date by which redevelopment works should have commenced was the 23rd November 2022, with the agreement stating that the project should be completed by June 2023.

The November 2022 date has now passed with no works to commence re-development of the site being started. Officers remain concerned that the owner will not develop the Shannoeks site in accordance with the timetable outlined in the agreement, and are mindful of public concern over the continual delays in the progression of this high profile scheme at the centre of Sheringham seafront.

The actions of the Council in seeking a Compulsory Purchase Order for the Shannoeks

Hotel were agreed by Cabinet as a means of committing the owner to projected deadlines. A line was drawn by the Cabinet decision in 2019 when supporting the CPO. The Council engaged in this formal process to ensure development of the site would be completed to a known deadline. Although the former hotel building has been demolished, no further works to redevelop the site has commenced over the past 18 months such that it is felt that the Council now needs to implement the CPO process to acquire the site to secure its redevelopment.

Recommendations: **1. to confirm support for the serving of the General Vesting Document to take ownership of the site as soon as possible**

2. Recommend to Full Council that it approves the addition of a capital budget of the valuation cost as set out at section 6 of the confidential appended report, and an additional £10,000 to cover the costs associated with the purchase of the property to be financed by the use of capital receipts, use of reserves and borrowing if required.

Reasons for Recommendations: To secure timely redevelopment of the site, in accordance with the previously agreed Compulsory Purchase Order process, and the decision of the public inquiry to confirm the Order.

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)

Valuation report October 2022

Cabinet Member(s)	Ward(s) affected Sheringham North
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Contact Officer, telephone number and email: Phillip Rowson, 01263 516135
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