

# Overview & Scrutiny Committee



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Tuesday, 7 February 2023

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 15 February 2023** 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  
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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 25<sup>th</sup> January 2023.

### 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:

At the meeting held on Monday 6<sup>th</sup> February 2022, Cabinet accepted the following recommendations:

1. To recommend to Cabinet that financial modelling of inflationary costs of up to 5% for staff and fees be included in the report to identify potential risks.
2. To recommend to Cabinet that in recognition of the increasing risk of deficits arising, robust savings and income generation contingency plans need to be developed as soon as possible in FY 23/24, to ensure that financial risks can be adequately mitigated for 2024-25 and onwards.

10. **WASTE CONTRACT: SERCO BRIEFING - TARGET OPERATING MODEL UPDATE** 19 - 28

To receive and note the briefing.

11. **NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE - PROJECT UPDATE** 29 - 48

To receive and note the update.

12. **PLANNING SERVICE IMPROVEMENT PLAN - ACTION PLAN** 49 - 70

**Summary:** This report details the proposed Action Plan for addressing identified issues of planning performance, with the overall aim of improving the overall customer experience.

**Options considered:** Options considered within this report are as follows:  
1. Support the Planning Service Improvement Action Plan  
2. Do not support the Action Plan and recommend suitable revisions.

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

**Recommendations:** **That the Overview and Scrutiny Committee supports the Planning Service Improvement Action Plan.**

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

**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
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Cabinet Member(s): Ward(s) affected: All  
Cllr Andrew Brown, Cabinet Portfolio holder for Planning and Enforcement

Contact Officer, telephone number and email: Martyn Fulcher, 01236 516244 martyn.fulcher@north-norfolk.gov.uk
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13. **CAR PARK INCOME DATA MONITORING - OCTOBER 2021 TO SEPTEMBER 2022** 71 - 130

**Summary:** This report and Appendices provides the Overview and Scrutiny Committee with details of the level of car park income generated by North Norfolk District Council (NNDC) for the period 1 April to 31 October 2022 and compares it with previous years' income.

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

**Conclusions:** Income from the Council's Off-Street parking charges has fluctuated over the last couple of years due to external factors, mainly the impact of COVID-19. There are many external factors e.g. weather, the popularity of the 'staycation' versus the ability to holiday abroad again, all of which the Council cannot influence and are unpredictable. All these factors will have an impact on the usage levels and subsequently income levels and this report shows this.

To maximise future car park income there needs to be a continuous investment programme of maintenance and development of the car parks. The provision of good parking with up-to-date facilities, e.g. reliable and different methods of payment, electric charging points and accessible clean facilities, is required to maximise future revenues.

The cost base of the car parking provision needs to be examined to identify efficiencies and improvements in the way car parking is delivered.

**Recommendations:** **The Overview and Scrutiny Committee is asked to note the report.**

**Reasons for Recommendations:** Income from off-street car parking charges allows for the continuing provision, management and improvement of the 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
Contact Officer, telephone number and email: Sean Kelly; 01263 516276; <a href="mailto:sean.kelly@north-norfolk.gov.uk">sean.kelly@north-norfolk.gov.uk</a>	

**14. OFFICER DELEGATED DECISIONS - SEPTEMBER 2022 TO JANUARY 2023** 131 - 134

**Summary:** This report details the decisions taken by Senior Officers under delegated powers from September 2022 to January 2023

**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)  
Section 2.1 sets out the requirements regarding the reporting of conditional delegated decisions,

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

**15. THE CABINET WORK PROGRAMME** 135 - 138

To note the upcoming Cabinet Work Programme.

**16. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE** 139 - 148

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.”