

Overview & Scrutiny Committee



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Tuesday, 3 October 2023

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

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: Cllr N Dixon, Cllr S Penfold, Cllr V Holliday, Cllr N Housden, Cllr C Cushing, Cllr P Fisher, Cllr L Vickers, Cllr M Batey, Cllr J Boyle, Cllr G Bull, Cllr R Macdonald and Cllr M Hankins

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 - 14

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 13th September 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

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, submitted to the Democratic Services Manager 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. NWSHAZ PROJECT UPDATE REPORT & INFORMATION REQUEST

21 - 34

NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROGRAMME UPDATE REPORT	
Executive Summary	This report outlines the North Walsham High Street Heritage Action Zone programme and related initiatives. It shows the budget position to-date and the delivery timescales, outlining matters that have affected the cost and implementation.
Options considered	The report is for noting as the programme of works is already underway. No options are therefore presented.
Consultation(s)	Other than the usual consultation with Statutory officers, no consultation has been necessary as the report is merely for noting.
Recommendations	To note the contents of the report.
Reasons for recommendations	The Committee has taken a keen interest in this high profile project and should be kept abreast of its progress.
Background papers	None

Wards affected	North Walsham Market Cross, North Walsham East, North Walsham West.
Cabinet member(s)	Portfolio Holder for Sustainable Growth
Contact Officer	Robert Young, Assistant Director for Sustainable Growth

Links to key documents:	
Corporate Plan:	<i>“Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment and business activity, served by public transport” [sic.]</i> <i>“Maximising external grant funding to deliver the Council’s corporate objectives”</i>
Medium Term Financial Strategy (MTFS)	The contents of this report do not impact upon the MTFS
Council Policies & Strategies	None

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Is the item exempt, if so, state why.
Details of any previous decision(s) on this matter	Provide the dates of any previous decisions relating to this

11. ACCESS TO NHS DENTAL SERVICES

35 - 44

To review the ICB Dental Services report and information provided by FOI request to consider any written questions for the ICB, recommendations to NHOSC, or further actions for the Committee.

12. SCRUTINY PANEL: UPDATED TOR & APPOINTMENTS

45 - 50

SCRUTINY PANEL – UPDATED TERMS OF REFERENCE	
Executive Summary	This reports outlines the updated Scrutiny Panel terms of reference and seeks the appointment of a Chair/Vice-Chair and wider Panel Members from Group Leaders.
Options considered	<ol style="list-style-type: none"> 1. To adopt the updated TOR and seek appointments to the Scrutiny Panel. 2. To amend the updated TOR and seek appointments to the Scrutiny Panel. 3. To not adopt the updated TOR and not proceed with re-establishing the Scrutiny Panel.
Consultation(s)	The report has been shared with the Chair and Vice-Chair of the Committee.
Recommendations	It is recommended that the Overview & Scrutiny Committee adopts the updated Scrutiny Panel terms of reference, appoints a Chair and Vice-Chair from the Committee and seeks remaining appointments from Group Leaders on a politically balanced basis.
Reasons for recommendations	To create additional capacity for the Overview & Scrutiny Committee.
Background papers	N/A.

Wards affected	All
Cabinet member(s)	All
Contact Officer	Matt Stembrowicz – Democratic Services & Governance Officer/Scrutiny Officer Matthew.stembrowicz@north-norfolk.gov.uk 01263 516047

Links to key documents:	
Corporate Plan:	The Scrutiny Panel will be able to review elements of the Corporate Plan when required, by request of the Overview & Scrutiny Committee or Cabinet.
Medium Term Financial Strategy (MTFS)	The report does not include any proposals with direct savings or cost implications for the MTFS.
Council Policies & Strategies	The Scrutiny Panel will be able to review Council Policies and Strategies if requested, by the Overview & Scrutiny Committee or Cabinet.

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	N/A
Details of any previous decision(s) on this matter	Terms of reference for the six-month trial Environment & Quality of Life Scrutiny Panel was agreed on 15 th December 2020.

WORK PROGRAMMES

13. THE CABINET WORK PROGRAMME 51 - 54

To note the upcoming Cabinet Work Programme.

14. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE 55 - 66

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:

- Members are asked to provide written questions for Anglian Water in advance of November meeting attendance.

15. 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 paragraphs 1, 2, and 3 of Part I of Schedule 12A (as amended) to the Act.”

The appendices to the report [Agenda item 16] are to be treated as exempt for the following reason:

Information in these appendices involves the likely disclosure of exempt information as defined in paragraphs 1,2 and 3, Part 1 of schedule 12A (as amended) to the Local Government Act 1972.

These paragraphs relates to:

Para 1. Information relating to any individual

Para 2. Information which is likely to reveal the identity of an individual

Para 3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)

The public interest in maintaining the exemption outweighs the public interest in disclosure for the following reasons:

Paragraphs 1 & 2: The documents contain information relating to individuals at the Council and it is considered that disclosure of this information may have a prejudicial or detrimental impact. The privacy rights of such individuals outweigh the public interest in disclosure.

Paragraph 3: The documents contain information from workshops where there was free discussion as to ideas for potential action points to deliver the objectives of the Corporate Plan. These initial ideas, actions and comments were captured. Releasing this information which is the business information of the authority, at this time, would be likely to prejudice the effective conduct of public affairs and limit free and frank discussion as to the points recorded. Other organisations are also referred to and disclosure of this information may have a prejudicial impact upon their business.

16. PRE-SCRUTINY: CORPORATE PLAN 2023-2027 - ANNUAL ACTION PLAN PROCESS 67 - 110

CORPORATE PLAN 2023-2027 - ANNUAL ACTION PLAN PROCESS	
Executive Summary	<p>This report and accompanying appendices present the discussions of the Annual Action Plan Member Workshop events staged in recent weeks to explore possible actions and outcomes for development and delivery in support of the five themes in the adopted Corporate Plan 2023-2027.</p> <p>The Overview and Scrutiny Committee is invited to comment upon the discussions and proposed actions and project proposals and as appropriate make comment / recommendations to the Cabinet which will seek to agree priorities for the 2024/25 Annual Action Plan in the coming weeks and for such proposals to be allocated resources through the 2024/25 budget process.</p>
Options considered	<p>This is an item for pre-scrutiny comment by the Overview and Scrutiny Committee so provides an opportunity for the Committee to discuss possible options and priorities for the Council in taking forward projects and actions in support of the five agreed Corporate Plan themes.</p>
Consultation(s)	<p>The recent workshops involving elected members and officers have been an inclusive and consultative process the outcomes from which should inform future priority actions and work programming by the Cabinet for delivery in the 2024/25 civic year, aligned with the 2024/25 budget preparation and revised Medium-Term Financial Strategy.</p>
Recommendations	<p>The Overview and Scrutiny Committee is invited to comment upon the outcomes of the recent workshops staged to discuss issues and actions under each of the five themes of the recently agreed 2023-2027 Corporate Plan and to provide comment / make recommendations to Cabinet which has responsibility for agreeing priority actions or projects for inclusion in the Annual Action Plan for 2024/25.</p>

Reasons for recommendations	Sound management of the authority's staff, property and financial resources to deliver projects and initiatives which support improved service delivery and positive outcomes aligned to the previously agreed Corporate Plan themes.
Background papers	2023 – 2027 Corporate Plan Notes from the recent themed workshop events attached as appendices to this report

Wards affected	All
Cabinet member(s)	Cllr Tim Adams, Leader of the Council
Contact Officer	Steve Blatch, Chief Executive
	Email: steve.blatch@north-norfolk.gov.uk Tel:- 01263 516232

Links to key documents:	
Corporate Plan:	This report invites comment from the Overview and Scrutiny Committee as to the range of issues it would wish to see taken forward in support of the five Corporate Plan themes in the twelve months April 2024 – March 2025.
Medium Term Financial Strategy (MTFS)	Proposed actions, projects or initiatives will need to give due consideration to the Council's financial position as detailed in finance reports and a revised Medium-Term Financial Strategy and have the necessary resources allocated to them or efficiency savings identified through the preparation of the 2024/25 budget.
Council Policies & Strategies	See comment under Corporate Plan heading above

Corporate Governance:	
Is this a key decision	No – consultative process inviting the Overview and Scrutiny Committee to comment on possible programme of work for 2024/25 – any related decision to be taken rests with the Cabinet
Has the public interest test been applied	Yes – Information contained in the appendices of this report involves the likely disclosure of exempt information as defined in paragraphs 1,2 and 3, Part 1 of schedule 12A (as amended) to the Local Government Act 1972.
Details of any previous decision(s) on this matter	N/A

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OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 13 September 2023 in the Council Chamber - Council Offices at 9.30 am

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

Cllr V Holliday
Cllr C Cushing
Cllr L Vickers
Cllr J Boyle
Cllr R Macdonald

Cllr N Housden
Cllr P Fisher
Cllr M Batey
Cllr G Bull
Cllr M Hankins

Other Members Present: Cllr T Adams (Observer) Cllr W Fredericks (Observer)
Cllr L Shires (Observer) Cllr J Toye (Observer)
Cllr L Withington (Observer)

Officers in Attendance: Democratic Services and Governance Officer - Scrutiny (DSGOS), Chief Executive (CE), Democratic Services Manager (DSM), Director for Place & Climate Change (DFPCC), Director for Communities (DFC), Assistant Director for Finance, Assets, Legal & Monitoring Officer (MO), Revenues Manager (RM), Policy and Performance Management Officer (PPMO) and Assistant Director for Planning (ADP)

Also in attendance: Peer Review attendees

35 TO RECEIVE APOLOGIES FOR ABSENCE

None received.

36 SUBSTITUTES

None.

37 PUBLIC QUESTIONS & STATEMENTS

None received.

38 MINUTES

Minutes of the meeting held on 12th July 2023 were approved as a correct record and signed by the Chairman.

39 ITEMS OF URGENT BUSINESS

None received.

40 DECLARATIONS OF INTEREST

None declared.

41 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

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

- i. The Chairman referred to a question received from Cllr C Cushing on the NWHS SHAZ project and read-out the question to the Committee.
- ii. The CE stated that there had been correspondence around some elements of the funding of the project, and that communications between the Chairman of the Committee and officers had resulted in a meeting with the Chair, Vice-Chair, Cllr N Housden, the DFPC, and the AD SG. He added that the meeting was reported to have been useful, but otherwise he was happy to provide a written response, unless there were any further questions.
- iii. Cllr C Cushing stated that he had raised the issue as the original questions had been raised in December 2022, on the basis that previous project updates had given no indication of the need for additional funding. He added that there was no indication within the funding request as to how the figure had been calculated, and this was therefore requested by the Committee in a not unreasonable request. It was noted that any change requests made throughout projects should be properly explained, and it was surprising that this had not been included in the original report. Cllr C Cushing asked when the requested information would eventually be provided, given that it had been requested in December 2022.
- iv. Cllr S Penfold stated that he was not in full agreement with Cllr Cushing, as it was his opinion that the funding request had been fully explained. He added that despite this, the meeting held with officers had been useful for providing greater detail on the questions raised by the Committee. It was noted that the project was yet to be completed, and some figures contained within the £400k remained to be determined. Cllr S Penfold stated that it would have been helpful if there had been some warning of the potential need for additional funding earlier in 2023.
- v. Cllr N Housden stated that he agreed with Cllr Cushing, and said that he had raised the initial question about project contingency, and whilst the meeting with officers had been particularly helpful, it was unfortunate that the information could not have been provided in a more timely manner. He added that in future the Committee should be more investigative in its questioning, and he would like to see shorter, more definitive reports going forward.
- vi. The Chairman stated that despite the positive meeting with officers, it had still taken several months to review requested information, and efforts had to be made to improve information sharing. He added that many new Committee Members would be unaware of the full details surrounding the matter, and therefore proposed that it would be helpful to have a concluding report at the next meeting to draw together key points and outline the context of the discussion. Cllr N Housden seconded the proposal.
- vii. It was noted that a written reply would also be prepared in respect of the question posed by Cllr C Cushing, but in reference to requests made for a

written response in advance, it was unlikely that these could be prepared in time, and there was no requirement for this within the Constitution. The Chairman suggested that if possible, it would be helpful to receive written responses in advance of meetings in the future.

- viii. Cllr S Penfold reiterated his invitation to all Committee Members to attend a visit to North Walsham to review the scheme in person, following consideration of the report.
- ix. The Chairman noted that it may be helpful to receive a concluding report upon completion of the project that took into account both the positive and negative outcomes of the project.

RESOLVED

- 1. To request that an update report is prepared for the October meeting to summarise the enquiries made and provide the requested information.**

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

The DSGOS stated that recommendations from the Outturn and Treasury Management reports had been accepted at the July meeting of Full Council.

44 BUDGET MONITORING P4 2023/24

Cllr L Shires – Portfolio Holder for Finance and Assets introduced the report and stated that the budget position could fluctuate significantly, but the projected full year overspend of £25k was expected to come from IT costs and returns from the cancelled Mammoth Marathon. She added that she welcomed comments on the format of the report to ensure Members fully understood the financial information provided.

Questions and Discussion

- i. Cllr C Cushing noted that there had been a number of additions to the budget since February, and asked whether there was a systemic reason for this, and whether the Finance Team were able to cope with the significant changes. Cllr L Shires replied that on issues such as the Marram's footpath expenditure, it was a matter of health and safety, though it was right to ask why the Council had not been more proactive in maintaining the footpath to avoid unexpected costs. It was noted that public conveniences in Holt had been hit by a car, and additional funding was required to repair and improve the facility. Cllr L Shires stated that many other budget additions were the result of external funding received, and would not negatively impact the Council's finances.
- ii. Cllr C Cushing stated that external audit sign-offs were known to be two years behind schedule, and in addition to EY's limited resources there had also been resource limitations in the Finance Team, and sought assurance that the Team would be given adequate resource to meet requirements. He added that the report contained much more information than was required for a quarterly update, and suggested that it may help to make reports more concise going forward. Cllr L Shires replied that a fine balance had to be found on the level of information provided as it was sometimes helpful to

include all information to be able to drill down into issues. She added that she did aim to make the reports as accessible as possible, and additional training could be arranged if required.

- iii. The Chairman referred to the backlog in annual accounts sign-off and asked whether the financial starting position of each year could be considered sound, and not subject to change. He added that this represented a risk which had not been recognised in section nine of the report, and asked whether there was a reason for this. Cllr J Toye stated that this issue was discussed at GRAC where it had been acknowledged as a risk, but remained hopeful that the 20/21 accounts would be signed-off by the end of the week, with an expectation for the 21/22 accounts to be signed-off by March 2024. He added that despite the concerns, the Council was clear of many financial issues faced by other authorities. It was noted that several accounting disagreements on the annual accounts which had delayed sign-off related to recording practices rather than financial discrepancies, with a pension fund allocation the final issue that had to be agreed for sign-off. The Chairman acknowledged the comments but suggested that he would expect to see recognition of the risk under section nine of the report. Cllr L Shires stated that she accepted that the risk was real, and whilst she had faith in officer's abilities to mitigate these risks, she would seek a written response on why it had not been included.
- iv. Cllr L Vickers noted the uncertainty of unaudited accounts and asked whether NNDC had done everything possible to achieve sign-off of the annual accounts. The CE replied that there had been a delay in sign-off of the 19/20 accounts due to a Public Interest Disclosure Act deferral, and whilst this had been completed in March, it had caused a delay with subsequent annual audits. He added that this had also come at a time when there had been national shortages in the external audit sector and updates to statutory guidance which had further delayed the audit process including the treatment of fixed infrastructure assets, which had applied to NNDC's fixed coastal defences. It was noted that 21/22 accounts had to be completed by March 2024, and the Council would endeavour to achieve this. The CE stated that the Finance Team was not adequately resourced at present, but was actively recruiting for a Chief Technical Accountancy to increase capacity. The Chairman asked whether EY could proceed with the 21/22 audit, if they had the necessary capacity to do, to which the CE confirmed the draft accounts were complete, which would allow EY to proceed if the external resource was available.
- v. Cllr V Holliday referred to borrowing on p52, and noted that the Council appeared to be borrowing £10m to pay back £6.2m, and asked if there was any reason for this. Cllr L Shires stated that she was already looking to ask this question, and would seek to provide a written reply. The CE stated that this was the result of a cashflow issue, as the Council had to repay Covid grants based on a business rates assessment, and whilst this money had been invested, its repayment required short-term borrowing to maintain cashflow.
- vi. Cllr N Housden referred to point 4.5 and asked why the Council was seeking an insurance claim of £120k rather than the full £370k required to rebuild the public convenience. Cllr L Shires stated that this would allow the Council to improve the building with changing places funding, whilst also reducing its carbon footprint, so the building was not being repaired like for like, and

required additional funding.

- vii. The recommendations were proposed by Cllr S Penfold and seconded by Cllr G Bull.

RESOLVED

1. **To note the contents of the report and current budget monitoring position.**

To recommend the following to Full Council:

2. **That a new capital budget of £0.050m is added to the capital programme to fund repair works to the Marrams Footpath, with funding coming from the Council's Capital Receipts.**
3. **That a new capital budget of £0.370m is added to the capital programme to demolish and rebuild the Public Conveniences at Albert Street, Holt with £0.120m to be funded from an insurance claim and £0.250m to be funded from the Council's Capital Receipts.**
4. **That a new capital budget of £1.040m is added to the capital programme in respect of the Local Authority Housing Fund.**
5. **That the current Provision of Temporary Accommodation Budget is increased by £0.178m to £0.983m for 2023/24 following receipt of the Local Authority Housing Fund grant.**
6. **That a capital budget of £1.458m be added to the capital programme for the Rural England Prosperity Fund expenditure and £0.266m be added to the capital programme for the UK Shared Prosperity Fund expenditure as shown in paragraph 4.7 and note that this will be funded by external funding.**
7. **That a capital budget of £14.610m be added to the capital programme as shown in paragraph 4.8 and note that the project will be funded by external funding.**

ACTIONS

1. **Written response to be provided to Committee on questions raised by Cllr N Dixon on recognition of risks relating to delays with external audit of accounts, and Cllr V Holliday on need for £10m borrowing to repay £6.2m**

45 MANAGING PERFORMANCE QUARTER 1 2023/24

Cllr T Adams – Council Leader introduced the report and stated that pressure had continued on affordable housing in a difficult landscape with approximately sixty-five people in temporary accommodation due to increased levels of homelessness. He added that the Invest North Norfolk initiative had been launch and the Council had received a good level of contact on grants, whilst the Cedars building had sixty percent tenancy agreed in principle with further solid interest. It was noted that further capital investment had been made to support businesses and to meet net zero goals, whilst customer contact had also increased significantly. Cllr T Adams informed Members that works on the solar project at the Reef had been completed and was performing exceptionally well, whilst leisure centres continued to exceed

expectations in terms of use and membership. He added that thanks should be given to the RNLI and lifeguards for all their work throughout a busy summer, and that public convenience works had finished in Fakenham, with attention now turning to Holt. It was noted that Council Tax collection remained strong and showed exemplary performance from the Team.

Questions and Discussion

- i. Cllr V Holliday referred to housing and suggested that this could be a topic for investigation with issues such as the loss of private rentals, and asked whether the Council could take any steps to address this. She added that delivery of affordable housing was also difficult, with over one hundred planning applications waiting, and asked whether any affordable housing applications could be given priority, once nutrient neutrality issues had been resolved. Cllr T Adams stated that there were a number of factors influencing homelessness and the Council was doing what it could to help those in situations of domestic violence, family breakdown, and other issues causing homelessness. He added that thought did need to be given to prioritisation of planning applications once nutrient neutrality restrictions had been resolved, but it was not a conversation that he'd been involved in. It was noted that there were also businesses struggling with delays to development, and there had to be a balance to the consideration of applications. The ADP stated that conversations on clearing the backlog of planning applications had begun, with recent news suggesting that the Government may try to reverse nutrient neutrality legislation. He added that the Council had in excess of one-hundred applications in its backlog, and clearing these would be a significant challenge. It was noted that whilst affordable housing was a relevant consideration, it was not the only one, and the process had to be dealt with in a fair manner. Cllr W Fredericks stated that work had begun with an independent consultant to determine how to deliver affordable homes faster, but it was a complex subject and would be discussed as part of the Corporate Plan workshop sessions. She added that not all affordable housing was delivered separately from market value housing, and developers often had to deliver market value housing to make affordable housing viable.
- ii. Cllr V Holliday referred to customer service and noted that whilst call numbers were fairly stable, call times had reduced significantly, and asked if there was an explanation for this. Cllr L Withington replied that calls were highly dependent on the time of year and corresponding issues, with April seeing a high number of calls for garden bin renewals. She added that it could be that officers were better able to respond to certain queries, and that calls were also now being categorised into level one and level two, with different call handlers for different queries. It was noted that efforts were being made to make more information available online, and that the chatbot service had also gone live to help people self-serve using the NNDC Website. Cllr V Holliday suggested that it may be related to the complexity of questions, but she accepted that this could vary according to the time of year. Cllr L Withington noted that some queries led to further enquiries and this could increase call length to avoid creating additional work for back office staff.
- iii. Cllr N Housden stated that overall the report seemed to suggest possible issues with under-resourcing and asked if there were issues throughout the organisation with staff shortages. Cllr T Adams replied that capacity was a

concern as a result of vacancies and staff absences, with some areas particularly difficult to recruit to, though matters had moved on since publication of the report and this should be taken into account. The CE stated that there were no significant issues in terms of staff vacancies, and it had been highlighted at a recent JSCC meeting that the Council was not an outlier in terms of staff turnover and speed of recruitment. He added that the Council had to operate within a set budget, and this had to be taken into account alongside increases in demand for services. Cllr N Housden stated that the Council was moving into a difficult time, and had to consider strategy and staffing for the future, as it would only get more difficult to recruit.

- iv. Cllr C Cushing referred to the Fakenham roundabout project and asked if officers had a view on how the project would progress alongside the Fakenham urban extension, if nutrient neutrality legislation was lifted. The DFPCC stated that the Council would have to wait until legislation had been passed before the urban extension and related roundabout could be significantly progressed, but the developer had expressed confidence that they could deliver the project once this had taken place. He added that in the meantime he would seek to ensure that any grants required were carried onto into the next year to ensure that the project could be delivered by autumn 2024.
- v. Cllr N Housden asked whether there was any scope to give priority to section 106 applications once nutrient neutrality legislation had been lifted. The DFPCC replied that there were applications currently being considered that should be determined well in advance of legislative changes, and it was unlikely that any prioritisation would be required. He added that his main priority was to ensure that funding was available for projects such as the Fakenham roundabout. The ADP stated that there were a number of applications held up in the S106 stage that had been through the Committee process and were awaiting signature, and these should be relatively easy to recommence, but checks would need to be made to ensure that they remained viable.
- vi. The recommendation was proposed by Cllr S Penfold and second by Cllr R Macdonald.

RESOLVED

- 1. That the Overview & Scrutiny Committee consider and comment upon issues within the report for subsequent consideration by Cabinet.**

46 DEBT RECOVERY REPORT 2022-23

Cllr J Toye introduced the report on behalf of Cllr L Shires and stated that the Council were the top in Norfolk and top five nationally for business rates collection, and top eleven nationally and second in Norfolk on council tax collection. He added that there had been a significant shift from housing benefit claims to universal credit during the pandemic, which had made recovery more difficult, as housing benefit mis-payments could not be recovered through universal credit.

Questions and Discussion

- i. Cllr V Holliday stated that it was a difficult report to understand, but she had received support and advice from the RM. Cllr J Toye asked whether there

were any points that made the report easier to understand, to which Cllr Holliday replied that it contained a lot of technical language and Covid movements had not been clearly labelled, which could be improved with a glossary of terms. Cllr S Penfold agreed that a glossary of terms would be particularly helpful.

- ii. Cllr N Housden referred to the changes in housing benefit to universal credit, and stated that it would be useful to understand how and when this change had taken place. The RM replied that the report covered a number of services and stated that housing benefit overpayments and collections were a complex issue but information could be sought from HMRC.
- iii. The RM stated that one of the key recommendations in the report was to increase the delegated authority limits for debt write-offs, with Team Leaders limits doubled to £4000, whilst the RM's limit would double to £20k to make the service more efficient. He added that the DFR and deputy 151 officer would be given the authority to write-off debts of up to £30k whereas figures over this would be referred to the DFR or CE in liaison with the Portfolio Holder. It was noted that debts as a result of insolvency were unavoidable and could not be recovered, whilst other common reasons for write-offs included 'gone aways' where those with debts could not be found. The DFR referred to performance and stated that business rates arrears had stood at £329k, with £200k collected since 1st April bringing total arrears down to £129k. He added that council tax arrears had stood at £4.1m, with £759k collected since 1st April, bringing the total down to £3.3m.
- iv. Cllr N Housden stated that it would be helpful to know whether the number and level of debt write-offs was comparable to national standards, to which the RM replied that national guidance was provided and write-offs were treated with careful consideration.
- v. The DFC stated that universal credit enabled a single payment of benefits, and whilst this did not affect all claimants, some benefits covered by this payment were now more difficult to reclaim. He added that it may be more efficient for benefit claimants, but did make the Council's job more difficult.
- vi. The recommendations were proposed by Cllr P Fisher and seconded by Cllr M Batey.

RESOLVED

To recommend the following to Full Council:

- 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.**
- 2. To approve the suggested changes to the delegated authority as shown in appendix 2 for write offs.**

47 ENFORCEMENT UPDATE - SEPTEMBER 2023

The DFPCC introduced the report and informed Members that cases referred to in the report were live cases, and only a limited amount of information could be provided to the Committee in a public meeting.

Questions and Discussion

- i. Cllr C Cushing stated that he found it difficult to understand which cases were getting better or worse from the content of the report and suggested that it would benefit from an executive summary to highlight key points. He added that the report would also benefit from a table to show the number of enforcement cases and a timeline to gain better perspective on the number of cases resolved. The DFPCC stated that the update focused primarily on the eighteen significant cases, with four of these outlined in the report. He added that of this eighteen, four were related to Melton Constable Hall, which was a particularly complex issue. It was noted that others included properties in Fakenham, Tattersett, and Cley amongst others. It was noted that the update covered combined enforcement which included revenues matters as well as planning issues, in order to bring properties back in to use.
- ii. The Chairman suggested that it would be helpful to use specific dates and metrics to help clarify actions within the report. He referred to a stated reduction in caseload though the caseload appeared to have increased and suggested that the report may require amendment.
- iii. Cllr S Penfold referred to the case in Norwich Street Fakenham and asked when a report would be submitted to Cabinet and what steps were being taken to recover all money owed to the Council by the freehold owner of the property. The ADP stated that he had recently taken the lead on the case and expected a report on potential actions by the end of the calendar year. He added that this would not necessarily conclude the action, but would determine which course of action should be taken going forward.
- iv. Cllr V Holliday referred to the number of enforcement cases closed and asked how many had been closed as a result of enforcement action and how many were the result of action no longer being required. The DFPCC replied that he would provide a written reply after the meeting.
- v. Cllr N Housden referred to Tattersett and suggested that it would be helpful to provide potential end dates to proceedings with best and worst case scenarios, to provide clarity on progress. The DFPCC replied that Sutton Mill did have an expected date of completion, whereas Tattersett was expected to take approximately two years to complete if progress wasn't improved, and he would endeavour to provide this information where possible.
- vi. The Chairman referred to the case of the King's Head in Hoveton and declared that it was in his ward, and whilst he was mindful that it was a joint authority issue, he saw little evidence of any progress in closing the case from either authority. He added that the building had been in a dilapidated state for over twenty-five years, and noted that it was in a prominent place that had a considerable impact on tourism. It was noted that the Parish Councils of both Hoveton and Wroxham were very concerned due to a lack of progress. The Chairman stated that more emphasis had to be made to resolve the case, and he offered his support if required. The DFPCC replied that NNDC had a limited role but would work with the Broads Authority on how best to proceed.
- vii. The recommendation was proposed by Cllr R Macdonald and seconded by Cllr P Fisher.

RESOLVED

1. That the Committee notes the continued progress of the Enforcement Board and the Combined Enforcement Team.

ACTIONS

1. Written response required on percentage of cases closed as a result of enforcement action and percentage of cases where enforcement action is no longer required.

48 PLANNING SERVICE IMPROVEMENT PLAN UPDATE

The ADP introduced the report and stated that it had been requested to understand the role and performance of statutory planning consultees in responding to applications. He added that approximately fifty percent of the PSIP actions had been completed, with the remainder expected to be completed by the end of the municipal year, which would tie in with commitments in the Corporate Plan. It was noted that customer feedback had been sought from applicants, but very few responses had been received. The ADP stated that statutory consultee data was provided in section six of the report, and noted that statutory consultees had a period of twenty-one days to either comment or decline to comment on the application. He added that applications could not be determined until the consultation period had been completed, though it was noted that this timeframe did not coincide particularly well with Parish and Town Council meetings, which meant that late comments were often received after the consultation period. It was noted that information on application extensions was also included, in respect of the eight week target date for determination which could be extended with the agreement of the applicant or agent, though officers were keen to see the number of extensions reduced. The ADP stated that beyond this, officers were keen to develop a broader range of KPIs for the Planning service that would help Members better understand performance.

Questions and Discussion

- i. The Chairman noted that the frequency and timing of Town and Parish Council meetings not syncing with planning consultations would likely always be an issue, but it was encouraging to hear of the flexibility offered. The ADP replied that whilst there was some flexibility, he encouraged Members on Parish Councils to contact case officers in advance if it was known that there would be a late submission.
- ii. The Chairman referred to agreed extensions and noted that there was a balance to be struck between the quality of work and applicants needs, and asked whether businesses that offered economic growth were given any priority. The ADP replied that there were many different calls on priority, and the aim would be that extensions were only sought where more information or a response was required from the applicant, rather than as a result of delays caused by the Council.
- iii. Cllr P Fisher referred to comments that some Parish and Town Councils were better at responding to consultations than others, and noted that he had requested training for Wells TC's new influx of Councillors, and asked when this would be delivered. The ADP replied that this training had been discussed at a recent meeting of the Town and Parish Council Engagement

Forum, and the first session had recently been held in Stalham, with Wells next in-line. The DFPCC stated that he would like to see training offered to Wells and the surrounding areas by late October or early November, to allow ample warning for attendance.

- iv. Cllr N Housden asked whether on the whole statutory consultees replied in good time, to which the ADP replied that it was variable, with a response received on approximately seventy percent of applications, though only forty-six percent replied within the required timeframe, though some were better than others. Cllr N Housden stated that he sat on the Internal Rivers and Drainage Board, and noted that there had been continued criticism of all LPAs on the insufficient cross-flow of applications, and suggested that greater emphasis should be placed on engaging with drainage boards. The ADP stated that he would be happy to discuss this, but there was likely some misunderstanding amongst applicants of how the IDB operated.
- v. Cllr J Toye noted in regards to the prioritisation of applications, that Members must remember that Planning was a fee based service, and every customer should be treated equally.
- vi. Cllr C Cushing referred to Town and Parish Council training and asked if there was a training plan for the whole District, or just specific areas, as Fakenham would be interested in this opportunity. The ADP replied that there was an expectation to cover the whole District but full plans were yet to be established and it was a resource intensive process which may take some time to achieve.
- vii. The Chairman proposed that a closing report be prepared for approximately one year's time, to allow for completion of the PSIP and a review of the performance improvements seen as a result. Cllr S Penfold agreed with the proposal but asked whether it may be prudent to bring this forward slightly sooner than September 2024. The ADP replied that some time between July and September would allow for completion of the PSIP and collection of data to report on its impact.
- viii. Cllr N Dixon proposed to note the report and request a concluding report be added to the work programme for July 2024. The recommendations were seconded by Cllr S Penfold.

RESOLVED

- 1. To note the content of the report.**
- 2. To request that a concluding report be added to work programme for July 2024 to include a summary of performance following the full implementation of the PSIP.**

49 OVERVIEW & SCRUTINY ANNUAL REPORT 2022-23

The DSGOS introduced the report and informed Members that it covered the work of the Committee throughout the 2022/23 municipal year prior to many current Committee Member's election to the Council. He added that Members should draw their attention to the key issues section of the report and outlined that the first related to twenty-nine instances where apologies had been given with only nine substitutes arranged, equating to approximately three apologies per meeting. The second point

related to access to information, which had been a key concern for some Members of the Committee, having taken approximately ten months to receive requested information on the NWHSHAZ project. The third issue related to delays with financial reports, with some delayed by an entire quarter, which had a significant impact on the Committee's and Cabinet's work programme. The final point related to the PCC giving very short notice of his inability to attend a meeting, and it was therefore suggested that a substitute would be sought for his next briefing. The DSGOS stated that the Committee had made seventy-three recommendations to Cabinet and Council, not including action requests made to officers, with only three recommendations not supported as they related to urgent requests that could not be completed. He added that this was a positive sign that recommendations were well founded and that the Committee had a meaningful impact on Council business.

Questions and Discussion

- i. The Chairman suggested an amendment that would take account of Cabinet's role in helping to provide information requested by the Committee, and proposed that 'and Cabinet Members' be added to the second bullet point in the recommendations. Cllr S Penfold stated the recommendation was too broad, as it was only selected instances where information had not been provided as requested. He added that in most cases information was provided in a timely and satisfactory manner, and suggested that the addition of 'some' information, may be a helpful amendment. The Chairman agreed that it was a fair point and suggest that he would be willing to accept the amendment.
- ii. Cllr S Penfold stated that as Vice-Chair he had not seen the report and suggested that it would have been helpful to have reviewed a draft by email, but accepted that he had missed the pre-agenda meeting where it was discussed. He added that comments on the NWHSHAZ did not reflect the divergence of opinion that was held by the Committee, and suggested that he amongst other Committee Members felt that the necessarily level of information had been provided to justify the funding uplift. It was suggested that 'some Members felt that' could be inserted before 'the requested information' to again show that there was a divergence of opinion on the matter.
- iii. Cllr N Housden stated that he would prefer the report to stay as written, as the issues identified a point in time when information had not been provided, as requested by the Committee. He added that it was unacceptable for the Committee to have to wait ten months for information to be provided and therefore suggested that the comments should remain unchanged. Cllr S Penfold stated that though he did not fully agree with Cllr Housden, a minor amendment to the wording would allow for both points to be adequately addressed. The Chairman suggested that the addition of 'some' information to both the statements in the report and within the recommendation would reflect the different feelings held amongst the Committee. Cllr S Penfold reiterated that he would prefer the comments to include 'some Members felt that', to properly reflect the divergence of opinions on the Committee, and proposed the change, with Cllr P Fisher seconding the amendment.
- iv. Cllr C Cushing stated that given that many Members of the Committee had changed, he felt that the addition of 'some' Members was a fair compromise and that the report did not require further amendment.

- v. Cllr G Bull stated that whilst he was a new Member of the Committee, he was aware that the issue had been a point of contention and it did appear as though there had been a divergence of opinion which Councillors were entitled to. He added that he didn't think Cllr Penfold's proposal was unfair as it seemed a reasonable compromise.
- vi. The DSM stated that the Annual Report was prepared by the Scrutiny Officer on behalf of the Committee to provide an objective review of the previous year, and suggested that given that there had been a change in Membership, Members should take that objectivity into account when seeking to amend the report. She added that Members should also take into account the number of new Members on the Committee that were not present in the period covered by the report.
- vii. Cllr S Penfold's amendment to include 'some Members felt that' was approved for inclusion in the report before recommendation to Full Council.
- viii. The substantive recommendations were proposed for approval by Cllr S Penfold and seconded by Cllr P Fisher with the addition of 'some information' and 'and Cabinet Members' in the second bullet point of the recommendations, as well as the addition of 'some Members felt that' in the body of the report, as discussed.

RESOLVED

1. To recommend that Full Council notes the report, affirms the work of the Overview & Scrutiny Committee, and considers the following concerns raised within the key issues section of the report:

- **A high number of apologies and limited substitute availability needs to be addressed by Group Leaders.**
- **Some requested information has not been provided in a timely or satisfactory manner and needs to be addressed by officers and Cabinet Members.**
- **Delayed finance reports have had an ongoing impact on the work programme that needs to be addressed by officers.**
- **Non-attendance of the PCC at short notice impacted the Committee's crime and disorder update, and substitutes will therefore be requested in future.**

50 DELEGATED DECISIONS (MARCH TO AUGUST 2023)

No questions raised by Members.

RESOLVED

1. To receive and note the report.

51 THE CABINET WORK PROGRAMME

The DSGOS informed Members that the Managing Performance report had been delayed due to sickness absence, and Cabinet would therefore review the item in October. He added that a number of reports had been deferred from the October Cabinet work programme, and as a result only four reports were expected, with

others delayed until November.

RESOLVED

To note the Cabinet work programme.

52 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

- i. The DSGOS stated that whilst the Managing Performance report had been delayed due to sickness, the officer responsible for the benchmarking and contextual reports was also on long-term sickness absence, and as a result would not be able to provide the reports until December, alongside the next Managing Performance Report. He added that pre-scrutiny of the Delivery Plan was on the work programme for October, but the workshops planned to form the actions were not expected to conclude until after the October the agenda had been published, but efforts would be made to get a report to Committee Members prior to the meeting. It was noted that access to NHS dentistry services was expected on the October agenda for discussion, and information requests had been made to the ICB accordingly, though attention should also be paid to any work done by NHOSC. The DSGOS stated that a review of the Scrutiny Panel terms of reference would also be brought forward so that the Committee was able to respond accordingly when Corporate Plan projects began.
- ii. The Chairman suggested that it may be useful to hold a workshop to discuss the work programme for the remainder of the year ahead.

RESOLVED

To note the Overview & Scrutiny work programme.

ACTIONS

Online workshop discussion to be held on arrangement of work programme.

53 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 12.14 pm.

Chairman

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>

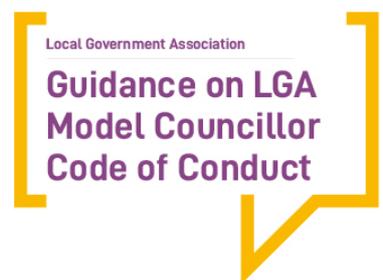
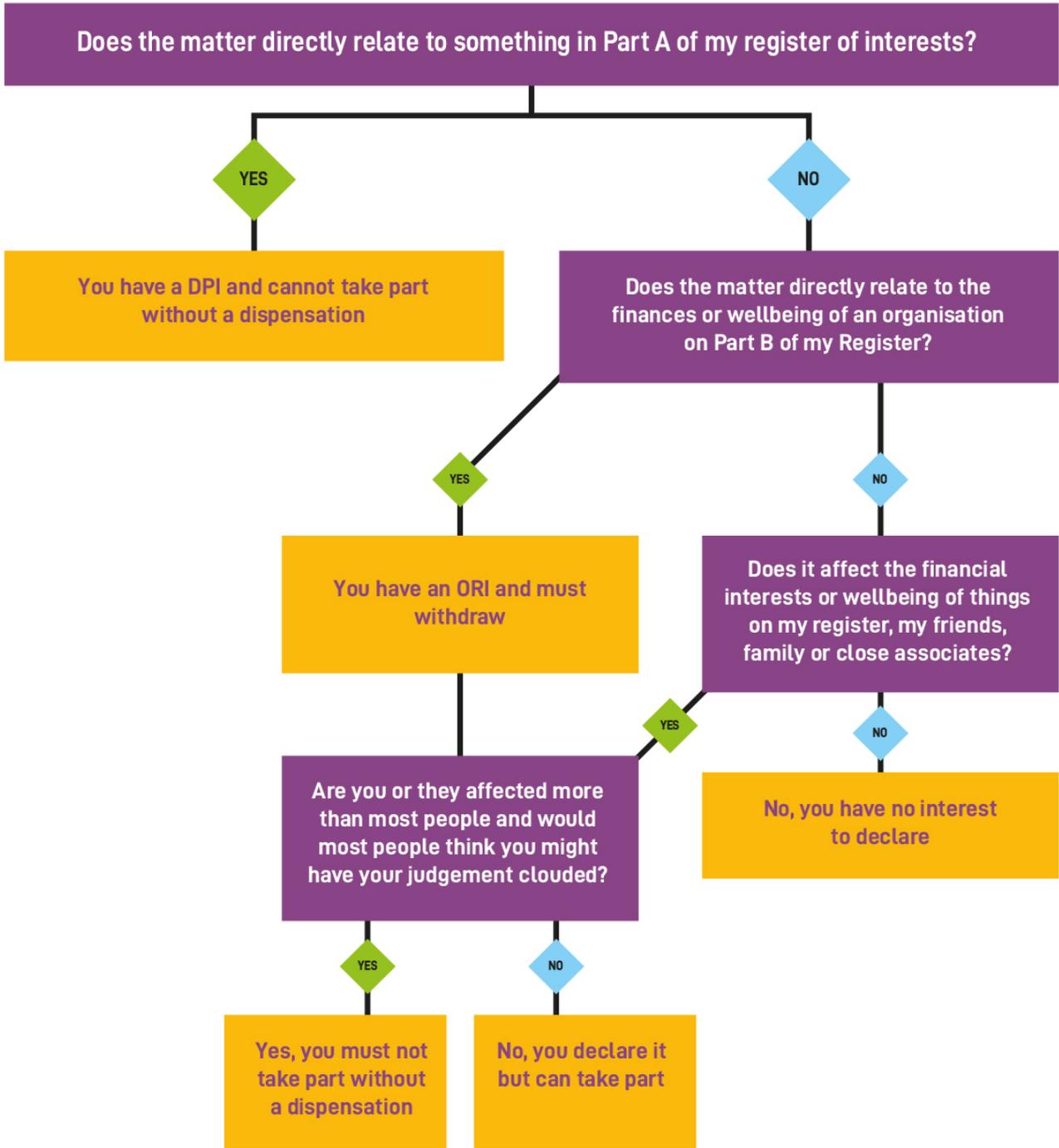
	spouses/civil partners has a beneficial interest exceeds one hundredth of the total issued share capital of that class.
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* 'director' includes a member of the committee of management of an industrial and provident society.

* '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

<p>You have a personal interest in any business of your authority where it relates to or is likely to affect:</p> <ul style="list-style-type: none">a) any body of which you are in general control or management and to which you are nominated or appointed by your authorityb) any body<ul style="list-style-type: none">(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)



NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROGRAMME UPDATE REPORT	
Executive Summary	This report outlines the North Walsham High Street Heritage Action Zone programme and related initiatives. It shows the budget position to-date and the delivery timescales, outlining matters that have affected the cost and implementation.
Options considered	The report is for noting as the programme of works is already underway. No options are therefore presented.
Consultation(s)	Other than the usual consultation with Statutory officers, no consultation has been necessary as the report is merely for noting.
Recommendations	To note the contents of the report.
Reasons for recommendations	The Committee has taken a keen interest in this high profile project and should be kept abreast of its progress.
Background papers	None

Wards affected	North Walsham Market Cross, North Walsham East, North Walsham West.
Cabinet member(s)	Portfolio Holder for Sustainable Growth
Contact Officer	Robert Young, Assistant Director for Sustainable Growth

Links to key documents:	
Corporate Plan:	<p><i>“Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment and business activity, served by public transport” [sic.]</i></p> <p><i>“Maximising external grant funding to deliver the Council’s corporate objectives”</i></p>
Medium Term Financial Strategy (MTFS)	The contents of this report do not impact upon the MTFS
Council Policies & Strategies	None

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Is the item exempt, if so, state why.
Details of any previous decision(s) on this matter	Provide the dates of any previous decisions relating to this

1. Purpose of the report

- 1.1 This report provides an overview of the North Walsham High Street Heritage Action Zone (HSHAZ) and related activities. It sets out the overall programme of interventions, the budget position and the progress to-date. The Committee is asked to note the progress made to-date.
- 1.2 An end of project report will be provided once the evaluation of the HSHAZ programme has been undertaken following the completion of all of the interventions.

2. Introduction & Background

- 2.1 North Walsham High Street Heritage Action Zone (HSHAZ) grew from the ambitions of local stakeholders to regenerate North Walsham town centre. On the back of North Walsham's successful delivery of a project under NNDC's Market Towns Initiative, and the formation of a strong partnership of local stakeholders, a bid was made to the Government's Future High Streets Fund; although this was unsuccessful. Dialogue with local stakeholders and lessons learnt from that bid resulted in agreement to refocus on the built heritage of the town and a successful bid was subsequently made for funds from the High Street Heritage Action Zone administered by Historic England. At its meeting 20th November 2019, the Council agreed to equally match the initial bid of £975,000 and to implement the HSHAZ project.
- 2.2 The HSHAZ programme's aim was to capitalise on the built heritage of North Walsham's historic core to improve its vitality and attractiveness to shoppers, visitors and businesses. The programme initially comprised the following substantive elements:
 - a) Refurbishment of the Cedars (owned by NNDC)
 - b) Administration of a Building Improvement Grant (for owners of historic buildings)
 - c) Improvements to important area of the public realm (place making)
 - d) Historic research programme (undertaken by Historic England)
- 2.3 This integrated programme was supported by community engagement activity and the development of a town centre masterplan.
- 2.4 Subsequent to the commencement of the programme, further funding was sought and the scheme was augmented by:
 - A Cultural Programme (Historic England (HE) – agreed 22nd February 2021)
 - Additional funding for the place making project (funded by the Getting Building Fund, administered by the New Anglia Local Enterprise Partnership NALEP – agreed by Council in September 2020)
 - A scheme to provide a bus turning and stopping facility located beyond the HSHAZ area but facilitating the removal of buses from Market Street (undertaken in partnership with Norfolk County Council (NCC) and North Walsham Town Council (NWTC) - agreed by Cabinet 1 November 2021)
 - A visioning and marketing toolkit (funded by C-Care Towns Challenge Fund (Interreg) September 2022)

3. Programme update

3.1 This section outlines the principal financial matters and the timescales for the programme of works. Each element of the programme is summarised below, where key issues relating to budget, programme or risk are identified.

Budget

3.2 The overall budget for the HSHAZ programme (and all related elements), broken down into the specific work streams and the funding sources, is shown in table 1 below.

Table 1: Budget		HSHAZ					Cultural Programme	Bus Interchange	Visioning & Marketing	Total
Work stream		Cedars	Place making	Building Improvement Grants	Wayfinding – Interpretation & Signage	Misc.				
Original budget	NNDC	225,000	385,000	210,000	22,000	130,253	0	0	0	972,253
	HE	150,000	385,000	320,000	18,000	140,908	90,000	0	0	1,103,908
	Other		1,170,000	private match	0	0	0	404,536	20,000	1,594,536
Additional funds	NNDC	90,000	400,000					9,749		499,749
	HE		298,298							298,298
	Other		tbc							tbc
Total budget		465,000	2,638,298	530,000	40,000	271,161	90,000	414,285	20,000	4,468,744
Total spend to date (provisional)		(479,546)	2,205,069	463,549	24,770	202,871	74,895	414,285	20,000	3,884,985
Total Remaining @ 9/23		-	433,229	66,451	15,230	68,290	15,105	0	0	501,519
Total committed @ 9/23 (provisional)		-	100,449	45,976	15,230	tbc	tbc	0	0	116,729
Predicted residual budget/overspend @ 9/23		(-14,546)	332,780	20,475	0	0	0	0	0	

Programme

3.3 The programme for implementing the HSHAZ (and related projects) is set out in table 2 below.

Programme	HSHAZ					Cultural Programme	Bus Interchange	Visioning & Marketing
Work stream	Cedars	Place making	Building Improvement Grants	Wayfinding	Misc.			
Substantive start date	Mar '22	Feb '22	May '21	Feb '23	Apr '20	Apr '20	Apr '22	Nov '22
Practical Completion date/final deadline	Aug '23	Mar '23	Mar '24	Dec '23	Mar '24	Mar '24	June '22	Mar '23
Key outstanding elements @ 9/23	Grounds & curtilage	Black Swan & Bank Lokes	5 projects nearing completion; 1 project soon to commence	One-off: soon to commence	Monitoring & evaluation	Range of events planned	Complete	Promotion amongst businesses

The Cedars

3.4 The scheme to refurbish the Cedars has resulted in the building being let to local organisations, following a long period of vacancy and disrepair. The building, at a principle gateway to the town centre, is visually and historically important and now provides valuable office space. The HE grant was committed to the scheme and NNDC funded the remainder of the cost of the works. The implementation of the scheme was delayed by the original contractor going into liquidation; this also added significantly to the cost of the refurbishment works. During the refurbishment works variations to the layout

of the rooms were agreed and also the building's principal heating source was changed from gas to electric. These changes also added to the cost of the scheme, at the Council's expense.

- 3.5 The outstanding elements of the scheme include the repair of the rear wall and the setting out of the grounds adjacent to the main building. Options for the eastern part of the site are under consideration but it is expected that revenue could be generated from this, which might help pay back some of the additional costs of the restoration of the main building.

Place making

- 3.6 The place-making scheme involved enhancing the amenity of key areas of public realm (owned by NNDC) and highway improvements to the accessibility and functionality of the Market Place and adjoining areas. The designs were based on the following four principles resulting from engagement feedback:

- improving public realm
- safe and active travel
- identity tied to history
- community and pride.

- 3.7 Due to the timing constraints of the external funding, it was decided to engage Norfolk County Council to manage the scheme and to employ their term contractor (Tarmac) to undertake the work (under an NEC3 Contract, which sets out various pricing options and change management procedures). This saved time (avoiding the need of a separate tender and procurement exercise), enabling the grant to be spent within the time constraints and additional grant to be drawn down. An iterative design process was thus followed.

- 3.8 Tarmac were involved as early as possible in the design of the scheme, which was led by the Council's design consultant, Influence. Due to time constraints, various pricing options from the term service contract were used in the construction of the scheme. The pricing option for the first phase (Church Approach) was on the basis of 'cost plus', meaning that actual costs incurred and contractors time, preliminaries etc. were charged plus the Contractors fee of 4.75% which is written into the term service contract. The pricing option used for the main works (Market Place), operated on the basis of a 'target price' so as to allow works to proceed at pace, whilst building in flexibility to make scope and design changes as it progressed, and the actual costs became known. This option involved agreeing a 'Target Price' from the designs ahead of works starting. Change is then managed in the form of compensation events which raise or lower the 'target price' depending on the value of the change. An element of pain/gain share, is then calculated at the end of the scheme depending on whether the final cost is over or under the final 'target price'. This means that cost savings would be shared, as would cost overruns that were not accounted for by agreed circumstances (compensation events). This was deemed necessary, since the place-making budget was 'fixed'; in other words, rather than setting out with a fixed *design* (to be built at a tendered price – with a variable budget and contingency included), the

design had to continually adapt to ensure it remained within the fixed *budget*. Each design change, however, incurred additional design costs. This was deemed the most suitable approach in order to meet the imposed time constraints of the external grants.

- 3.9 The first phase of the project involved the redesign of the amenity area at the eastern end of Market Street (referred to as Church Approach). The second phase involved the extensive remodelling of the Market Place, including the implementation of a Traffic Regulation Order that altered the arrangements for through traffic, parking and stopping in the historic core of the town. The final stage of the scheme is to improve two pedestrian routes into the Market Place: Bank Loke and Black Swan Loke.
- 3.10 After the initial agreement of the HSHAZ programme, the Council purchased a parcel of derelict land to further augment the place making project by providing a quicker, more accessible pedestrian link between the main town centre car park (at Bank Loke) and the Market Place – Black Swan Loke, to the rear of a Grade II* Listed Building. The purchase of the site (~ £100,000) was funded in equal parts from the Place Making budget and a further grant from HE (£50,000). Planning Permission to remodel the site was granted and preliminary works have commenced. The planned path that will connect the car park with Black Swan Loke, together with landscaping of the site, are hoped to commence before Christmas. Works to Bank Loke will be far simpler, involving the rationalisation of clutter, improved lighting and enhanced signage to improve the legibility of the route to pedestrians.
- 3.11 Changes to the design of the place-making project responded to stakeholder feedback and addressed practical matters as they came to light as the scheme progressed. Substantial 'de-scoping' (reducing the extent of the project) also took place in order to achieve the maximum benefit from the improvements within the budget constraints. Once the detailed cumulative costs of delivering the first two phases of the scheme were known (which included considerable inflationary costs as well as impacts from unforeseeable practical issues (e.g. underground services, cellars etc.)), it was predicted that additional funding (£227,000) was needed to complete the Market Place improvements to the expected standard. There were also therefore, insufficient funds to undertake the intended enhancements to Bank Loke and Black Swan Loke. An additional budget of £400,000 was consequently agreed by the Council (from reserves), bringing the total Place Making budget to £2,638,297 - sufficient to complete the revised scheme.
- 3.12 It is important to note that the final designs for Black Swan Loke have yet to be agreed and the implementation of that will follow an iterative process to ensure the scheme is undertaken within the residual budget (accordingly, the construction contract has yet to be let). **The final budget position will therefore be reported once the cost of completing Black Swan Loke is known, together with any recommendation as to how the residual budget might be used**, for example: to further augment the place-making project, supplement other areas of the HSHAZ programme, or be transferred to some other budget.

Building Improvement Grant

3.13 A core element of the HSHAZ is maintaining historic buildings in a good state of repair. The project set out to do this by providing the opportunity of grant aid to the owners of eligible buildings. A grant programme was thus established and the amount of grant available generally varied between 60% and 80% (with one exception of a grant of 100% for a project that greatly improved the public realm). To date, a total of eleven grants have been awarded, amounting to £508,475. Work has been completed on five buildings, with five nearing completion and one more, which is soon to commence. The improvement work has varied from reinstatement of historic shopfronts to conversion to new uses, including residential above retail premises (on the basis that vacancy is one of the key issues that bring buildings into disrepair). The largest grant was for the conversion and renovation of the former Barclays Bank building, occupying a prominent location in the Market Place, into a community space operated by the Phoenix project.

3.14 The grants have proven very popular with building owners and businesses, and a prioritisation process had to be undertaken part way through, in order to focus the grants on the projects that would best achieve the overall HSHAZ objectives.

Wayfinding

3.15 The improvements to the town centre and the historic buildings within it are hoped to lead to increased footfall and thus enhanced trading conditions for town centre businesses. Improving the accessibility of the town is a key aspect of this but so too is signposting and way marking of key routes, as well as interpretation of significant historic features and spaces within the town centre. A wayfinding scheme has thus been designed in order to enhance the visitor experience and build a greater sense of civic pride. This project is soon to be implemented.

Bus Interchange

3.16 In order to redesign the Market place in a way that enhanced the environment and the experience of customers/visitors, it was deemed important to remove buses from the Market Place. Previously buses would stop on the main shopping street, often leaving engines idling and casting a shadow on businesses on the north side of the road. Bus stops elsewhere in the town centre caused congestion vehicular a certain pinch points and conflicts with pedestrians. In order to remove through buses from the Market Place, and not impose substantial route deviations for the bus operators, it was necessary to identify a location where buses could turn. It was desirable also to design a space where passengers could wait in relative comfort and have facilities nearby. The Council therefore offered the use of the front part of New Road Car Park for this purpose (see decision by Cabinet on 1st November 2021). Norfolk County Council agreed to fund the works and North Walsham Town Council contributed towards the cost of the bus shelters. Improvements to the footpath through to Memorial Park and to the wider amenity of the area (funded by NNDC) were undertaken alongside the construction of the new bus interchange.

Cultural Programme

3.17 The Cultural Programme (CP) is a vibrant and diverse programme of cultural activities and events in the HSAHZ geographical area to bring about key outcomes. It is managed by a local 'cultural consortium', which has agreed a

wide range of events and activities intended to build 'social capital' and enhance the vibrancy of the town centre. There was a grant of £90,000 to deliver this work over a 4-year period. Events supported by the Programme have included: orchestral concerts, children's photographic workshops, craft workshops, pantomimes, plays, an upcycling project and fashion show, pop up events, street performance and a spring festival. Between the drafting of this report and the end of the Programme, the following events will be supported:

- Pop-up bookshop
- Creative writing workshops
- Orchestral events
- Buy-local event

Visioning & Marketing

- 3.18 Following the successful bid to an EU fund administered by the New Anglia Local Enterprise Partnership, a Vision and Marketing report was developed and delivered (March 2023) for the town. The report analyses North Walsham's 'offer' and the final report contains some key actions and a toolkit for individual businesses or groups to utilise. The desire is for the Town Council and Business Forum to adopt the strategy, to take it forward, and to build on the town's existing strengths to create a long-term strong and successful future business community. The report /toolkit will be valuable for other locations and the team will look at ways in which it can be adapted and shared more widely.

Miscellaneous

- 3.19 The elements of the programme within the 'miscellaneous' budget heading include the following key areas:
- Staffing costs
 - Mobilisation
 - Engagement, consultation and communication
 - Monitoring and evaluation
 - Research.

- 3.20 Clearly, any project requires resource for administration, project management etc. That is especially the case for a complex programme of work such as this, involving high profile and controversial proposals. Dedicated staffing was paid for out of the HAZ budget, but in addition to that, time was dedicated from the Council's Economic Growth team, as well as other support services. The research element of the programme was supported by experts from Historic England. It is vital to understand the impacts that the programme has had and to learn lessons from it. Monitoring is a key requirement of the HE grant and investment was made early on in the programme's implementation to ensure that processes were in place to provide data against which the scheme can be evaluated. The monitoring and evaluation will follow HE guidelines and will be completed towards the end of the programme.

Governance and project management arrangements

- 3.21 When the HSHAZ programme was approved, Cabinet resolved to establish Working Group, when the Corporate project management arrangements changed, this subsequently became a Project Board. The programme has therefore been steered by the HSHAZ Project Board since then, with reports of issues, risks etc. being brought to the attention of the Cabinet Major

Projects working Party. Following a recommendation of OSC, the project management arrangements were the subject of a GRAC review, which found the procedures to be sound. The programme has also been the subject of regular reports to OSC and it is suggested that a project completion report be brought to the Committee at the appropriate time, including the monitoring and evaluation report.

4. Corporate Priorities

4.1 The programme of town centre improvements outlined in this report were undertaken to achieve key objectives of the previous administration's Corporate Plan and it links closely to the following objectives of the new Corporate Plan.

“Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment and business activity, served by public transport” [sic.]

“Maximising external grant funding to deliver the Council's corporate objectives”

5. Financial and Resource Implications

5.1 There are no financial / resource implications arising from this report as it provides an update of activity already undertaken and budgeted for.

Comments from the S151 Officer:

None

6. Legal Implications

6.1 There are no legal implications or concerns arising from this report.

Comments from the Monitoring Officer

None

7. Risks

7.1 No issues arise from this report.

8. Net ZeroTarget

8.1 No issues arise from this report.

9. Equality, Diversity & Inclusion

9.1 No issues arise from this report.

10. Community Safety issues

10.1 No issues arise from this report.

11. Conclusion and Recommendations

11.1 Members are asked to note the contents of this report.

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**NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROGRAMME
UPDATE REPORT**

Executive Summary	This Briefing Paper outlines the topic points and summary of discussions resulting from a meeting held between Cllr Dixon (Chair of Overview and Scrutiny Committee, Cllr Penfold (Vice Chair) and Cllr Housden regarding the budget position relating to the North Walsham High Street Heritage Action Zone programme.
Recommendations	To note the contents of this Briefing Paper.
Reasons for recommendations	The Committee has taken a keen interest in this high-profile project, and it is prudent that all members of the Committee are informed as to the discussion points.

Wards affected	North Walsham Market Cross, North Walsham East, North Walsham West.
Cabinet member(s)	Portfolio Holder for Sustainable Growth
Contact Officer	Robert Young, Assistant Director for Sustainable Growth

Links to key documents:	
Corporate Plan:	<i>“Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment and business activity, served by public transport” [sic.]</i> <i>“Maximising external grant funding to deliver the Council’s corporate objectives”</i>
Medium Term Financial Strategy (MTFS)	The contents of this Briefing Paper do not impact upon the MTFS
Council Policies & Strategies	None

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Is the item exempt, if so, state why.
Details of any previous decision(s) on this matter	Provide the dates of any previous decisions relating to this

Following apparent misunderstandings of the budget position relating to the North Walsham HAZ place making element, a meeting was held between Cllrs Dixon, Penfold and Housden and the Director for Place and Climate Change and Assistant Director- Sustainable Growth. At this meeting several points were discussed, and clarification provided. Further to this meeting, the Chairman asked for the following topic points and discussion outcomes to be shared with the whole Committee, so that all Committee members can be fully apprised of the position.

1. Matters relating to Project 'Contingency'

Discussion was held around the decision to proceed with the NWHAZ project work on a "cost-plus" basis with accredited contractors, target prices and tight timescales and spend certain funds in this period of high inflation, which in the views of some Councillors, had rendered monitoring of the contingency element of the funding near impossible.

Firstly, details of the contract arrangements are explained at paras 3.7 and 3.8 of the associated O&S Report on the agenda for 11th October. At the meeting officers advised that due to the timing constraints, two variations of standard NEC contract were used, the first being a 'Cost-Plus' arrangement, and secondly, a 'Target-Price' approach i.e., not a fixed price contract for a specific design, but rather, it allowed the scheme to be varied and the costs to be reassessed as the scheme progressed. As a result of these approaches, this meant there was no specific contingency – which officers believed had led to some of the confusion around contingency spend. It was also discussed that officers had mitigated some inflationary costs pressures through purchasing materials in advance.

2. Importance and Implications of 'Cost-Plus' and Target Price contracts

The meeting discussion provided confirmation that as the contract was not of a fixed price, inflationary pressures were borne by the Council. Officers acknowledged that it would have been beneficial for early indication to O&S that there was potential for costs to have increased, however, it was also explained that the project followed the Council's project management process precisely and that updates had been provided to the Board throughout the process. All agreed that 'highlight' reports should be a feature of future projects to avoid the later notification of project trends/issues.

3. Tenders

The meeting raised matters relating to the mention of tenders being required, with the quotes to be provided once available – and this not occurring. As a result, Committee Members had felt frustrated and left with false expectations. This was acknowledged by officers; but it was explained that at the time the tender suggestion was raised at O&S, there had been every intention to follow this course of action. However, in light of the budget pressures that revealed itself, it was subsequently deemed prudent to pause any tender process and reevaluate the options for Black Swan Loke. This was advised and clarified to O&S at the following meeting, although this message should have been clearer. A tender exercise is still expected, but this will only take place once designs are finalised. At present, we are not able to progress to the tender stage as the scheme designs are still being worked up. This matter is discussed at para 3.12 of the associated O&S report.

4. Cost breakdown requests

At the meeting, Councillors considered that the costs breakdowns supplied by the Corporate Business Manager on 20 Dec 22 and subsequent responses by the Director of Resources failed to cover pivotal points and mostly focussed on figures. Officers considered the Corporate Business Manager's response provided to Cllr Dixon, and copied to all Members, on 20th December gave the information available to answer most of the questions posed. The concerns remaining on 20 December, and onwards, related to the need for further details and the need to clearly explain the points now covered in paras 1 - 3, above, such that some Members were still unclear about the justification of certain elements of the requested £400k and the level of information to inform the Cabinet decision.

5. Future actions / communications

The discussion acknowledged that this matter had extended far longer than it needed to, and that Members search for information on this project points highlighted the importance of clear communications, especially around timely updates. In the main it was considered that updates should come firstly from the Cabinet Member or secondly the lead Officer directly to OSC; and that if satisfaction isn't reached at that point, then a small group could be formed to discuss, outside of the main Meeting as this would save precious Committee meeting time. It was agreed that there are lessons for everyone resulting from this project and this approach.

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Agenda item: XX

Subject:	Report on NHS Dental Services in North Norfolk (interim report to HOSC members)
Presented by:	
Prepared by:	Fiona Theadom, Head of Primary Care Commissioning
Submitted to:	North Norfolk county councillors
Date:	28 September 2023

Purpose of paper:

To provide interim information and specific data, where available, for North Norfolk prior to a full report to the Norfolk County Council Health and Overview and Scrutiny Committee on 9 November 2023.

Executive Summary:

The ICB became responsible for NHS dental services (primary, community and secondary care) under the Delegation Agreement with NHS England from 1 April 2023.

From early engagement with the Local Dental Committee and Local Dental Professional Network, the Primary Care Commissioning team committed to three priorities in February 2023:

- to listen to the views of the dental profession through an open and honest discussion about the future of dental services in Norfolk and Waveney and how we can support them.
- to consider how we can retain our local dental workforce and allow them to develop their skills and expertise, offer opportunities for them to provide some services in a different way where possible, and also to encourage individuals to come and work in our area.
- to listen to our patients and their lived experience, and to ensure our local population has access to oral health prevention advice and dental treatment when needed.
-

In April, the ICB formed its Dental Development Group to bring together clinicians from across the profession in primary, secondary and community care along with other key stakeholders such as local authority Public Health and Healthwatch. The aim of the Group was to provide an informal forum to discuss the challenges and barriers for NHS dental services in Norfolk and Waveney and to identify solutions.

Discussions have led to the development of the ICB's short term plan for 2023/2024 approved by the ICB's Primary Care Commissioning Committee in September and will be described in detail within the HOSC paper for November meeting.

This paper provides information about the North Norfolk locality where it is available.

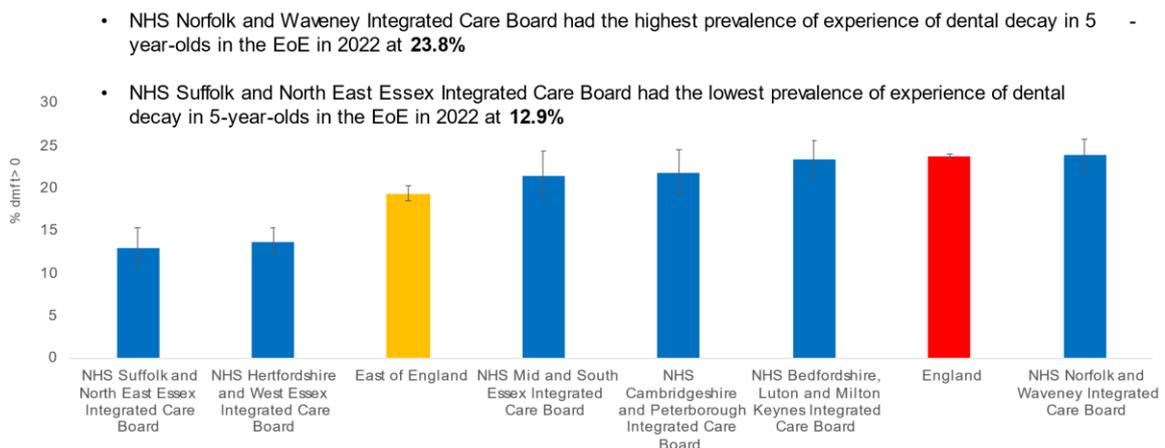
Report

The ICB became responsible for NHS dental services (primary, community and secondary care) under the Delegation Agreement with NHS England from 1 April 2023. Since April, the ICB has spent a significant amount of time engaging with the dental profession to fully understand the challenges facing the provision of NHS dental services and wider engagement with key stakeholders is being planned.

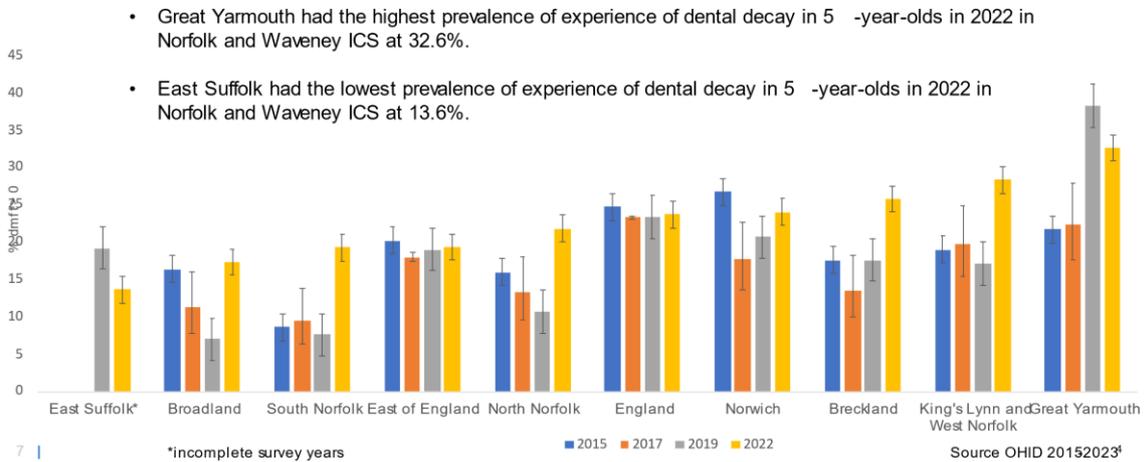
As a result of this engagement, the ICB's Executive Management Team and Primary Care Commissioning Committee has recently approved its short term plan for NHS dental services locally setting out interim initiatives whilst discussions take place to develop our long term plan which the ICB has committed to publishing by March 2024 as part of a wider primary care strategy. Full details will be shared in the paper to HOSC for the November meeting but include plans to improve access and workforce recruitment and retention.

NHS Norfolk and Waveney Integrated Care Board had the highest prevalence of experience of dental decay in 5-year-olds in the EoE in 2022 at **23.8%**

Prevalence of experience of dental decay in 5-year-olds in Integrated Care Boards across the East of England, 2022.



Trend in prevalence of experience of dental decay in 5-year-olds across lower tier local authorities in Norfolk and Waveney ICS, 2015, 2017, 2019 and 2022.



North Norfolk had the second lowest mean number of teeth with experience of dental decay among 5-year-olds with any decay experience in 2022 in Norfolk and Waveney ICS at 2.8 teeth.

There are 8 NHS dental practices in North Norfolk, the map in Appendix A shows the distribution of services across Norfolk and Waveney. It should be noted that there are currently no NHS dental practices open to new patients although this situation is not unique to Norfolk and Waveney.

Within the short term plan, two initiatives are already being mobilised, one is an Urgent Treatment pilot for up to 18 months and the other a short term children's oral health initiative to end of March 2024.

There will be one practice offering to provide urgent treatment appointments as part of the ICB's pilot scheme in the North Norfolk locality from September 2023, patients will be able to contact NHS 111 who will clinically triage their need for urgent appointment and refer to a local practice if appropriate. The ICB will continue to discuss with other practices their participation in the pilot.

Access to Level 2 specialised minor oral surgery services is also available locally and the Special Care Dental Service (known as Community Dental Services) operate out of a hub in Sheringham providing treatment to vulnerable adults and children unable to access general dental services.

The ICB doesn't have access to waiting list information for general dental practices although we're aware that some practices will hold a waiting list. Orthodontic waiting list data is currently being collated and will be used to inform the ICB's long term commissioning plan.

Workforce

We recognise that development of a robust and sustainable workforce model for Norfolk and Waveney is critical to stabilising our existing dental services, upskilling, and developing the workforce, and encouraging individuals to stay or come and work locally.

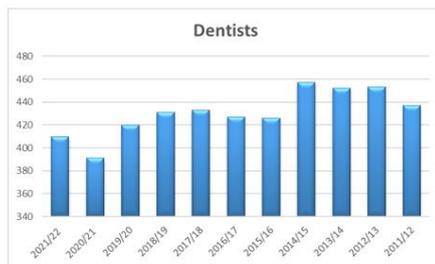
As of March 2021, the ICB was reported as having 410 NHS Dentists, which is the latest national data held. However, we are now collecting a revised version of data including all clinical and non-clinical staff for dentistry as part of a local survey. This information should be completed and analysed by October 2023.



Primary Care Workforce – Dentistry

NHS Digital have published Dentistry workforce figures from 2011 to 2021. At the end of March 2021, a headcount of **410 dentists** were reported, who perform NHS activity across our system.

A summary of the headcount from the period of 2011/12 to 2021/22 is shown below:



91 primary care dental contractors

There is currently no **information available to understand the vacancy levels** for this primary care service or the wider workforce position for the following roles:

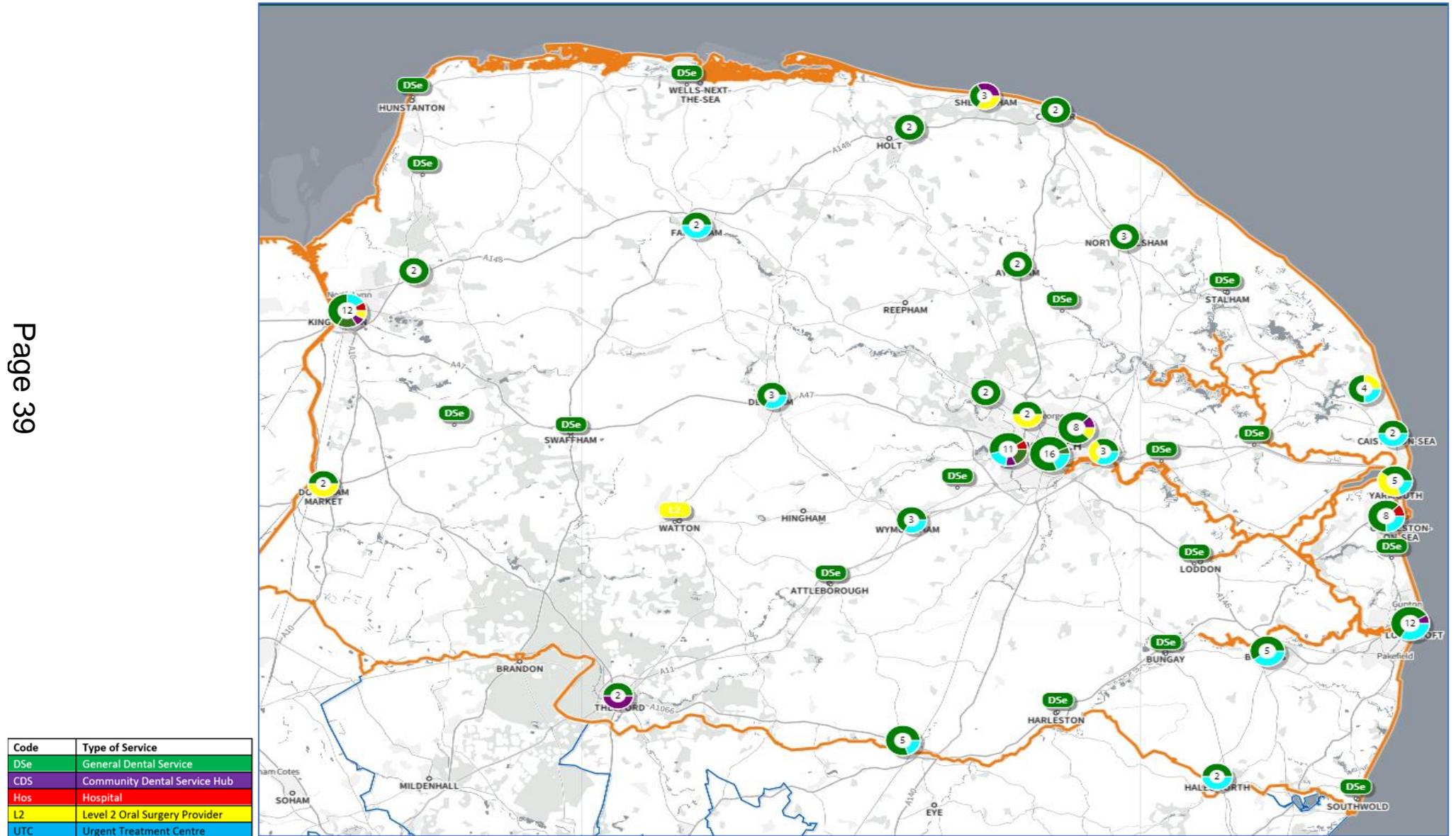
- Dental Hygienist
- Dental Nurse
- Dental Technicians
- Dental Therapists



Summary

We believe that successful delivery of the ICB priorities can only be achieved by working in partnership with the dental profession, our other system partners such as secondary and community care, local authorities and organisations such as NHS England's Workforce, Training & Education team, Healthwatch, and universities and colleges in Norfolk and Waveney.

Distribution of local NHS Dental Services in Norfolk and Waveney



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28 July 2023

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 71069

I refer to your email of 30 June requesting information in relation to dental practices.

The Integrated Care Board (ICB) is confirming in accordance with Section (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless stated otherwise.

Further to our email of 11 July NHS Norfolk and Waveney ICB can confirm it does hold the requested information. Accordingly, the ICB has provided a copy of your request below along with its response(s) for context and ease of reference.

I would like to know how many NHS dentists there are and how many are accepting new patients in each of the following postcodes

NR1, 2, 3, 4, NR10, 11, 12, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29 and PE31.

Please see the attached for a list of practices by postcode. We can confirm no practices are currently accepting new NHS patients.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

FOI Team/Corporate Communications
1st Floor St John's House
East Street
Leicester
LE1 6NB
Email agem.nwicb.foiservice@nhs.net

The ICB will investigate your complaint independently in accordance with the process described within its FOI Policy. An outcome will be provided within 20 working days.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113, email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

Under the terms of the Open Government Licence, you may use and re-use the information provided within this response (not including logos or photographs), free of charge in any format or medium; unless identified as another party's copyright.

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully
Philip Humphreys
Corporate Senior Manager

Arden & GEM CSU
On behalf of NHS Norfolk and Waveney ICB

Peacock & Shrestha	Peacock & Shrestha, 42 Prince of Wales Road, Norwich, NR1 1LG	NR1 1LG	NR1
MR JM STOKES	Dental Surgery, 10 - 12 Cathedral Street, NORWICH, Norfolk, NR1 1LX	NR1 1LX	
Shahram and Brown Dental	88 Hall Road, NORWICH, Norfolk, NR1 3HP	NR1 3HP	
All Saints Green Dental Clinic	All Saints Dental Clinic, 55 All Saints Green, NORWICH, Norfolk, NR1 3LY	NR1 3LY	
Orford Hill Limited	8 Orford Hill, NORWICH, Norfolk, NR1 3QD	NR1 3QD	
MR RA BURKETT	Heartsease Dental Surgery, 199 Plumstead Road, NORWICH, Norfolk, NR1 4AB	NR1 4AB	
Treetops Dental Practice Limited	Treetops Dental Practice, Suite 1, 11 Pottergate, NORWICH, Norfolk, NR2 1DS	NR2 1DS	NR2
Corner House Norwich LLP	Corner House Dental Practice, 31 Unthank Road, NORWICH, Norfolk, NR2 2PB	NR2 2PB	
Smile Orthodontics	154A Dereham Road, Norwich, Norfolk, NR2 3AB	NR2 3AB	
Golden Triangle Practice LLP	Dental Surgery, 88 Earlham Road, NORWICH, Norfolk, NR2 3HA	NR2 3HA	
Night Dental Limited	Siskin Dental Centre, Norwich Community Hospital, Bowthorpe Road, Norwich, NR2 3TU	NR2 3TU	
Smile Care United Limited	Siskin Dental Centre, Norwich Community Hospital, Bowthorpe Road, Norwich, NR2 3TU	NR2 3TU	
MR AR HARE	9 St Martins Palace Plain, NORWICH, Norfolk, NR3 1RN	NR3 1RN	NR3
MR JS FROST	Cotman House Dental Surgery, Cotman House, 7 St Martins Palace Plain, NORWICH, Norfolk, NR3 1RN	NR3 1RN	
DMJ Norwich Limited	124 Barrack Street, Norwich, NR3 1TL	NR3 1TL	
Dental Surgery	Dental Surgery, 148 150 Aylsham Road, NORWICH, Norfolk, NR3 2HD	NR3 2HD	
Peirson Services Ltd	Dental Surgery, 148 150 Aylsham Road, NORWICH, Norfolk, NR3 2HD	NR3 2HD	
The Denteam Dental Centre	Den Team Dental Centre, 527 Earlham Road, Norwich, NR4 7HN	NR4 7HN	
UEA Dentists	UEA Health Centre, University of East Anglia, Earlham Road, Norwich, Norfolk, NR4 7TJ	NR4 7TJ	NR4
MR NJ SUMSER-LUPSON	Dental Surgery, 86 Crostwick Lane, Spixworth, NORWICH, Norfolk, NR10 3AF	NR10 3AF	NR10
Woodview Dental Health Dental	Woodview Dental Health Practice, Burgh Road, Aylsham, NORWICH, Norfolk, NR11 6AJ	NR11 6AJ	NR11
MR M PATEL	Dental Surgery, 21 Red Lion Street, Aylsham, NORWICH, Norfolk, NR11 6ER	NR11 6ER	
Station House Dental Surgery	Station House Dental Surgery, 45 High Street, Stalham, NORWICH, Norfolk, NR12 9AH	NR12 9AH	NR12
Bridge Street Dental Partnership	Dental Surgery, 37 Bridge Street, FAKENHAM, Norfolk, NR21 9AG	NR21 9AG	NR21
Compass Clinic Ltd	Wells Community Hospital, Mill Road, WELLS NEXT THE SEA, Norfolk, NR23 1RF	NR23 1RF	NR23
The Together Dental Partnership	Carlton Lodge Dental Surgery, 5 Augusta Street, SHERINGHAM, Norfolk, NR26 8LA	NR26 8LA	NR26
Best, Hardy & Abel	Corner House Dental Surgery, 24 Norwich Road, CROMER, Norfolk, NR27 0AX	NR27 0AX	NR27
Graham Best Limited	Corner House Dental Surgery, 24 Norwich Road, CROMER, Norfolk, NR27 0AX	NR27 0AX	
Enslin Limited	Dental Surgery, 17 - 19 West Street, CROMER, Norfolk, NR27 9HZ	NR27 9HZ	
MR RB DE VILLIERS	49 Yarmouth Road, NORTH WALSHAM, Norfolk, NR28 9AT	NR28 9AT	NR28
New Road Partnership	20 Market Place, NORTH WALSHAM, Norfolk, NR28 9BP	NR28 9BP	
OASIS DENTAL CARE LTD	20 Market Place, NORTH WALSHAM, Norfolk, NR28 9BP	NR28 9BP	
Whitecross Dental Care Limited	Terrace House Dental Surgery, 15A Market Place, NORTH WALSHAM, Norfolk, NR28 9BP	NR28 9BP	
The Together Dental Partnership	Ormesby Village Surgery, Pippin Close, Ormesby, GREAT YARMOUTH, Norfolk, NR29 3RW	NR29 3RW	NR29
MR JG PLUMMER	Hemsby Medical Centre, 1 Kings Court, Hemsby, GREAT YARMOUTH, Norfolk, NR29 4EW	NR29 4EW	
MR WK DRYDEN	Dental Surgery, Castle Farm Barn, Castle Rising, KINGS LYNN, Norfolk, PE31 6AG	PE31 6AG	PE31
Mandeep Bhogal	Grange Dental Surgery, Lynn Road, Snettisham, KINGS LYNN, Norfolk, PE31 7QB	PE31 7QB	

There are no dental providers in the following postcodes: NR20, NR22, NR24, NR25

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SCRUTINY PANEL – UPDATED TERMS OF REFERENCE	
Executive Summary	This reports outlines the updated Scrutiny Panel terms of reference and seeks the appointment of a Chair/Vice-Chair and wider Panel Members from Group Leaders.
Options considered	<ol style="list-style-type: none"> 1. To adopt the updated TOR and seek appointments to the Scrutiny Panel. 2. To amend the updated TOR and seek appointments to the Scrutiny Panel. 3. To not adopt the updated TOR and not proceed with re-establishing the Scrutiny Panel.
Consultation(s)	The report has been shared with the Chair and Vice-Chair of the Committee.
Recommendations	It is recommended that the Overview & Scrutiny Committee adopts the updated Scrutiny Panel terms of reference, appoints a Chair and Vice-Chair from the Committee and seeks remaining appointments from Group Leaders on a politically balanced basis.
Reasons for recommendations	To create additional capacity for the Overview & Scrutiny Committee.
Background papers	N/A.

Wards affected	All
Cabinet member(s)	All
Contact Officer	Matt Stembrowicz – Democratic Services & Governance Officer/Scrutiny Officer Matthew.stembrowicz@north-norfolk.gov.uk 01263 516047

Links to key documents:	
Corporate Plan:	The Scrutiny Panel will be able to review elements of the Corporate Plan when required, by request of the Overview & Scrutiny Committee or Cabinet.
Medium Term Financial Strategy (MTFS)	The report does not include any proposals with direct savings or cost implications for the MTFS.
Council Policies & Strategies	The Scrutiny Panel will be able to review Council Policies and Strategies if requested, by the Overview & Scrutiny Committee or Cabinet.

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	N/A
Details of any previous decision(s) on this matter	Terms of reference for the six-month trial Environment & Quality of Life Scrutiny Panel was agreed on 15 th December 2020.

1. Purpose and Operation of the Scrutiny Panel

- 1.1 Establishing a Scrutiny Panel will allow the Overview & Scrutiny Committee to create significant additional resource that can be used to undertake in-depth reviews of existing or emerging policies, provide project oversight, assist with strategy development, undertake scrutiny investigations, and undertake other tasks as directed by the Overview & Scrutiny Committee.
- 1.2 The Scrutiny Panel will operate by undertaking work that is deemed too detailed or too resource intensive for the wider Overview & Scrutiny Committee, then report back to the Committee with reports and recommendations on its findings.
- 1.3 The Scrutiny Panel will primarily be supported by the Scrutiny Officer, though other relevant officers and Cabinet Members may be asked to contribute to reports and attend meetings, as and when required.
- 1.4 The Scrutiny Panel will meet as and when required subject to the demands of its work programme, however due to the administrative demand placed on officers, these meetings will not exceed more than one per month unless agreed otherwise to meet demand.

2. Background

- 2.1 The Overview & Scrutiny Committee has previously used Task and Finish Groups, Working Groups or specific Panel's such as the trial Environment and Quality of Life Scrutiny Panel to undertake additional work. This has included reviews of the Council's public convenience strategy, beach huts and chalets, and the market towns initiative. Whilst the use of various sub-committees has been very productive for the Committee, it comes with a significant administrative burden.
- 2.2 Creating a single Scrutiny Panel will allow for a more flexible approach that will enable the Panel to review any topic required by the Committee, without the additional administrative burden of running multiple specific sub-committees. It is expected that the Scrutiny Panel will primarily focus on topics, themes and proposals that emerge from the Corporate Plan, though the Panel may also be able to undertake reviews of other core or discretionary services, if requested.

3. Proposals and Options

- 3.1 The Committee are asked to review and approve the revised Scrutiny Panel terms of reference to create a more efficient single Scrutiny Panel, that can undertake additional work under the direction of the Overview & Scrutiny Committee. If adopted, the Committee will need to appoint a Chair and Vice-Chair from the Membership of the Committee, whilst the remaining three Members are appointed by Group Leaders, ensuring that the Panel's five Members are politically balanced. Remaining Members of the Panel are not required to be Overview & Scrutiny Committee Members, but cannot be Members of the Executive. Group Leaders should also ensure that those appointed are able to devote the time required to attend an additional sub-committee meeting each month, though it is possible that these meetings may take place remotely.

- 3.2 It should be noted that re-establishing a Scrutiny Panel does not mean that meetings will commence immediately and operate on a continuous basis, as the Panel will operate on an ad-hoc basis, as and when required, as per the request of the Overview & Scrutiny Committee.
- 3.3 If Members are minded, they may propose amendments to the terms of reference, but these will need to be agreed and accepted by the Overview & Scrutiny Committee.
- 3.4 If Members are not minded to approve the terms of reference and re-establish a Scrutiny Panel, the Overview & Scrutiny Committee will continue as is, and will have only limited capacity to undertake work in addition to its existing work programme. As such, this presents a risk that the Overview & Scrutiny Committee will not be able to provide adequate scrutiny to all projects, policies, proposals, and performance.

4. Corporate Priorities

It is expected that the formation of the Scrutiny Panel will allow for closer review, scrutiny, input, and assistance in delivering the Council's corporate priorities.

5. Financial and Resource Implications

There are no financial implications presented by the content of the report, however the Scrutiny Panel can require significant administrative resource depending on the requests made of the Panel. Members will therefore need to take this into account when setting the Scrutiny Panel's work programme, to ensure that there is adequate officer available to support its operation.

6. Legal Implications

There are no legal implications presented by the content of the report.

7. Risks

Whilst there are no direct risks presented by the content of the report, if the Committee is minded not to form a Scrutiny Panel, a lack of capacity may mean that some projects or policies are not adequately scrutinised, which could present a risk to the Council.

8. Net Zero Target

There are no net zero implications presented by the content of the report, though the Scrutiny Panel may be requested to consider related issues.

9. Equality, Diversity & Inclusion

There are no equality, diversity or inclusion implications presented by the content of the report, though the Scrutiny Panel may be requested to consider related issues.

10. Community Safety issues

There are no community safety implications presented by the content of the report, though the Scrutiny Panel may be requested to consider related issues.

11. Conclusion and Recommendations

In order to increase the capacity of the Overview & Scrutiny Committee and allow Members to undertake in-depth reviews or investigations, it is recommended that Members accept the recommendations and adopt the updated Scrutiny Panel terms of reference attached.

SCRUTINY PANEL - TERMS OF REFERENCE:

<p>Format</p>	<p>The Scrutiny Panel is responsible for undertaking additional scrutiny and/or investigatory work at the request of the Overview & Scrutiny Committee. It is intended to add capacity for more detailed discussion of complex issues relating to Corporate Plan themes and/or specific issues that have been raised for investigation by the Committee.</p>
<p>Membership</p>	<p>Membership of the Panel will consist of 5 politically balanced members. The Chairperson shall be a member of the Overview & Scrutiny Committee, voted on and appointed by the Committee. Cabinet portfolio holders will be required to attend during discussion of reports and/or items relevant to their portfolio.</p> <ul style="list-style-type: none"> • Delegation shall be given to Group Leaders to make appointments to the Panel. • The Scrutiny Officer will provide the primary support to the Panel, with other officers (when required), in-line with the Council's constitution and legislative provisions.
<p>Purpose</p>	<ul style="list-style-type: none"> • To monitor the ongoing implementation of key programmes/projects of the Corporate Plan to ensure that they are achieving the expected outcomes as outlined in the Corporate Plan/Delivery Plan. • To undertake investigations on key issues of concern to the Council or residents and provide a summary report of findings with potential recommendations for consideration. • To monitor outcomes in-line with the Council's performance framework. • The Panel will establish its own work programme (subject to the agreement of OSC), in conjunction with relevant Portfolio Holders to agree which priorities will be reviewed, and when. • Panels will not be required to maintain oversight of <i>all</i> projects, as the wider Committee may choose to oversee specific projects. • The Panel will provide update reports to the Overview & Scrutiny Committee no less than once every six months, and will provide specific reports to the Committee when recommendations are made.
<p>Administration</p>	<ul style="list-style-type: none"> • Scheduling of meetings • Agenda preparation • Minute taking • Formulation of recommendations • Investigatory and review work
<p>Meetings</p>	<p>As and when required to meet the requirements of the Panel's work programme, but will not exceed more than one meeting per calendar month, unless agreed by the officer responsible for administering meetings.</p>

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Committee	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision details
November 2023					
Cabinet	06 Nov 2023	Draft Delivery Plan	Cllr T Adams <i>Steve Blatch</i> <i>Chief Executive</i>	<i>A Strong, responsible and Accountable Council</i>	<i>Pre-Scrutiny</i>
Scrutiny	11 Oct 2023				
Cabinet	06 Nov 2023	Budget Monitoring P6	Cllr L Shires <i>Tina Stankley</i> <i>Director of Resources</i>	<i>A Strong, responsible and Accountable Council</i>	
Scrutiny	15 Nov 2023				
Cabinet	06 Nov 2023	Stalham Sports Centre	Cllr L Withington <i>Colin Brown</i> <i>Leisure & Locality Services Manager</i>	<i>Developing our communities</i>	 <i>Possible Exempt information</i>
Cabinet	06 Nov 2023	RIPA Update and Policy review	Cllr C Ringer <i>Steve Hems</i> <i>Director for Communities</i>	<i>A Strong, responsible and Accountable Council</i>	
Cabinet	06 Nov 2023	Council Tax Discount Determinations 2024/2025	Cllr L Shires <i>Sean Knight</i> <i>Revenues Manager</i>	<i>A Strong, responsible and Accountable Council</i>	
Scrutiny	15 Nov 2023				
Council	22 Nov 2023				
Cabinet	06 Nov 2023	Prudential Indicators 2022/23	Cllr L Shires <i>Tina Stankley</i> <i>Director of Resources</i>	<i>A Strong, responsible and Accountable Council</i>	
Scrutiny	15 Nov 2023				
Council	22 Nov 2023				



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)

Committee	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision details
Cabinet	06 Nov 2023	Cromer floodlights	Cllr L Withington Emily Capps Assistant Director, Environment & Leisure Services	Developing our communities	
Cabinet	06 Nov 2023	Future of Emergency Phones	Cllr L Withington Emily Capps Assistant Director, Environment & Leisure Services	Developing our communities	 Possible Exempt information
December 2023					
Cabinet	04 Dec 2023	Marrams Bowls Club, Cromer	Cllr Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	 Possible Exempt information
Cabinet	04 Dec 2023	Cromer Tennis Club	Cllr Lucy Shires Cllr L Withington Renata Garfoot Estates & Asset Strategy Manager	Developing our Communities	 Possible Exempt information
Cabinet	04 Dec 2023	Medium Term Financial Strategy	Cllr L Shires Tina Stankley Director of Resources	A Strong, responsible and Accountable Council	
Scrutiny	15 Nov 2023				
Council	22 Nov 2023				



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)

Committee	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision details
Cabinet	04 Dec 2023	Managing Performance Q2	Cllr T Adams Steve Blatch Chief Executive	A Strong, responsible and Accountable Council	
Scrutiny	13 Dec 2023				
Cabinet	04 Dec 2023	Treasury Management Half Yearly report	Cllr L Shires Tina Stankley Director of Resources	A Strong, responsible and Accountable Council	
Scrutiny	13 Dec 2023				
Council	20 Dec 2023				
Cabinet	04 Dec 2023	Fees & Charges 2024/2025	Cllr L Shires Tina Stankley Director of Resources	A Strong, responsible and Accountable Council	
Scrutiny	13 Dec 2023				
Council	20 Dec 2023				
Cabinet	04 Dec 2023	Options appraisal for land adjacent to the Cedars, North Walsham	Cllr Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	 Possible Exempt information
Cabinet	04 Dec 2023	Rocket House, Cromer – appraisal and options	Cllr Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	 Possible Exempt information
Cabinet	04 Dec 2023	Delegated Decisions	Cllr T Adams Emma Denny Democratic Services Manager	A Strong, responsible and Accountable Council	
Scrutiny	13 Dec 2023				



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)

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Start Date	Action	Owner	Status	Comments
14.06.23	Meeting to discuss outstanding NWHSHAZ w/ Chair, VC, Cllr N Housden & CE All 3 performance reports to be reviewed	Chief Executive	Complete	CE met with Chairman in August
12.07.23	together written response requested for Cllr C	Scrutiny Officer		Confirmed for December
13.09.23	Cushing question on NWHSHAZ Report on NWHSHAZ information for	Chief Executive	Complete	Response received
13.09.23	October meeting written responses required on questions	DFPCC/ADSG		
13.09.23	relating to budget monitoring report written response required on closure of	DFR		
13.09.23	enforcement cases question from Cllr V Online workshop to discuss work	DFPCC	Complete	
13.09.23	programme TBA	Scrutiny Officer		

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OVERVIEW & SCRUTINY: OUTCOMES & ACTION LIST – SEPTEMBER 2023

REPORT, RECOMMENDATIONS & ACTIONS	ACTION BY	DATE
<p><u>8. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A MEMBER</u></p> <p>RESOLVED</p> <p>1. To request that a concluding report is prepared for the October meeting to summarise the enquiries made and provide the requested information.</p>	DFPCC	October 2023
<p><u>10. DEBT RECOVERY REPORT 2022-23</u></p> <p>RESOLVED</p> <p>To recommend the following to Full Council:</p> <p>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.</p> <p>2. To approve the suggested changes to the delegated authority as shown in appendix 2 for write offs.</p>	Full Council	September 2023
<p><u>11. BUDGET MONITORING REPORT P4 2023/24</u></p> <p>RESOLVED</p> <p>1. To note the contents of the report and current budget monitoring position.</p> <p>To recommend the following to Full Council:</p> <p>2. That a new capital budget of £0.050m is added to the capital programme to fund repair works to the Marrams Footpath, with funding coming from the Council’s Capital Receipts.</p> <p>3. That a new capital budget of £0.370m is added to the capital programme to demolish and rebuild the Public Conveniences at Albert Street, Holt with £0.120m to be funded from an insurance claim and £0.250m to be funded from the Council’s Capital Receipts.</p> <p>4. That a new capital budget of £1.040m is added to the capital programme in respect of the Local Authority Housing Fund.</p> <p>5. That the current Provision of Temporary Accommodation Budget is increased by £0.178m to £0.983m for 2023/24 following receipt of the Local Authority Housing Fund grant.</p>	<p>O&S Committee</p> <p>Full Council</p>	<p>September 2023</p> <p>September 2023</p>

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<p>6. That a capital budget of £1.458m be added to the capital programme for the Rural England Prosperity Fund expenditure and £0.266m be added to the capital programme for the UK Shared Prosperity Fund expenditure as shown in paragraph 4.7 and note that this will be funded by external funding.</p> <p>7. That a capital budget of £14.610m be added to the capital programme as shown in paragraph 4.8 and note that the project will be funded by external funding.</p> <p>ACTIONS</p> <p>1. Written response to be provided to Committee on questions raised by Cllr N Dixon on recognition of risks relating to delays with external audit of accounts, and Cllr V Holliday on need for £10m borrowing to repay £6.2m</p>	<p>Cllr L Shires</p>	<p>October 2023</p>
<p><u>12. ENFORCEMENT UPDATE</u></p> <p>RESOLVED</p> <p>1. That the Committee notes the continued progress of the Enforcement Board and the Combined Enforcement Team.</p> <p>ACTIONS</p> <p>1. Written response required on percentage of cases closed as a result of enforcement action and percentage of cases where enforcement action is no longer required.</p>	<p>O&S Committee</p> <p>DFPCC</p>	<p>September 2023</p> <p>September 2023</p>
<p><u>13. PLANNING SERVICE IMPROVEMENT PLAN</u></p> <p>RESOLVED</p> <p>1. To note the content of the report.</p> <p>2. To request that a concluding report be added to work programme for July 2024 to include a summary of performance following the full implementation of the PSIP.</p>	<p>ADP</p>	<p>July 2024</p>
<p><u>14. MANAGING PERFORMANCE QUARTER 1 2023/24</u></p> <p>RESOLVED</p> <p>1. That the Overview & Scrutiny Committee consider and comment upon issues within the report for subsequent consideration by Cabinet.</p>	<p>O&S Committee</p>	<p>September 2023</p>

<p><u>15. OVERVIEW & SCRUTINY ANNUAL REPORT 2022-23</u></p> <p>RESOLVED</p> <p>1. To recommended that Full Council notes the report, affirms the work of the Overview & Scrutiny Committee, and considers the following concerns raised within the key issues section of the report:</p> <ul style="list-style-type: none"> • A high number of apologies and limited substitute availability needs to be addressed by Group Leaders. • Some requested information has not been provided in a timely or satisfactory manner and needs to be addressed by officers and Cabinet Members. • Delayed finance reports have had an ongoing impact on the work programme that needs to be addressed by officers. • Non-attendance of the PCC at short notice impacted the Committee’s crime and disorder update, and substitutes will therefore be requested in future. 	<p>Full Council</p>	<p>September 2024</p>
<p><u>16. DELEGATED DECISIONS (MARCH TO AUGUST 2023)</u></p> <p>RESOLVED</p> <p>1. To receive and note the report.</p>	<p>O&S Committee</p>	<p>September 2023</p>
<p><u>19. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE</u></p> <p>ACTIONS</p> <p>1. Online workshop discussion to be held on arrangement of work programme.</p>	<p>Scrutiny Officer</p>	<p>October 2023</p>

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OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2023/24

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
May 2023				
NO MEETING DUE TO ELECTION				
June				
Scrutiny	Training Recap	Cllr N Dixon Matt Stembrowicz		
Scrutiny	O&S Draft 2023/24 Work Programme	Matt Stembrowicz Cllr N Dixon	To review and approve the Committee's draft 2022/23 Work Programme	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	Contextual Performance Measures Report	Lucy Wilshaw Cllr T Adams	To review contextual performance and consider how this may impact corporate priorities	Quarterly/six-monthly
Cabinet Scrutiny Council	Purchase of additional refuse vehicles for garden & commercial waste	Scott Martin Cllr C Ringer	To review proposal to purchase additional waste collection vehicles in advance of approval by Council	
Scrutiny	Appointment to NCC Norfolk Health Overview & Scrutiny Committee	Matt Stembrowicz	To appoint a Member of the Committee (and substitute) to sit on the NCC Norfolk Health O&S Committee	
July				
Cabinet Scrutiny Council	Treasury Management Annual Report (Cabinet recommendation)	Cllr L Shires Tina Stankley	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny Council	Out-turn report	Cllr L Shires Tina Stankley	To make any recommendations to Council – To include an update on savings proposals	Annual
Scrutiny	Performance Benchmarking	Lucy Wilshaw Cllr T Adams	To review performance benchmarking data comparatively with similar authorities	Quarterly
Cabinet Scrutiny Council	Draft Corporate Plan 2023 - 2027	Cllr T Adams Steve Blatch	To review and comment on the Draft Corporate Plan and consider any necessary recommendations	

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2023/24

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
August				
NO MEETING - AUGUST BREAK				
September				
Cabinet Scrutiny Council	Debt Management Annual Report (Cabinet recommendation)	Sean Knight Cllr L Shires	Committee to consider recommendation to Council	Annual
Cabinet Scrutiny	Budget Monitoring P4	Cllr L Shires Tina Stankley	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 Council	Overview & Scrutiny Committee Annual Report	Matt Stembrowicz Cllr N Dixon	To approve annual summary of Committee work for 2022-23	Annual
Scrutiny	Planning Service Improvement Plan – Statutory Consultee Update	Martyn Fulcher Cllr A Brown	To receive an update on feedback received from statutory consultees in relation to the PSIP	
Scrutiny	Enforcement Board Update	Martyn Fulcher Cllr A Brown	To receive an update on the work of the Enforcement Board	Six-monthly
October				
Scrutiny	NWHAZ Project Update and Requested Information Report	Cllr N Dixon Martyn Fulcher	To receive requested information and summarise enquiries	Committee Request
Scrutiny Cabinet	Pre-Scrutiny: Delivery Plan	Cllr T Adams Steve Blatch	To pre-scrutinise the Corporate Plan: Delivery Plan in advance of approval	Cabinet Request
Scrutiny	Access to NHS Dentistry Services in North Norfolk	Matt Stembrowicz Cllr J Boyle	Seek outline of position from NHOSC and consider possible actions.	Committee Request
Scrutiny	Scrutiny Panel: Review TOR and Seek Appointments	Matt Stembrowicz Cllr N Dixon	To review Scrutiny Panel's Terms of Reference and seek new appointments	

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2023/24

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
November				
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	
Cabinet Scrutiny Council	Council Tax Discount Determinations (Cabinet Recommendation)	Cllr L Shires Tina Stankley	To determine the Council Tax discounts for 2023/24	Annual
Cabinet Scrutiny Council	Prudential Indicators 2022-23 (Cabinet recommendation)	Cllr L Shires Tina Stankley	To ensure the prudential indicators for 2022-23 are fully complied with.	Annual
Cabinet Scrutiny	Budget Monitoring P6	Cllr L Shires Tina Stankley	To review the budget monitoring position	Periodical
Scrutiny	Waste Contract: Serco Update	Steve Hems Cllr C Ringer	To receive a formal update on the performance and functioning of the waste contract	Annual
Scrutiny	CTAP/Coastwise - Coastal Monitoring	Rob Goodliffe Cllr H Blathwayt	To receive a progress update on the Coastwise/CTAP programme	Annual
December				
Cabinet Scrutiny Council	Treasury Management Half-Yearly Report (Cabinet recommendation)	Cllr L Shires Tina Stankley	Committee to consider recommendation to Council	Six Monthly
Cabinet Scrutiny Council	Fees & Charges	Cllr L Shires Tina Stankley	To undertake an annual review of the Council's fees & charges to consider any changes	Annual
Scrutiny	Beach Huts & Chalets Monitoring	Renata Garfoot Cllr L Shires	To monitor the occupancy, condition and revenue of NNDC owned beach huts and chalets.	Annual
Cabinet Scrutiny	Performance Monitoring Q2	Steve Blatch Cllr T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Contextual Performance Measures Report	Lucy Wilshaw Cllr T Adams	To review contextual performance and consider how this may impact corporate priorities	Quarterly/six-monthly
Scrutiny	Performance Benchmarking	Lucy Wilshaw Cllr T Adams	To review performance benchmarking data comparatively with similar authorities	Quarterly
Scrutiny	Ambulance Response Times Data Monitoring	Matt Stembrowicz Lucy Wilshaw	To monitor ambulance response times data across the District	Six-monthly

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2023/24

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
January 2024				
Scrutiny Cabinet Council	Pre-Scrutiny: Draft Budget 2024-25	Cllr L Shires Tina Stankley	To review the proposed budget and projections	Annual
Scrutiny Cabinet Council	Medium Term Financial Strategy 2023-26	Cllr L Shires Tina Stankley	To review the MTFs for 2023-2026	Annual
Scrutiny Cabinet Council	Treasury Strategy (Cabinet recommendation)	Cllr L Shires Tina Stankley	Committee to consider recommendation to Council	Annual
Scrutiny Cabinet Council	Capital Strategy (Cabinet recommendation)	Cllr L Shires Tina Stankley	Committee to consider recommendation to Council	Annual
Scrutiny Cabinet Council	Investment Strategy (Cabinet recommendation)	Cllr L Shires Tina Stankley	Committee to consider recommendation to Council	Annual
February				
Scrutiny	Crime & Disorder Update TBC	Matt Stembrowicz OPCC	To receive a briefing on Crime and Disorder in the District/County	Annual
Scrutiny	Enforcement Board Update	Martyn Fulcher Cllr A Brown	To receive an update on the work of the Enforcement Board	Six-monthly
Scrutiny	Car Park Usage Monitoring	Cllr L Shires Tina Stankley	To undertake an annual review of the usage and revenue of the Council's public car parks	Annual
Scrutiny	Net Zero Commitment (NZAP) Monitoring	Kate Rawlings Cllr A Varley	To monitor the implementation of the NZAP and progress made toward the net zero by 2030 pledge	

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2023/24

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
March				
Cabinet Scrutiny	Budget Monitoring P10	Cllr L Shires Tina Stankley	To review the budget monitoring position	Periodic
Cabinet Scrutiny	Performance Monitoring Q3	Steve Blatch Cllr T Adams	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Contextual Performance Measures Report	Lucy Wilshaw Cllr T Adams	To review contextual performance and consider how this may impact corporate priorities	Quarterly/six-monthly
April				
Scrutiny	Ambulance Response Times Monitoring	Matt Stembrowicz	To monitor ambulance response times data across the District	Six-monthly
Scrutiny	Performance Benchmarking	Lucy Wilshaw Cllr T Adams	To review performance benchmarking data comparatively with similar authorities	Quarterly
Scrutiny	Planning Service Improvement Plan – Monitoring/Overview	Martyn Fulcher Cllr A Brown	To review the implementation of the PSIP	Committee Request
Scrutiny	Public Convenience Strategy Follow-up	Cllr L Shires Renata Garfoot		

ITEMS OF INTEREST TBC

Scrutiny	Planning Service Improvement Plan – Monitoring	Martyn Fulcher Cllr A Brown	To monitor the progress of implementation of the PSIP	JULY 24

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CORPORATE PLAN 2023-2027 - ANNUAL ACTION PLAN PROCESS	
Executive Summary	<p>This report and accompanying appendices present the discussions of the Annual Action Plan Member Workshop events staged in recent weeks to explore possible actions and outcomes for development and delivery in support of the five themes in the adopted Corporate Plan 2023-2027.</p> <p>The Overview and Scrutiny Committee is invited to comment upon the discussions and proposed actions and project proposals and as appropriate make comment / recommendations to the Cabinet which will seek to agree priorities for the 2024/25 Annual Action Plan in the coming weeks and for such proposals to be allocated resources through the 2024/25 budget process.</p>
Options considered	This is an item for pre-scrutiny comment by the Overview and Scrutiny Committee so provides an opportunity for the Committee to discuss possible options and priorities for the Council in taking forward projects and actions in support of the five agreed Corporate Plan themes.
Consultation(s)	The recent workshops involving elected members and officers have been an inclusive and consultative process the outcomes from which should inform future priority actions and work programming by the Cabinet for delivery in the 2024/25 civic year, aligned with the 2024/25 budget preparation and revised Medium-Term Financial Strategy.
Recommendations	The Overview and Scrutiny Committee is invited to comment upon the outcomes of the recent workshops staged to discuss issues and actions under each of the five themes of the recently agreed 2023-2027 Corporate Plan and to provide comment / make recommendations to Cabinet which has responsibility for agreeing priority actions or projects for inclusion in the Annual Action Plan for 2024/25.
Reasons for recommendations	Sound management of the authority's staff, property and financial resources to deliver projects and initiatives which support improved service delivery and positive outcomes aligned to the previously agreed Corporate Plan themes.
Background papers	2023 – 2027 Corporate Plan Notes from the recent themed workshop events attached as appendices to this report

Wards affected	All
Cabinet member(s)	Cllr Tim Adams, Leader of the Council
Contact Officer	Steve Blatch, Chief Executive
	Email:- steve.blatch@north-norfolk.gov.uk Tel:- 01263 516232

Links to key documents:	
Corporate Plan:	This report invites comment from the Overview and Scrutiny Committee as to the range of issues it would wish to see taken forward in support of the five Corporate Plan themes in the twelve months April 2024 – March 2025.
Medium Term Financial Strategy (MTFS)	Proposed actions, projects or initiatives will need to give due consideration to the Council's financial position as detailed in finance reports and a revised Medium-Term Financial Strategy and have the necessary resources allocated to them or efficiency savings identified through the preparation of the 2024/25 budget.
Council Policies & Strategies	See comment under Corporate Plan heading above

Corporate Governance:	
Is this a key decision	No – consultative process inviting the Overview and Scrutiny Committee to comment on possible programme of work for 2024/25 – any related decision to be taken rests with the Cabinet
Has the public interest test been applied	Yes - Information contained in the appendices of this report involves the likely disclosure of exempt information as defined in paragraphs 1,2 and 3, Part 1 of schedule 12A (as amended) to the Local Government Act 1972.
Details of any previous decision(s) on this matter	N/A

1. Purpose of the report

- 1.1 This report and accompanying appendices present the discussions of the Annual Action Plan Member Workshop events staged in recent weeks to explore possible actions and outcomes for development and delivery in support of the five themes in the adopted Corporate Plan 2023-2027.
- 1.2 The Overview and Scrutiny Committee is invited to comment upon the discussions and proposed actions and project proposals and as appropriate make comment / recommendations to the Cabinet which will seek to agree priorities for the 2024/25 Annual Action Plan in the coming weeks and for such proposals to be allocated resources through the 2024/25 budget process.

2. Introduction & Background

- 2.1 Following the District Council elections held on 4th May, the Council adopted a new Corporate Plan for the four years 2023 – 2027 at its meeting held on 19th July 2023.
- 2.2 In agreeing the new Corporate Plan and making a positive recommendation to Full Council to adopt the Plan at its 19th July meeting, the Cabinet meeting of 3rd July 2023 resolved to :-

1. **Agree the content of the draft Corporate Plan 2023 – 2027 as a statement of the Council’s intent and ambition for the term of this Council administration.**
2. **Authorises the Chief Executive, in consultation with the Leader of the Council, to agree any minor revisions and changes to the final draft of the Corporate Plan document and thereafter the format / design of the document for publication, following adoption by Full Council.**
3. **That Cabinet publishes an Action Plan detailing how the objectives detailed in the Corporate Plan will be delivered / achieved to its November 2023 meeting; and**
4. **Recommended to Full Council that it adopts the Corporate Plan 2023 – 2027.**

2.2 At the subsequent meeting of the Overview and Scrutiny Committee held on 12th July 2023 the Committee, in being invited to comment on the Corporate Plan in advance of adoption by Full Council, agreed the following:-

1. **The Overview and Scrutiny Committee considered and commented upon the content of the draft Corporate Plan 2023–2027 recognising that it was a statement of the Council’s intent and ambition for the term of this Council administration.**

The following comments were agreed and presented to the Full Council meeting on 19th July 2023:-

- **Cabinet was asked to consider whether financial sustainability has been adequately addressed within the Corporate Plan and whether it should form a key theme.**
- **Cabinet was asked to consider whether the headline objectives of the Corporate Plan were ambitious enough; and,**
- **Cabinet was asked to consider whether issues of rurality were adequately addressed within the Corporate Plan.**

2. **Noted the arrangements outlined for a series of member workshops in September 2023 to contribute to the development of actions / proposals for inclusion in the 2024/25 Annual Action Plan and then for the draft Action Plan being presented as a pre-scrutiny item for discussion / agreement by the Overview and Scrutiny Committee at its 11th October 2023 meeting.**

3. Proposals and Options

- 3.1 In accordance with the second resolution above, five member / officer workshop events have been held over the past three weeks, one for each Corporate Plan theme as follows:-
- **Meeting our local housing need** – 18th September
 - **Developing our communities** – 22nd September
 - **Our greener future** – 29th September
 - **A strong, responsible and accountable council** – 2nd October
 - **Investing in our Local Economy and Infrastructure** – 5th October
- 3.2 Each workshop has been attended by a mixture of Cabinet members, other councillors and relevant officers and has involved discussion of issues and potential responses under each of the objectives detailed under each of the Corporate Plan themes.
- 3.3 The outcomes from each workshop are appended to this report for members of the Overview and Scrutiny Committee to review and make comments upon. The list of comments from each workshop are in a raw state, having been taken directly from the post-it-note comments made on the day without any filtering or interpretation, except for the Housing one where officer comments and proposed responses are detailed in coloured font and it would be intended that a similar approach is adopted for the other themes, although currently this is a work-in-progress.
- 3.4 Whilst each of the workshops has generated a good level of discussion of the key issues and challenges and has significantly increased the understanding of many members as to the context to each of the issues and what the District Council currently does / is able to do in terms of legislation, powers and available budgets etc – the process has perhaps not generated many new or additional ideas as to specific project interventions beyond those previously suggested by the Cabinet and officers during the development of the new Corporate Plan.
- 3.5 This provides a positive opportunity for the Overview and Scrutiny Committee to comment on the workshop outcomes to date and suggest any additional actions, with any comments now made by the Committee being fed into this officer response process before the notes move forward for consideration by Cabinet at its meeting to agree the Annual Action Plans on 6th November 2023.

4. Corporate Priorities

- 4.1 The outcomes from this report will contribute to the agreement of Corporate Plan priorities and allocation of resources to support project delivery and improved working in the 2024/24 civic year.

5. Financial and Resource Implications

- 5.1 The outcomes from this report will contribute to the agreement of Corporate Plan priorities and allocation of resources to support project delivery and improved working in the 2024/24 civic year.
- 5.2 It will be for the Cabinet in reviewing the workshop outcomes and any comments made by the Overview and Scrutiny Committee to consider the ability of the Council to take forward and develop further any project interventions recognizing the current local government financial context, Medium-Term Financial Strategy, need for efficiency savings and setting a balanced budget for 2024/25.

6. Legal Implications

- 6.1 None as a direct consequence of this report

7. Risks

- 7.1 None as a direct consequence of this report.

8. Net Zero Target

- 8.1 None as a direct consequence of this report, although one of the Corporate Plan's five themes is "our Greener Future" where the issue of Net Zero is a key consideration for and objective of the authority over the lifetime of the Corporate Plan.

9. Equality, Diversity & Inclusion

- 9.1 None as a direct consequence of this report, although a key theme running through the Corporate Plan is the issue of inclusion and equity – particularly under the themes - Meeting our local housing need; Developing our communities; Investing in our Local Economy and Infrastructure and A strong, responsible and accountable council.

10. Community Safety issues

- 10.1 None as a direct consequence of this report

11. Conclusion and Recommendations

The Overview and Scrutiny Committee is invited to comment upon the outcomes of the recent workshops staged to discuss issues and actions under each of the five themes of the recently agreed 2023-2027 Corporate Plan and to provide comment / make recommendations to Cabinet which has responsibility for agreeing priority actions or projects for inclusion in the Annual Action Plan for 2024/25.

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