OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 22 April 2026 in the Council Chamber - Council Offices at 9.30 am

Committee Members Present:	Cllr C Cushing	Cllr M Hankins
	Cllr P Heinrich	Cllr V Holliday (Chairman)
	Cllr M Gray	Cllr C Rouse
	Cllr K Leith	

Members also attending:

Officers in Attendance: Director of Service Delivery (items 1-11)
Director for Resources (items 1-10)
Democratic Services & Governance Manager
Democratic Services Officer

1 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies had been received from Cllrs Bailey, Bayes, Fletcher and Penfold.

2 SUBSTITUTES

None

3 PUBLIC QUESTIONS & STATEMENTS

None

4 MINUTES

Subject to the correction of 2 typographical errors noted by the Chair, it was proposed by Cllr Hankins and seconded by Cllr Leith that the minutes of the meeting of the Overview and Scrutiny Committee held on the 18th March 2026 be approved as a true and correct record.

Resolved unanimously to approve these minutes.

5 ITEMS OF URGENT BUSINESS

None

6 DECLARATIONS OF INTEREST

None

7 PETITIONS FROM MEMBERS OF THE PUBLIC

None

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

None

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

None

10 FLASH PROGRESS UPDATE

Cllrs Gray and Rouse joined the meeting

The Director of Service Delivery (DSD) presented the report on FLASH. He updated the Committee that since the report was written the steel work has progressed and was being installed. The grant for the 3G pitch had been confirmed and the planning application for the pitch was being progressed. He explained the governance arrangements in place for the project which included an internal project team, external delivery partners as well as a stakeholder steering group which included external stakeholders. This was in addition to monthly contract meetings.

Following a question from the Chair the DSD stated the intended date for opening of the new centre was 18th December 2026 with the new pitch work being commenced at the beginning of 2027. Cllr Cushing noted that the period of centre closure was understood by the local community as being necessary.

The Committee noted the report.

11 UPDATE FROM ASSISTANT DIRECTOR FOR PEOPLE SERVICES

The Democratic Services & Governance manager presented this item and explained that the Assistant Director for People Services was unable to attend but had provided the Committee with a report, particularly focussing on deprivation in North Norfolk and the role of People Services. The DSD noted that the report couldn't cover everything but highlighted how data was used to shape best interventions, with the aim of targeting those with the greatest need and identifying issues early to prevent crisis situations. He noted the use of the Local Income tracker (LIFT), highlighting that this work has gained access to £2.3m of unclaimed benefits for North Norfolk residents. He also referred to the "Better Off Calculator" to improve financial resilience of residents

Cllr Gray and Cllr Rouse were pleased to see the work being undertaken and the use of the data. Cllr Cushing believed that this report could be considered further within the proposed agenda for July. Cllr Hankins noted the connection between domestic violence and the impact of homelessness and wished to see this considered in the future homelessness strategy before the Committee.

The Chair asked for more detail in connection with item 8 of the report (supporting residents with health-related barriers), particularly outcomes of interventions, the DSD noted this and invited members to feedback on areas where they would like more detail and stated that he would ensure the link to the indices would be reshared to members with guidance on its use and how to navigate.

The Chair queried whether there was staff capacity for the work being undertaken by the team. The DSD confirmed that there were peaks of work for the team, but in general, in relation to the matters NNDC responsible for, there were sufficient resources although the challenge was the desire to provide the best service possible.

Cllr Heinrich asked to have access to GIS mapped information. The DSD believed that the indices should be available mapped out at geographical output and believed that would be useful to all members.

The Chair and the Committee extended thanks to the Officers in the People Services team.

Cllr Leith asked whether the help hub information could be better publicised as residents she had spoken to were unaware of it, or, would this create unstainable demand. The DSD noted that the hub was promoted heavily, he believed the routes into services were well known by partner organisations.

The Chair asked the DSD about social prescribing and whether this could be more visible. The DSD stated there were 2 routes into the NNDC provisions. One was through referrals from the primary care network, the other through other services and sources. He stated that it if there was opportunity to raise the profile of this, he would welcome it.

Cllr Hankins referred to the £50,000 energy costs support and enquired as to the take up to date and whether it would be an adequate amount. The DSD couldn't provide take up data but noted the team had been busy. He noted that the length of the crisis would determine whether the amount would be adequate, and it was important to ensure the support was targeted to those in greatest need.

The DSD stated he would welcome any suggestions from members as to the level of information and detail the Committee required. Cllr Gray suggested that once members had a chance to consider the data then the Committee could consider themes.

12 THE CABINET WORK PROGRAMME

The Work Programme was noted.

13 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

The Democratic Services Officer noted that actions were up to date and that the work programme would be considered further in the following item. Cllr Hankins and the Chair both commented on the mobile connectivity actions, the Chair expressing disappointment over responses from third parties in some areas, with Cllr Gray wondering whether the survey idea previously discussed by the Committee was worth revisiting. The Chair requested an update on progress of the Private Members Bill.

14 WORK PROGRAMME SETTING

The Democratic Services & Governance Manager took the Committee through the difference between planned and responsive scrutiny as well as the difference between Overview and Scrutiny. She reminded Committee members of the criteria for selecting topics. She confirmed that following the discussion the Democratic Services team would provisionally score proposed items against the criteria for further consideration by the Committee in June. Noting the need to ensure room on the work programme for reactive matters as necessary.

The Committee were taken through the list of potential topics they had previously identified, with members generally noting their continued relevance. Cllr Gray and Cllr Heinrich commented that whilst dentist continued to be an issue they wondered what value the Committee could add to this topic, Cllr Gray considered this to also be the case with ambulance response times. Members discussed the value of their lobbying voice and noted the impact of this in connection with their previous work on Mobile Connectivity.

The update from the PCC was noted to be a statutory requirement and members noted the bi-annual update from Anglia Water, with discussions around the usefulness of obtaining feedback from local parishes (via Members) over general issues, with the Democratic Services team asked to provide a route for this.

Members identified that there were further areas of work under the mobile connectivity challenges as well as the availability of sufficient electricity supply.
Cllr Hankins raised the issue of AI both in terms of NNDC policy and the impact on local jobs.

The Democratic Services team was tasked with producing a proposed work programme for the June meeting of the Committee.

The meeting ended at 10.55 am.

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Chairman