

# Overview & Scrutiny Committee



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Tuesday, 14 July 2020

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **remotely via Zoom** on **Wednesday, 22 July 2020** at **9.30 am**.

At the discretion of the Chairman, a short break will be taken after the meeting has been running for approximately one and a half hours

Members of the public who wish to ask a question or speak on an agenda item are requested to notify the committee clerk 24 hours in advance of the meeting and arrive at least 15 minutes before the start of the meeting. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516047, Email: [matthew.stembrowicz@north-norfolk.gov.uk](mailto:matthew.stembrowicz@north-norfolk.gov.uk).

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

Please note that Committee members will be given priority to speak during the debate of agenda items

**Emma Denny**  
**Democratic Services Manager**

**To:** Mr N Dixon, Mr T Adams, Mr H Blathwayt, Mrs W Fredericks, Mr P Heinrich, Mr N Housden, Mr G Mancini-Boyle, Mr N Pearce, Miss L Shires, Mrs E Spagnola, Mr J Toye and Mr A Varley

All other Members of the Council for information.  
Members of the Management Team, appropriate Officers, Press and Public



**If you have any special requirements in order  
to attend this meeting, please let us know in advance**  
If you would like any document in large print, audio, Braille, alternative format or in  
a different language please contact us

**Chief Executive:** Steve Blatch  
**Tel** 01263 513811 **Fax** 01263 515042 **Minicom** 01263 516005  
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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 - 10

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 27<sup>th</sup> May 2020.

**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**

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

**7. PETITIONS FROM MEMBERS OF THE PUBLIC**

To consider any petitions received from members of the public.

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

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

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

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

**10. NORTH NORFOLK DISTRICT COUNCIL'S TRANSITION FROM RESPONSE TO RECOVERY IN RESPONDING TO THE CORONAVIRUS PANDEMIC**

11 - 22

**Summary:** This report details the actions taken by North Norfolk District Council in making the transition from Response to Recovery in responding to the Coronavirus Pandemic at a strategic, local and organisational level over the period early May – mid June 2020.

This includes:-

- maintaining its dedicated COVID helpline and email address operated over extended Customer Service hours including weekends and Bank Holidays since 30<sup>th</sup> March until the end of May and now operated over extended office hours;
- developing and putting in place with partners, transitioning support arrangements for the more than 2500 local residents who have been “shielding” and a similar number of people who have been self-isolating and have requested support from the Council with shopping and prescription deliveries;
- stepping down the operation of the 10 Local Co-ordination Centres as support arrangements for shielding and vulnerable people have become more formalised and established, meaning that the demand for support from the original arrangements put in place have reduced over time.
- paying out almost £52million of Small Business Grants on behalf of the Government and developed and launched a £2.76million Discretionary Grant Scheme.
- managing the re-opening of Council facilities – public toilets, coastal car parks and Cromer Pier in response to Government announcements on the easing of lockdown restrictions
- developing the “You are Welcome” reassurance programme to support local retail, hospitality and tourism businesses re-open in the coming weeks through the provision of advice and practical social distancing measures, hand washing facilities and local marketing initiatives,

so as to create safe, attractive town centre and seafront environments, in accordance with Government guidance.

- developing Return to Work policies and putting in place a range of social distancing measures within the Council's Cromer and Fakenham Connect offices which meet the COVID-secure workplace guidelines as we plan to move to a "new normal" level of public service provision.
- contributing to the development of the arrangements being made in Norfolk to develop and put in place arrangements for a Local Outbreak Control Plan for Norfolk in managing incidents of Coronavirus in the county in the coming months as the transmission and management of the virus moves into a different phase.

**Options**

**Considered:**

The report details the Council's actions in responding to the Coronavirus pandemic during the Response phase and the transitional arrangements being made for the Recovery phase as the Council prepares to operate in a "new normal" environment as lockdown restrictions are eased nationally and the District prepares for a curtailed summer visitor season. Options considered are outlined in the report.

**Conclusions:**

The report details the actions taken by the District Council in response to the Coronavirus Pandemic and of the preparations being made to support local communities and businesses "recover" from this unprecedented global event.

**Recommendations:**

**Cabinet is asked to note the Council's response and arrangements made to support Recovery from the Coronavirus Pandemic; and specifically comment upon the following:-**

**• the short-term actions proposed in respect of:-**

- **Opening up the council's services and facilities;**
- **The development and implementation of social distancing measures through the "you are welcome" programme to assist the re-opening of our high streets and tourist areas safely**
- **Delivery of the discretionary business**

**grant programme**

- **The council's planning for the return of staff to their main roles from working at home and redeployment into other roles;**
- **The implementation of measures so that the council is able to demonstrate compliance with the covid-secure workplace guidelines**
- **Understanding the contribution north norfolk district council will make in supporting the partnership actions outlined in the norfolk local outbreak control plan which will be a key element of managing any future outbreaks of covid19 in the district over the coming months.**
- **The longer term need to review the council's medium-term financial strategy in light of the changing financial situation of the council and as a result undertake a review of the council's proposed programme of activity as previously detailed in the corporate plan and delivery plan.**

**Reason for**

**Recommendations:** To inform corporate learning from experience gained through the Response and initial Recovery phases of the pandemic, the implication of which will remain with the District for many months to come.

Cabinet Member(s)      Ward(s) affected

Cllr Sarah Butikofer,      All  
Leader of the Council

Contact Officer, telephone number and email:

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

11. **BRIEFING ON CUSTOMER SERVICES: COVID-19 CONTACT HANDLING AND CORPORATE COMPLAINTS POLICY** 23 - 40

**Summary:** A Customer Service Briefing, in order to inform the Committee of the Customer Services Covid-19 customer contacts and the management of complaints including details of the number of complaints resolved and/or outstanding.

**Options considered:** This is a briefing report only.

**Conclusions:** Not applicable.

**Recommendations:** **To note the report.**

**Reasons for Recommendations:** To brief Members customer contacts and the current complaints procedure.

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

*(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)*

North Norfolk District Council Compliments, Complaints and Comments Policy  
North Norfolk District Council Customer Service Strategy

Cabinet Member(s)	Ward(s) affected
Cllr. Sarah Bütikofer	All

Contact Officer, telephone number and email: David Williams, Customer Services Manager, 01263 516415, [david.williams@north-norfolk.gov.uk](mailto:david.williams@north-norfolk.gov.uk)

**12. DELEGATED DECISIONS**

41 - 52

**Summary:** This report details the decisions taken by Senior Officers under delegated powers from 20th May to 18 June 2020.

**Options considered:** Not applicable.

**Recommendations:** **To receive and note the report and the register of officer decisions taken under delegated powers.**

**Reasons for Recommendations:** The Constitution: Chapter 6, Part 5, sections 5.1 and 5.2. details the exercise of any power or function of the Council where waiting until a meeting of Council or a committee would disadvantage the Council. The Constitution requires that any exercise of such powers should be reported to the next meeting of Council, Cabinet or working

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

*(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)*

Delegated decision forms – as completed by the relevant officer

Cabinet Member(s)	Ward(s) affected
All	All

Contact Officer, telephone number and email:  
Emma Denny, Democratic Services Manager, 01263 516010

**13. SHERINGHAM LEISURE CENTRE: PROJECT UPDATE JULY 2020**

53 - 56

To receive an update on the Sheringham Leisure Centre Project.

**Summary:** This report aims to bring Members of the Committee up to speed on the current status of the Market Town Initiative fund in the context of the Coronavirus Pandemic.

**Options considered:** Options considered included:

1. Maintain the current completion deadlines for MTI projects from rounds two and three with no extension of the timeframes for project completion.
2. Request a return of funds for projects no longer viable under the current circumstances.
3. Convene a meeting of the MTI Working Group to review the status of all active MTI projects in detail.
4. Offer a blanket extension of six months to allow applicants to fully implement projects from rounds two and three of MTI funding.

**Conclusions:** Applicants' projects have been significantly impacted by the circumstances of COVID-19, and as a result are unlikely to fully implement their projects within the given timeframes set out in their funding agreement. Where requested, applicants should be offered an extension to their completion deadline to account for these unprecedented circumstances.

**Recommendations:** **To offer a blanket extension of six months to the completion deadlines of MTI projects from rounds two and three, to account for the impact and delays caused by the Coronavirus Pandemic.**

**Reasons for Recommendations:** To allow successful applicants more time to implement projects in light of the delays caused by the Coronavirus Pandemic.

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

*(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)*

Cabinet Member(s)	Ward(s) affected
Cllr R Kershaw	Holt, Lancaster North, Lancaster South,



North Walsham East, North Walsham West, North Walsham Market Cross, and Stalham

Contact Officer, telephone number and email:

Matt Stembrowicz, 01263 516047, [matthew.stembrowicz@north-norfolk.gov.uk](mailto:matthew.stembrowicz@north-norfolk.gov.uk)

Rob Young, 01263 516162, [Robert.young@north-norfolk.gov.uk](mailto:Robert.young@north-norfolk.gov.uk)

Emma Duncan, 01263 516045 [Emma.Duncan@north-norfolk.gov.uk](mailto:Emma.Duncan@north-norfolk.gov.uk)

## WORK PROGRAMMES

- |            |   |         |
|------------|---|---------|
| <b>15.</b> | <b>THE CABINET WORK PROGRAMME</b>   | 61 - 64 |
|            | To note the upcoming Cabinet Work Programme.  |         |
| <b>16.</b> | <b>OVERVIEW &amp; SCRUTINY WORK PROGRAMME AND UPDATE</b>  | 65 - 70 |
|            | 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.   |         |
| <b>17.</b> | <b>EXCLUSION OF THE PRESS AND PUBLIC</b>  |         |
|            | To pass the following resolution, if necessary:   |         |
|            | “That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph _ of Part I of Schedule 12A (as amended) to the Act.” |         |
| <b>18.</b> | <b>TO CONSIDER ANY EXEMPT MATTERS ARISING FROM CONSIDERATION OF THE PUBLIC BUSINESS OF THE AGENDA</b>   |         |