

OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 9 March 2022 in the Council Chamber - Council Offices at 9.30 am

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

Mr H Blathwayt Mr P Heinrich
Dr V Holliday Mrs E Spagnola
Mr A Varley Mr C Cushing
Mr A Brown Mr P Fisher
Mr N Pearce

Other Members in attendance: Mrs W Fredericks (Observer) Mr N Lloyd (Observer)
Mr E Seward (Observer) Mr J Toye (Observer)
Mr T Adams (Observer)

Officers in Attendance: Democratic Services and Governance Officer - Scrutiny (DSGOS), Chief Executive (CE), Director for Resources/Section 151 Officer (DFR), Communications & PR Manager (CPRM), Director for Place & Climate Change (DPCC), Director for Communities (DFC) and Policy and Performance Management Officer (PPMO)

Also in attendance: Police and Crime Commissioner – Giles Orpen-Smellie (PCC)
Director for Policy, Commissioning and Communications (DPCC)
Mr D Russell

157 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies were received from Cllr N Housden and Cllr L Withington.

158 SUBSTITUTES

Cllr N Pearce.

159 PUBLIC QUESTIONS & STATEMENTS

Mr D Russell attended to make a public statement during item 15 on ambulance response times.

160 MINUTES

- i. Minutes of the meeting held on 9th February 2022 were approved as a correct record subject to the following amendments:
- ii. Page 3 - item 148 be amended to reflect the increase in costs of brown bin replacement, which had risen twice by 10% in recent months.
- iii. Cllr T Adams responded to questions raised at the last meeting and noted that as a Charity organisation the RNLI were not required to contribute to the running and maintenance costs of Cromer Pier. He added that Openwide had responsibility for maintenance of the dressing rooms.

161 ITEMS OF URGENT BUSINESS

None received.

162 DECLARATIONS OF INTEREST

None declared.

163 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

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

None received.

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

None to report.

166 CRIME & DISORDER BRIEFING

The PCC began by informing Members of his six priorities for the current term of office which included appointing a new Chief Constable, setting the Police budget, establishing the Police and Crime Plan, responding to the PCC review, identifying the evolving role of the PCC in Local Government, and outlining future plans with the Norfolk 2040 project. On the Police and Crime Plan, which was required to be published by 31st March following an election year, the PCC referred to a rope analogy with the Plan at the core, whilst other plans such as the Norfolk County Community Safety Plan, were wrapped around. He described the Plan itself using the analogy of a temple, with solid ground equating to sound ethical policing and standards, whilst the foundations were solid financial planning, on which six pillars stood as key principles of the Plan. The first pillar sought to sustain the Constabulary with staff, equipment and training, as 86% of Police costs (£197m) related to staffing. The PCC stated that pillars two and three presented an expectation gap, as older residents wanted visual policing, whilst the Home Office tasked the Police with tackling crime as outlined in pillar three, and both challenges had to be met to rebuild public trust. It was noted domestic abuse was the most frequently reported crime in Norfolk, whilst drug related crimes were the highest risk to life, and in both cases these crimes were often out of sight and out of mind, but still required significant resources. The PCC stated that for pillar four, prevention of crime was key, and many crimes could be addressed via county level partnerships. For example, better mental health support could help to reduce crime and work was therefore underway to address this. Pillar five represented victim support with aims to improve charging and prosecution rates, as well as the time taken for cases to reach court. The PCC stated that the sixth pillar, representing safer and stronger communities addressed issues such as road safety, and finally the roof of the temple sought to promote engagement and communication with the public to improve awareness of Police activity and help restore trust.

Questions and Discussion

- i. The Chairman referred to public confidence in Police ethics, which had been

described as a key foundation of the Constabulary, and asked whether the Code of Ethics could be positioned as a more public-facing document. The PCC replied that he had a responsibility to hold the Norfolk Constabulary to account on its values and standards, and had previously checked whether this information was available to officers and easy to find. He added that improvements were required to improve officers' access to this information, and a review was underway following the actions of former officer Wayne Couzens. It was noted that any officers party to similar issues would now be treated as a primary party, rather than a witness, and officers were expected to report on each other in similar situations. The PCC noted that he had tasked the Chief Constable with resolving the issue as soon as possible, with public accountability meetings available on YouTube. He added that at a national level, he was Portfolio Holder for Police Ethics, Transparency and Complaints at the Association of Police and Crime Commissioners, and was in the process of reviewing the Police disciplinary system in response to the issues raised by Wayne Couzens. The Chairman sought clarification on whether the PCC could provide the public with a better visibility of Police ethics and standards guidance. The PCC replied that he would seek to place this information in the public domain, though he did not expect many to review it, and the best solution would be for the Police fix the underlying issues, with citizens encouraged to use the complaints mechanism when necessary.

- ii. Cllr W Fredericks stated that one of her primary focuses was tackling domestic abuse, and asked whether the PCC could offer more support to the Council to improve partnership working to address the issue. The PCC agreed that he would attend to the issue as a matter of priority. Cllr W Fredericks sought clarification on which services would be available to support North Norfolk and how this would be communicated to the Council and residents. The PCC replied that NNDC would be encouraged to improve its partnership working with NIDAS and Leeway representatives to explore all opportunities to improve the level of support available.
- iii. Cllr J Toye noted that all assistance calls directed to the Help Hub were asked whether there was a service history, as this enabled officers to direct individuals to additional support, and asked the PCC whether Norfolk Constabulary took the same approach. The PCC replied that there was significant support available, though various organisations and charities needed to take a joint approach, and reiterated that work was underway to improve mental health support. Cllr J Toye referred to the Veterans' Gateway app, and suggested that these sorts of resources should be considered for use by the Constabulary. On a separate note, he added that the prevention of offending priority within the Plan needed to promote shared road spaces as outlined in the new Highway Code, and asked the PCC whether there was a plan to improve education on this issue. The PCC replied that efforts were being made to improve education among vulnerable groups, but there was no easy solution and prosecutions for speeding had to increase. He added that he would also like to see all speeding motorists attend road safety awareness courses, and suggested there should be less leniency for repeat offenders.
- iv. Cllr S Penfold referred to extremism and hate crimes, and noted that there had been an increase in extreme right-wing ideology and asked whether this would be addressed as part of the Plan, alongside national policies such as Prevent. The PCC replied that hate crime was on the Constabulary's radar

and would form part of the strong and safe communities priority, as well as being covered by the Community Safety Plan. He added that Prevent and other initiatives were helpful, though there were still struggles with non-crime related incidents, such as freedom of speech issues. It was noted that clear legislation was required to enforce the law whilst policing by consent. The DPCC stated that he chaired the Community Safety Partnership meetings and worked with Community Relations and Prevent Groups, with Prevent and anti-hate work embedded in the Community Safety Plan. He added that reviews were also underway to improve knowledge to better identify and police these crimes. It was noted that Prevent worked on the basis of information sharing, and Councils were part of this arrangement.

- v. Cllr A Brown noted that he represented a rural area with issues relating primarily to motoring crimes such as speeding, fly tipping and fuel theft, and many of these issues were not represented in the Plan. He asked why there was an absence of statistics on motoring crime in monthly Police newsletters and cited possible issues with data sharing. He added that many Parishes were also frustrated by the significant barriers faced when trying to implement road safety improvements. Cllr A Brown then asked whether the PCC felt the increase in the Police precept was justified, given the £4.3m of savings identified within the report. The PCC replied that working at County-level, he was not aware of content shared in local newsletters and this would need to be raised at a local level with the area Superintendent. He added that the PCC review would establish a 'duty to collaborate' with the Police and local authorities and provide the PCC with the ability to oversee unpaid work programme. On fly-tipping, it was suggested that options were being explored to utilise individuals on probation or unpaid work to undertake clearance, which would reduce impact on landowners and victims. The PCC referred to the precept and noted that the decision had not been easy, with a budget £197m, 55% was funded by a Government grant whilst the remaining 45% was met by the Police precept. He added that whilst this appeared a substantial budget, in real-terms it was £6.3m less today than in 2010, with the most visible impact of this being a reduction of officers from 1812 Police and Community Support Officers in 2010, to 1704 Police Officers and no PCSOs today. He added that it was therefore necessary to rebuild the Constabulary and its capabilities. It was noted that the Government had announced a £9m budget increase, however £5.7m had come from Government, on the assumption that the remaining £3.3m would be an increase in the precept. The PCC noted that the Government had therefore allowed a £10 per year increase on a band D property equating to £0.19 per week. He added that costs overheads which had to be absorbed equated to £19m, so even with the increase there was a requirement for additional savings which would not equate to an ability to lower or freeze the precept. The PCC noted that the additional pressure of inflation had meant that the decision to increase the precept was unfortunate but necessary. He added that future spending pressures suggested it was likely that Police funding arrangements were likely to place greater emphasis on local funding, as the alternative of cutting officer numbers would seriously limit the efficacy of the Constabulary.
- vi. Cllr E Spagnola noted that she was the Member Champion for Disabilities and also a mother to children with disabilities, and sought clarification on the Police approach to people with disabilities and asked where it factored into the Plan. The PCC replied that disability issues were covered as part of the stronger and safer communities priority, and added that officers were trained

on a wide range of disabilities, with support provided by an independent advisory group with direct access to himself and senior officers. He added that the Constabulary also sought advice and support from the Youth Commission, who were a further invaluable resource.

- vii. Cllr N Pearce noted that the Constabulary's focus appeared to have moved from online scams to domestic abuse, and asked whether online scams were still a significant issue. He referenced issues with rogue officers and asked whether these were the result of inadequate training, and whether this was under review. The PCC replied that domestic abuse equated to 24% of all crime reported in Norfolk, and whilst it was estimated that 40% of all national crime was expected to be online, it was very rarely the case that these crimes originated in Norfolk, which made it difficult for the Constabulary to address. He added that addressing cyber-crime and online fraud required a national response, and at present it was handled by Action Fraud in London, though significantly more resources were required. It was noted that banks could also work more closely with Central Government to help safeguard customers, and better education was required to ensure that people were more aware of risks. On training issues, the PCC noted that austerity had resulted in basic training being cut from sixteen to ten weeks, which needed to be reversed. He added that a Police degree was also being introduced that would provide twenty-seven weeks training, though much of this would be academic. It was noted that the Police would likely be expected to be educated to degree level in the future, and questions remained over whether annual refresher training was necessary. The PCC stated that upon completion of the Government's uplift programme to recruit 20k new officers, one third of Norfolk Constabulary would have less than three years experience, so he had requested that the Chief Constable review all training to ensure it was adequate.
- viii. Cllr C Cushing referred to low prosecution rates and asked whether the PCC had the powers to resolve the issue. The PCC replied that there were measures in the PCC review that would provide greater authority to place the Local Criminal Justice Board onto a statutory footing, with PCCs acting as Chair. He added that the next issue was addressing silo working within the Criminal Justice System, to bring the Police, Crown Prosecution Service, Courts and Tribunals Service, Probation and Prison Services together, to ensure that focus was placed on victims of crime to help resolve significant delays.

RESOLVED

To note the Briefing.

167 BUDGET MONITORING REPORT 2021/22 - PERIOD 10

The DFR introduced the report and informed Members that it covered the period up to January 2022. He added that the Council was currently projecting an underspend of approximately £400k, though a number of variables such as additional car parking income would continue to effect this figure. It was noted that the Council's income streams had recovered well after the initial shock of Covid-19, and the income received from Central Government during the Pandemic was estimated to be approximately £140k too much, and may therefore have to be returned.

RESOLVED

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

168 MANAGING PERFORMANCE QUARTER 3 2021/2022

Cllr T Adams – Leader introduced the report and informed Members that he was proud of the efforts made to achieve the Council's corporate objectives, despite the issues caused by the Pandemic. He added that the report covered the period up to December 2021, and benchmarking data had been included for comparisons of the Council's performance with similar authorities. It was noted that an Energy Officer had now been appointed at a crucial time, and the Economic Growth and Customer Services Teams were thanked for their efforts supporting businesses and residents through the Pandemic. He added that the Climate, Coast and Environment Teams had also made significant progress, alongside positive reports on the opening of The Reef, which supported the Council's quality of life priorities.

Questions and Discussion

- i. Cllr P Heinrich referred to p143 on responses to fly-tipping and asked whether more accurate data had been made available. Cllr N Lloyd replied that he didn't have the figures available but had recently received a report on the issue and had not been alarmed by the number of incidents, which remained stable with prosecutions pursued where possible. The DFC stated that reporting issues related to problems with Serco's software and improvements were being made to address this.
- ii. Cllr V Holliday referred to the benchmarking data on household waiting lists and the creation of new businesses and noted that North Norfolk did not appear to be performing well compared to other authorities. She added that quality of life issues, which were reported positively in the performance report also appeared less positive in the benchmarking data. Cllr T Adams noted that many public health matters were the responsibility of NCC, and suggested that he would be happy to discuss this with the Director of Public Health. He added that there was increased pressure on housing in North Norfolk that the Council were always working to address, and the Council would look to improve support for new and existing business, as it had done throughout the Pandemic. Cllr V Holliday suggested it would be helpful to review the benchmarking data in more detail as a Committee. Cllr T Adams stated that he was supportive of this approach and noted that use of public spaces and leisure centres was actively encouraged by the Council. The CE stated that he was supportive of the proposal as it would be helpful to outline the Council's responsibilities on matters such as public health, especially on the lead up to transitioning to an integrated care model. He added that it was also important to demonstrate value for money and the tangible benefits gained from increased spending on priorities relating to quality of life, such as the funding of The Reef. The DFC stated that Districts would be moving to an Integrated Care System that would take a more holistic approach to health, with Health and Wellbeing Partnerships aimed at providing Districts with more control over the health services provided. He added that work was also underway on the Quality of Life Strategy that would address a number of issues raised by the Committee.
- iii. Cllr V Holliday proposed that a Member workshop be arranged to review and scrutinise the benchmarking data in greater detail. The CE noted that it would

be helpful to outline which benchmarking data related to statutory and discretionary services provided by the Council.

- iv. Cllr C Cushing noted that a number of new objectives had been added to the Corporate Plan which made it difficult to monitor progress, with due dates of existing objectives also being moved without comment. He added that many objectives were also process based, which did not have clear deliverable or SMART outcomes. Cllr T Adams replied that the flexibility was a strength as the Council had to adapt to a changing landscape and new objectives were a part of this process. The CE stated that where due dates had been changed they would be added alongside existing dates and the PPMO confirmed that all historical dates were available for review on InPhase.
- v. Cllr C Cushing reiterated that performance objectives should be based on outcomes rather than the actions required to achieve objectives. He added that the benchmarking data appeared to highlight that performance was not as positive as shown in the report. Cllr T Adams replied many outcome focused objectives were being achieved such as the hiring of an Energy Officer to address rising energy costs, the extensive number of trees being planted and the implementation of the Net Zero Strategy.
- vi. Cllr A Brown expressed his support for officers and noted that he was satisfied with the progress made on significant corporate priorities such as the tree planting project, and asked whether the Portfolio Holder was confident that the task remained on schedule. Cllr N Lloyd replied that 60k trees had already been planted with another 13k due to be planted before the end of the season. He added that he was greatly encouraged by these figures, with significant support offered by communities, and he was therefore confident that the target would be achieved.
- vii. The Chairman noted that it was important to stress that any comments made on the content of the report were not a direct criticism of officers.
- viii. Cllr S Penfold referred to the Deep History Coast project and noted that he did not see any plans for future funding, and asked whether the initiative would be supported going forward. Cllr T Adams replied that the Mammoth Marathon would be a key next step for the Deep History Coast project and would not be forgotten moving forward.
- ix. Cllr C Cushing seconded the proposal for a Member workshop to review and scrutinise the benchmarking data in greater detail.

RESOLVED

- 1. To note the report and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.**
- 2. To request that a Member Workshop be arranged to review and scrutinise benchmarking data in greater detail.**

169 PLANNING PERFORMANCE & CUSTOMER EXPERIENCE REVIEW

Cllr J Toye Portfolio Holder for Planning and Enforcement introduced the item and informed Members that whilst placed on the Committee's work programme last year, the report had been delayed for the reasons outlined within the report. He added that

in addition to planning performance, the report covered a number of issues raised during a preliminary discussion relating to customer experience. Cllr J Toye stated that at present there was no quantifiable data on these issues, and it was therefore difficult to quantify the scale of issues, if any. He added that complaints had spiked at thirteen per month in September 2021, however the annual average was only three per month, with zero received in the last two months. It was noted that these figures should be considered against the context of approximately 250 planning decisions made each month. Cllr J Toye noted that at this stage issues would be reported as perceived until evidence could be gathered to confirm or refute the claims. He added that previous concerns had been raised around the enforcement process, however data and additional training had improved the perception of this service, and it was hoped the same could be achieved for Planning. It was noted that comments made regarding the prioritisation of commercial applications could not be pursued, as all applicants had to be treated equally.

Questions and Discussion

- i. The Chairman referred to the recommendation in point 12.2 and asked whether the Portfolio holder was supportive of the recommended actions. Cllr J Toye replied that the recommendation assumed that there were issues that required action, though evidence and data must first be gathered to confirm the need for any remedial action. He added that he was happy for the recommendation to commence an investigation, and welcomed scrutiny with an evidence-based approach.
- ii. The DFPC stated that it was important to note that the last two years had been challenging for the Planning Service, with no let-up in demand and an increase in workload over the past year. He accepted that some elements of the service may not always have performed as required, but this had to be taken in the context of the difficulties presented by new ways of working during the Pandemic. It was noted that the Service would always strive for perfection, and on this basis a service improvement plan was good practice to ensure that any perceived or actual issues could be resolved. The DFPC suggested that if approved, the improvement plan could come back to the Committee in September for consideration, prior to implementation.
- iii. The Chairman noted that the review was particularly relevant to the customer focus theme of the Corporate Plan, and on this basis it was sensible to proceed with the review using an evidence-based approach.
- iv. Cllr V Holliday asked whether it was possible to survey residents or Parishes on the service provided by the Planning Department and suggested this could generate useful feedback. She added that she had previously undertaken her own survey on the Service as a Parish Councillor and agreed to share the data with officers. The DFPC agreed that it would be helpful to do a satisfaction survey and noted that the existing data would be helpful to review. The Chairman asked whether it would be possible to undertake an objective survey on a randomised basis to avoid skewed results. The DFPC replied that this would be possible with surveys issued alongside random decision notices, though he would also seek advice and follow best practice on the content of the survey.
- v. Cllr H Blathwayt asked whether officers were satisfied with staff retention and recruitment in the Planning Service, and if not, why not. The DFPC replied that he was content as he could be, and noted that generally speaking NNDC

were very good at recruiting new staff quickly as and when required, which had not been the case elsewhere. He added that despite this, there was still a national shortage of planning officers, especially chartered town planners, and NNDC was not immune to this, hence emphasis had been placed on recruiting more trainee planning officers and offering in-house training.

- vi. Cllr N Lloyd suggested that caution should be exercised when undertaking surveys, as residents with refused planning applications would seek to raise issues in response to their refusal.
- vii. Cllr A Brown stated that he was supportive of undertaking a customer survey and review, and was happy to propose the recommendation if required, taking into account that the Service had remained live despite the Pandemic, whilst other authorities had faltered.
- viii. The Chairman suggested that it could be worthwhile pursuing an independent survey, as this would ensure that results were reliable. The DFPC agreed and stated that he would review best practice, then noted that a significant number of individuals interacting with the Planning Service were agents acting on behalf of residents, and these would be an important group to survey.
- ix. Cllr A Brown suggested that it might be helpful for the Committee to review any potential survey prior to sharing it with customers. The Chairman agreed and suggested that officers could proceed in principle and commence a survey once reviewed by the Committee.
- x. Cllr S Penfold suggested that despite the need for the survey to be objective, he did not wish to see unnecessary spending on consultants, as he expected that NNDC officers would be capable of producing a high quality survey.
- xi. It was proposed by Cllr A Brown and seconded by Cllr P Heinrich that in addition to supporting the officers recommendation, a draft independent customer satisfaction survey be prepared and shared with the Committee prior to release on a randomised basis, to form an evidence base for the Improvement Plan.

RESOLVED

- 1. To support the production of a draft Planning Service Improvement Plan for subsequent review by Overview & Scrutiny Committee in September 2022.**
- 2. To request that a draft independent customer satisfaction survey be shared with the Committee prior to release on a randomised basis, with results used to form an evidence base for the Planning Service Improvement Plan.**

170 WASTE CONTRACT: VERBAL UPDATE

The DFC informed Members that progress was still being made, though there was an indication that the soft date of changes to the new collection operating model had

slipped, though this would not effect the hard date on which it was due to go live. He added that other elements of the contract relating to the gap analysis continued to be progressed, with prioritisation given to issues that would have the greatest impact for residents.

RESOLVED

To note the update.

171 AMBULANCE RESPONSE TIMES: COASTAL PARISH WORKING PARTY UPDATE

Cllr V Holliday – Chair of the Coastal Parish and Towns Ambulance Response Times Working Group introduced the report and informed Members that response times were still not meeting targets with wide variations across the District. She added that the Committee had previously looked at category one call-outs for life threatening situations and noted that EEAST were in some areas achieving targets, though not across the board. It was noted that EEAST still found category two calls, relating to emergencies such as heart attacks and strokes challenging. On category three calls, relating to assaults and falls, there still appeared to be unacceptably long wait times. Cllr V Holliday stated that the data suggested it was now more important to focus efforts on categories two and three, where it had been suggested that there was a correlation between turnaround times at hospitals and ambulance response times. She added that the data suggested that ambulance time lost to delays at hospitals amounted to 3000 hours across the County. It was noted that rapid response vehicles (RRVs) remained important, with two in North Norfolk, one of which had recently been relocated to Fakenham to help with poor response times in the West, though it was too soon to determine its impact. Cllr V Holliday stated that nationally RRV numbers were falling in favour of more ambulances, though this was not a preferred model for North Norfolk. She added that Community First Responders were also engaging with Parish and Town Councils to help recruit more staff, with funds available to purchase an additional first response vehicle. Cllr V Holliday suggested that it could be helpful to call in the CCG to discuss the deeper issues effecting ambulance response times, as she expected that EEAST were doing all they could with the available resources. She added that it was also important to continue to lobby local MPs on the matter, to ensure that concerns were raised in Parliament.

Questions and Discussion

- i. The Chairman asked Cllr E Spagnola whether NHOSC were due to review the issue again in the near future, to which she replied that it was not currently on the Committee's work programme, though could be expected later in the year. She confirmed that a key issue was turnaround times at hospitals, with patients left on ambulances for considerable periods. It was noted that slow response times remained a national issue, and there were significant issues that had to be resolved.
- ii. Cllr T Adams referred to call times and noted that he had recently been involved in a situation that had taken thirteen minutes to reach a call handler on a 999 call. He added that ambulance response times had remained as expected, and he was aware that a significant number of bodies were all looking at the issue, and whilst some progress had been made, no significant breakthroughs had been achieved.

- iii. Cllr A Brown stated that he was supportive of requesting that CCG representatives attend a future meeting, though he was unsure of what could be achieved by continuing to lobby local MPs on the matter. The Chairman suggested that if the CCG and EEAST could be involved in discussions first to determine what was required, then it may be more useful to lobby MPs on this basis.
- iv. Cllr E Spagnola suggested that she was open to discussing the issue with Cllr V Holliday to see whether an approach could be agreed to better address the issue at NHOSC. Cllr V Holliday agreed that she would be happy to discuss the issue, but noted that issues of rurality faced by the District were unlikely to be addressed at a County level. The Chairman suggested that for this reason, it was reasonable for the Committee to consider requesting the attendance of the CCG and EEAST, to address the issue at a more local level.
- v. Mr D Russell made a public statement and noted that he was supportive of any actions taken by the Committee to request the attendance of the CCG, EEAST and A&E representatives to a future meeting. He added thanks to Duncan Banker MP who had also made efforts to address local issues and support RRVs.
- vi. It was proposed by Cllr E Spagnola and seconded by Cllr A Brown that that representatives of the Norfolk and Waveney CCG and EEAST be invited to attend a future Overview & Scrutiny Committee Meeting, to address issues relating to category 2 and 3 ambulance response times in North Norfolk.

RESOLVED

- 1. To note the update.**
- 2. To request that representatives of the Norfolk CCG and EEAST attend a future Overview & Scrutiny Committee Meeting, to address issues relating to category 2 and 3 ambulance response time in North Norfolk.**

172 THE CABINET WORK PROGRAMME

The DSGOS informed Members that officers had requested that a property disposal on the Cabinet work programme be reviewed by the Committee as pre-scrutiny, and this could be expected at the April meeting. He added that the Quality of Life Strategy on the Cabinet work programme was also expected as a pre-scrutiny item at the Scrutiny Panel, as this was a key priority of the quality of life theme of the Corporate Plan.

RESOLVED

To note the Cabinet work programme.

173 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

- i. The DSGOS informed Members that the Serco briefing was expected in April, followed by Anglian Water representatives in May, with an opportunity for advance questions in relation to sewage outflows. He added that the car park usage report was listed for April, though it was advised that this be delayed until October to review the impact of pricing changes. It was noted

that the Reef Leisure Centre review was also expected to be delayed until May. Finally, the scoping report for the CCfA on second homes would be progressed to the April meeting.

- ii. Cllr E Spagnola suggested that she would provide an update from the March NHOSC meeting on NHS Dentistry services in April.
- iii. The DSGOS provided a brief update on the review of public conveniences and noted that an external provider had been invited to attend the next meeting to advise on standards expected across the Country.

RESOLVED

To note the Committee work programme.

174 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 12.43 pm.

Chairman