

**OVERVIEW & SCRUTINY OUTCOMES & ACTION LIST - APRIL 2022**

REPORT, RECOMMENDATIONS & ACTIONS	ACTION BY	DATE
<p><u>10. WASTE CONTRACT: SERCO BRIEFING - TARGET OPERATING MODEL UPDATE</u></p> <p><b>RESOLVED</b></p> <p>1. To note the briefing.</p> <p><b>ACTIONS</b></p> <p>1. Director for Communities to provide update on implementation of the new collections target operating model at July O&amp;S meeting.</p> <p>2. Review implementation of new collections target operating model at October O&amp;S meeting.</p>	<p>O&amp;S Committee</p> <p>DFC</p> <p>DFC</p>	<p>April 2022</p> <p>July 2022</p> <p>October 2022</p>
<p><u>5. ITEMS OF URGENT BUSINESS - PLANNING SURVEY QUESTIONNAIRE</u></p> <p><b>RESOLVED</b></p> <p>1. To support launch of Planning survey questionnaire, subject to amendment of question F to seek responses on applications with decision date extensions and arrange further surveys/information gathering to cover customer experience of Town/Parish Councils and residents, including consideration of pre-application and the Council's planning public access website experience.</p>	<p>DFPCC</p>	<p>April 2022</p>
<p><u>11. NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE PROJECT UPDATE: APRIL 2022</u></p> <p><b>RESOLVED</b></p> <p>1. To note the update.</p>	<p>O&amp;S Committee</p>	<p>April 2022</p>
<p><u>13. SCOPING REPORT: COUNCILLOR CALL FOR ACTION – IMPACT OF SECOND HOMES AND HOLIDAY LETS</u></p> <p><b>RESOLVED</b></p> <p>1. To approve the scoping report and associated questions in appendix 1 to allow officers to commence the investigation.</p>	<p>O&amp;S Committee /Scrutiny Officer</p>	<p>April 2022</p>