

**Overview & Scrutiny July 2020
Outcomes & Action List**

	ACTION BY <i>(Additional comments in italics)</i>	PROGRESS / COMPLETION
<p><u>ITEM 10: NORTH NORFOLK DISTRICT COUNCIL'S TRANSITION FROM RESPONSE TO RECOVERY IN RESPONDING TO THE CORONAVIRUS PANDEMIC</u></p> <p>RESOLVED</p> <p>1. To note the report.</p>	O&S Committee	Complete
<p><u>ITEM 11: BRIEFING ON CUSTOMER SERVICES: COVID-19 CONTACT HANDLING AND CORPORATE COMPLAINTS POLICY</u></p> <p>RESOLVED</p> <p>1. To note the report.</p> <p>2. To request that an all Member briefing take place on the Digital by Design customer service proposals.</p> <p>3. To request an additional report from SLT with greater detail on the nature of complaints received.</p> <p>4. To request an additional report from SLT on how the Digital by Design approach would address issues raised in complaints.</p>	SLT	September
<p><u>ITEM 12: DELEGATED DECISIONS</u></p> <p>RESOLVED</p> <p>1. To receive and note the report and the register of officer decisions taken under delegated powers.</p>	O&S Committee	Complete

<p><u>ITEM 13: SHERINGHAM LEISURE CENTRE: PROJECT UPDATE JULY 2020</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> To note the report. To recommend to Cabinet that a viability study including a cost-benefit analysis be undertaken to determine the viability of maintaining the existing Splash facility, and its impact on building the new facility. 	<p>O&S Committee</p> <p>Cabinet</p>	<p>Complete</p> <p>September</p>
<p><u>ITEM 14: MARKET TOWN INITIATIVE - INTERIM UPDATE</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> To recommend to Cabinet that a blanket extension of six months is offered to the completion deadlines of MTI projects from rounds two and three, to account for the impact and delays caused by the Coronavirus Pandemic. 	<p>Cabinet</p>	<p>August</p>