

Overview & Scrutiny Committee

Agenda

Date

Tuesday 13 August 2019

Members of the Overview & Scrutiny Committee

Mr S Riley
(Chairman)

Mr A D Adams
(Vice Chairman)

Mr S C Beadle
Mr N J Brennan
Mr P E Bulman
Ms S J Catchpole
Ms N J Harpley
Ms S I Holland
Mr K S Kelly

Mr D King
Mr M L Murrell
Mr G K Nurden
Mrs S M Prutton
Mrs C E Ryman-Tubb
Mr N C Shaw

Substitutes Conservative

Mr A D Crotch
Mr J F Fisher
Mr R R Foulger
Ms R M Grattan
Mr K G Leggett
Mr I J Mackie
Mr G F Peck
Miss J L Thomas
Mrs K A Vincent
Mr J M Ward

Substitutes Liberal Democrat

Mr D G Harrison
Mrs C Karimi-Ghovanlou
Dr K E Lawrence
Mr D Roper

Substitute Labour

Mrs B Cook

Time

10.00 am

Place

Council Chamber
Thorpe Lodge
1 Yarmouth Road
Thorpe St Andrew
Norwich

Contact

James Overy tel (01603) 430540

Broadland District Council
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Norwich NR7 0DU

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@BCCDemServices

If any Member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Director / Assistant Director

The Openness of Local Government Bodies Regulations 2014

Under the above Regulations, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify an officer prior to the start of the meeting. The Council has a protocol, a copy of which will be displayed outside of each meeting room and is available on request.

**The Chairman will ask if anyone wishes to
film / record this meeting**

A G E N D A

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- | | | |
|-----------|--|----------------|
| 1 | To receive declarations of interest under Procedural Rule no 8 | |
| 2 | Apologies for absence | |
| 3 | <u>Minutes of meeting held on 30 July 2019</u> | 5 – 11 |
| 4 | Matters arising therefrom (including the outcomes of the Committee's recommendations to Cabinet) | |
| 5 | Chairman's Announcements | |
| 6 | Public Speaking

To consider representation from the members of the public who have expressed the wish to convey their views on items on this agenda.

In accordance with the Constitution a period of 3 minutes is allowed per member of the public. | |
| 7 | Fees on DIY Waste

To receive a verbal update from the Environmental Protection Manager. | |
| 8 | <u>Council Tax Good Practice Protocol</u> | 12 – 22 |
| | To receive a report that proposed the adoption of the Citizens Advice Council Tax Protocol. | |
| 9 | <u>Norfolk Health Overview and Scrutiny Committee update</u> | 23 – 28 |
| | To receive an update from the Committee's Member representative. | |
| 10 | <u>Overview and Scrutiny Committee Work Programme</u> | 29 – 31 |
| | To consider the Committee's Work Programme. | |

Trevor Holden
Managing Director

DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

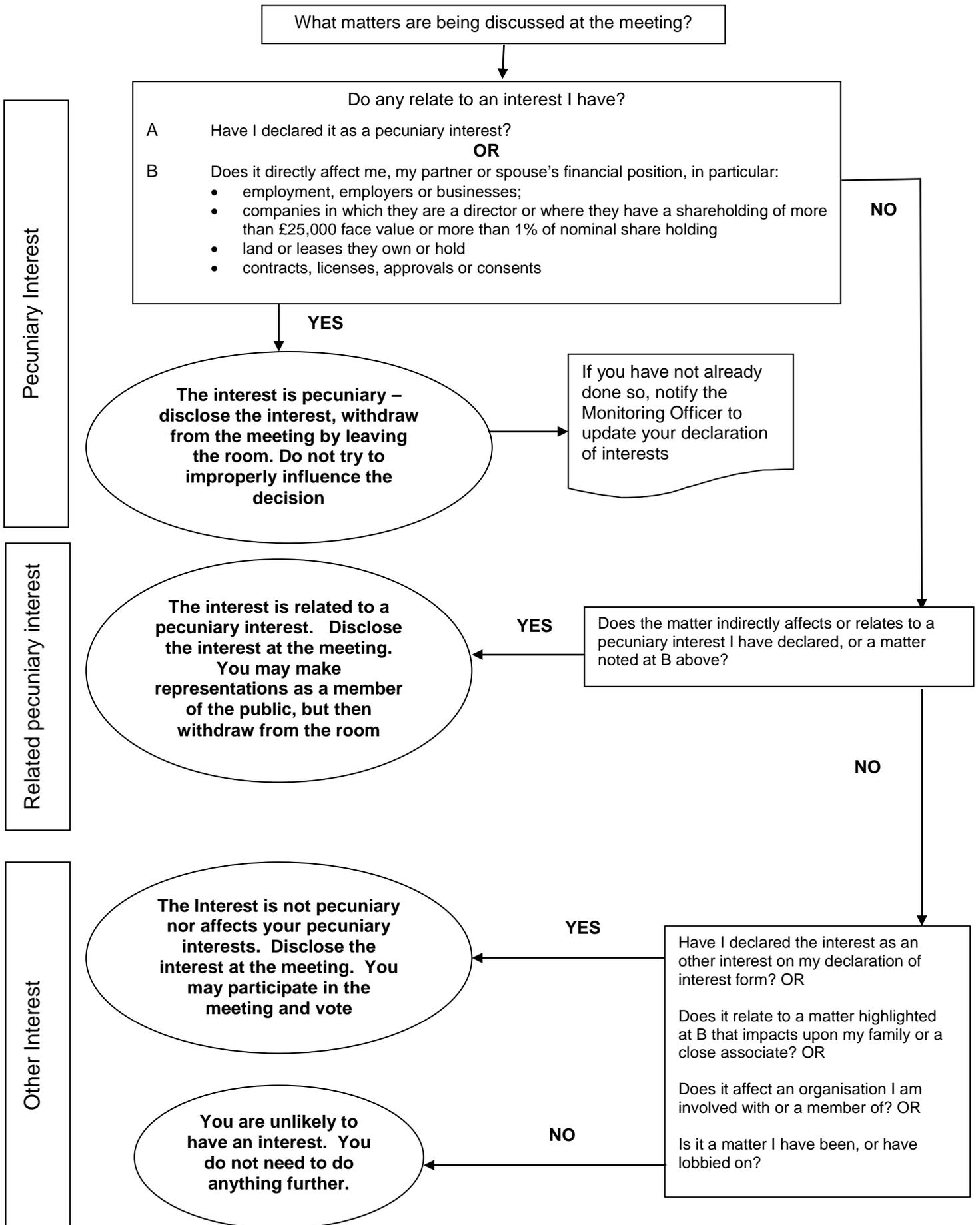
Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF

PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST INSTANCE

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Minutes of a meeting of the **Overview & Scrutiny Committee – Review of Cabinet Agenda** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Tuesday 30 July 2019** at **10.00 am** when there were present:

Mr S Riley – Chairman

Mr A D Adams
Mr S C Beadle
Mr N J Brennan
Mr P E Bulman
Ms S I Holland

Mrs C Karimi-Ghovanlou
Mr K S Kelly
Mr D King
Mr M L Murrell
Mr G K Nurden

Mrs S M Prutton
Mrs C E Ryman-Tubb
Mr N C Shaw

Mr Emsell attended the meeting for its duration. Mr Vincent was in attendance for item 33 - Member Grant Scheme - Call in of Portfolio Holder Decision. Mrs J Leggett was in attendance for item 35 – Household Wheeled Bin Charging for New Properties.

Also in attendance were the Director Resources, Director People and Communities, Assistant Director Economic Growth, Assistant Director Governance & Business Support (Monitoring Officer), Assistant Director Individuals and Families, Planning Projects and Landscape Manager, Environmental Protection Manager, Operations Manager, Kettringham Depot, Revenues and Benefits Manager, Projects and Training Officer and the Committee Officer (JO).

29 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

Member	Minute No & Heading	Nature of Interest
Mr Beadle	36 - Council Tax Reduction 2020/21	Member of Valuation Tribunal and Housing Benefit Panel

30 APOLOGIES FOR ABSENCE

An apology for absence was received from Ms Catchpole.

31 MINUTES

The Minutes of the meeting held on 2 July 2019 were confirmed as a correct record and signed by the Chairman, save for the following amendment:

Minute no: 11 – Minutes

The Chairman advised the meeting that he had requested that the letter from the Assistant Director of Governance and Business Support (Monitoring

Officer) be forwarded to the Committee.

He added that the Committee would send a response to the letter in due course.

Minute no: 19 – Chairman’s Announcements

It was confirmed that the EcoCube Time and Task Panel report would not be available in time for the August meeting of the Committee.

Minute no: 20 – Council Performance 2018/19 – Broadland Business Plan

The Committee was informed that the minimum level of grant that could be awarded through the Member Grant Scheme had been reduced from £100 to £50.

32 CHAIRMAN’S ANNOUNCEMENTS

The Chairman advised the meeting that an IT workshop for Members was being held that afternoon at 2.00 pm. A further workshop would be held on Thursday 1 August at 5.30 pm. Both workshops were in the Council Chamber.

33 MEMBER GRANT SCHEME – CALL IN OF PORTFOLIO HOLDER DECISION

The Chairman informed Members that he had called-in the decision of the Portfolio Holder for Policy relating to the Member Grant Scheme, as when it was agreed to establish a Member Grant Scheme in September 2018, Members were informed that South Norfolk’s scheme would be reduced to £500 from the original £1,000 grant. However, the Scrutiny Committee at South Norfolk had rejected this proposal and its Cabinet had subsequently accepted its recommendation to retain a £1,000 allocation.

Moreover, Members were unaware that South Norfolk was retaining a £50,000 Community Action Fund alongside the Members Grant Scheme, whilst Broadland’s Community Grants Scheme was being closed down. The Chairman questioned whether the Committee would have agreed with the proposal if it had been aware of these issues and suggested that the decision should be reviewed.

The Assistant Director Individuals and Families confirmed that Broadland did not have any funding in the base budget for the Community Grants Scheme, as agreed by Council on 1 November 2018. He emphasised that Broadland and South Norfolk were autonomous authorities and it was for Members to decide

what grants programmes they wanted to operate. He confirmed that the base budget could not be changed for this year but, the grants programme could be looked at as part of the budget setting process for next year.

The Leader advised the meeting that it had been decided to cease funding the Community Grants Programme following a review in 2013 and the money in that budget had finally been used up earlier this year. There was no provision to increase the budget for the Member Grant Scheme in 2019/20. He stressed that the Portfolio Holder's decision related to the process for administering the Members' Grant Scheme, not size of the allocation or the Community Grants Programme as a whole. He suggested that the scheme be looked at in the autumn as part of the budget setting process, when Members would have a clearer idea of how it was working. He also highlighted the facility for parish and town councils to access in advance funding that they would be due to receive through the Community Infrastructure Levy, by applying to the Council for a loan through the Community Infrastructure Fund.

In response to a query it was confirmed that the scheme would run from 1 April to 1 March each year to allow the grants to be processed by the end of the financial year. It was also confirmed that Ward Members could pool their money on larger schemes if they wished.

There was some disagreement on the amount that should be allocated for the Member Grant and whether there was time in this financial year for an informed assessment of the size of allocation to be made. It was also suggested that a review of a scheme that had not even started was impractical.

The Assistant Director of Governance and Business Support (Monitoring Officer) confirmed that any increase the allocation for the Member Grant scheme would need to be proposed as part of the budget setting process for 2020/21. In respect of the processing of the scheme, she suggested that time should be given to allow the scheme to become established so that an informed assessment could be made of it.

Following further discussion it was

RESOLVED:

To recommend to Cabinet

- (1) To increase the allocation for the Members' Grant Scheme to a minimum of £1,000 per Member in the next budget; and
- (2) To review and contrast the Council's Community Grants Programme with the scheme being operated by South Norfolk Council.

34 **PROCUREMENT OF NEW GROUNDS MAINTENANCE CONTRACT WITH SOUTH NORFOLK DEPOT – CALL IN OF PORTFOLIO HOLDER DECISION**

The decision of the Portfolio Holder for Economic Development had been called-in by the Chairman of the Overview and Scrutiny Committee for further clarification about risk and the nature of the proposed service in contrast with the new one, as well as staff considerations.

The Planning Projects and Landscape Manager informed Members that as the current contract with NORSE was due to expire in November 2019, it was an opportune time to explore collaborating with South Norfolk by using their in-house service.

The Council had been advised that the cost of a contract renewal with NORSE was likely to lead to an increase of approximately ten percent, whilst the proposed contract with South Norfolk Council would make savings on the existing contract, when the spare capacity in the ground maintenance service had been marketed. A Service Level Agreement was not required, as had been incorrectly stated in the report as a S113 Agreement would be put in place for the contract. The standards of the new service would be at least as good as the standard of the current service. Staff being transferred as a result of the new contract would be given protection through a TUPE agreement.

The Director People and Communities also confirmed that this would be a relatively short term contract, as a review of the entire waste service across Broadland and South Norfolk was expected to be concluded by April 2022.

Following the assurances received it was

RESOLVED:

To confirm that the Committee was content to proceed with delivery of this service by the Ketteringham depot

CABINET REPORTS

35 **HOUSEHOLD WHEELED BIN CHARGING FOR NEW PROPERTIES**

The report proposed options for the introduction of a charging policy for household waste bins for new developments, in accordance with legislation, to enable the Council to cover significant ongoing and rising costs of supplying them, which currently stood at £31,000 per year.

Breckland, Great Yarmouth, King's Lynn and West Norfolk, Norwich and South Norfolk already had in place charges for the provision of bins to both new and existing households. Broadland was only proposing to charge for new developments.

A charge of £50.30 for two 240 litre bins would cover the £31,000 cost to the Council. An alternative option, proposed by the Portfolio Holder for Environmental Excellence, was to include a ten percent surcharge within the price model, rounded off to the nearest pound, to build in resilience for cost fluctuations throughout the year. The total charge would then be £55.00.

There was some concerns expressed by Members that developers or housing associations might refuse to pay the charge, which could then be passed on to the householder and which might also lead to an increase in fly tipping. However, Members were reassured that there had been no problems associated with the introduction of the charge when it was introduced in South Norfolk two years ago.

Members were minded to make the charge at no more than cost and it was therefore

RECOMMENDED TO CABINET:

Option (1) as amended

To accept the recommendations of the Environmental Excellence Panel, namely to accept the proposals for charging for the provision of waste bins at cost to new properties as outlined in the report, excluding the raised charge; agree to the use of the enforcement powers available under the EPA 1990 to require householders to use the specified types of wheeled bin or be refused a waste collection.

36 COUNCIL TAX REDUCTION 2020/21

The report proposed options to mitigate the impact of Universal Credit on the Council Tax Reduction (CTR) Scheme.

It was required that the CTR Scheme be reviewed annually, with any proposed changes which had the potential to reduce a claimant's entitlement to a reduction in Council Tax being subject to consultation with stakeholders.

Work had been conducted with staff at South Norfolk on a tolerance scheme, which would reduce administration and maintenance of CTR claims, where Universal Credit was in payment.

It was confirmed that previous consultations had resulted in a response rate of around 1,200 people. To ensure accessibility the consultation would be published in a number of formats.

In response to a query, it was confirmed that the Council had a Hardship Fund for those experiencing severe financial hardship and could also write off Council Tax in some cases.

RECOMMENDED TO CABINET

Options (1 and 2)

- (1) The commencement of an eight week consultation with residents and stakeholders on the introduction of an income tolerance for CTR claimants who receive the Housing element of Universal Credit; and
- (2) Note the work officers will continue to undertake across the two Councils on processes to mitigate the wider impact of Universal Credit on Council Tax billing and collection.

37 PUBLIC SERVICE CO-OPERATION AGREEMENT WITH NORFOLK COUNTY COUNCIL TO BRING £1.2M INVESTMENT TO THE BURE VALLEY PATH AND RAILWAY

The report sought approval to sign up to a Public Service Cooperation Agreement with Norfolk County Council to access £1.2m from an Interreg Visitor Economy Fund to invest in refurbishment projects along the Bure Valley Path and with the Bure Valley Railway 1991 Ltd.

Members expressed some concerns that the Agreement had not been finalised, but noted that there were tight timescales to be met and were reassured by the independent legal opinion from Birketts solicitors, which had found the principle of the agreement to be sound.

It was confirmed that the funding could not be used for the maintenance of the bridges that the Council was responsible for along the Bure Valley Railway.

The Chairman noted that the issue of the sale of the Bure Valley Railway had still not been resolved and that Members needed some clarity on this matter as soon as possible. He would raise this matter at Cabinet next week.

RECOMMENDED TO CABINET

Option (1)

To approve the signing of the Public Service Cooperation Agreement with Norfolk County Council for a 10 year period and delegate authority to the Director of Place in consultation with the Portfolio Holder for Economic Development to agree anything other than changes to the principle of the agreement.

38 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

to exclude the Press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006 would be disclosed to them.

39 EXEMPT MINUTES

The exempt Minutes of the meeting held on 2 July 2019 were confirmed as a correct record and signed by the Chairman.

The meeting closed at 12.22 pm

Agenda Item: 8

Overview and Scrutiny Committee

13 August 2019

COUNCIL TAX GOOD PRACTICE PROTOCOL

Report Author:	Simon Quilter, Revenues and Benefits Manager tel: 01603 430439 Email: simon.quilter@broadland.gov.uk
Portfolio Holder:	Finance
Wards Affected:	All
Purpose of the Report:	This report follows a meeting of the Overview and Scrutiny Committee in January 2019 where it was agreed that work be undertaken to examine the possibility of adopting the Council Tax Good Practice Protocol.

Recommendations:

1. To propose to Cabinet that the Council Tax Good Practice Protocol is brought forward for adoption.

1 SUMMARY

- 1.1 Whilst considering a call in matter in January 2019, Members of Overview and Scrutiny Committee requested that a report be brought back to Committee on adopting the Council Tax Good Practice Protocol.
- 1.2 This report is intended to provide Members with information for them to consider whether to recommend to Cabinet that a policy be brought forward to adopt the Protocol.

2 BACKGROUND

- 2.1 Two years ago Citizens Advice and the LGA launched a Council Tax Good Practice Protocol covering collection and recovery of Council Tax arrears. The aim of the Protocol is to help Council's establish agreed good practice with local CAB's and Enforcement Agents which in turn provides clarity to residents. So far 61 authorities across the country have adopted the Protocol.
- 2.2 Following the request from Overview and Scrutiny to examine the feasibility of adopting the Protocol, work was carried out to compare it with Broadland's practices and procedures.
- 2.2 A meeting between the Revenues and Benefits Manager, the council's Enforcement Agent provider Rossendales and the Chief Executive of Norfolk Citizens Advice took place in February 2019. A number of changes to the national protocol were agreed in order for it to work locally.
- 2.3 South Norfolk officers have previously had discussions with the Diss & Thetford branch of Norfolk CA which resulted in verbal agreement being reached although the Protocol was not formally adopted at that time.

3 CURRENT POSITION

- 3.1 The locally agreed draft of the Protocol is attached at Appendix 1 and if implementation is agreed by Cabinet, it could be brought into operation with little delay.
- 3.2 South Norfolk Council is also in a position to adopt the Protocol and a report will be going to their Finance and Resources Committee in September.

4 OPTIONS

- 4.1 The Overview and Scrutiny Committee have the option to propose to Cabinet the Council adopt the Protocol. If agreed the Portfolio Holder can then consider the matter for it to be scheduled on the Forward Plan.
- 4.2 Overview and Scrutiny Committee could agree to take no further action with respect to the Protocol.

5 ISSUES AND RISKS

- 5.1 There is little further work which would need to be carried out in order for the Protocol to be adopted by the Revenues Team.
- 5.2 **Resource implications** – There should be no monetary cost to adopting the Protocol
- 5.3 **Legal implications** – None.
- 5.4 **Equality implications** – If there is agreement to adopt the Protocol, an EQIA will be carried out.
- 5.5 **Environmental impact** – None
- 5.6 **Crime and disorder** – None
- 5.7 **Risks** – None

6 CONCLUSION

- 6.1 The Good Practice Protocol provides the basis for a stronger local partnership with Citizens Advice with respect to dealing with Council Tax debt.
- 6.2 The Council already operates most of the aspects of the Protocol, so there would be little additional work to do to comply with it.
- 6.3 The Council's Enforcement Agent can adopt the requirements of the Protocol in order to facilitate agreement.

7 RECOMMENDATIONS

- 7.1 To propose to Cabinet that the Council Tax Good Practice Protocol is brought forward for adoption.

Background Papers

None

Council Tax Protocol

Revised Collection of Council Tax Arrears Good Practice Protocol



Agreed by:

Citizens Advice, June 2017

Local Government Association, June 2017

Norfolk Citizens Advice & Broadland District Council



Council Tax Protocol

We agree to adopt this protocol in
as our public commitment to its principles of fairness, partnership
working and transparency in local authority debt collection:

Signature

.....
Local authority representative

Signature

.....
Local Citizens Advice / advice
agency representative

Signature

.....
Enforcement agency
representative
(where relevant)¹

Signature

.....
External contractor
representative
(where relevant)¹

Date:

¹ Enforcement agents and external contactors may sign this protocol if they and the authority agree that it is appropriate.

Council Tax Protocol

Revised collection of council tax arrears good practice protocol

Council tax payers receive a better level of service when local authorities², enforcement agencies and debt advice agencies work closely together. Early intervention and proactive contact with people struggling with bill payments can help prevent them incurring further charges and help alleviate stress. It can also potentially help reduce both collection costs and calls on local public services, particularly mental health services.

This good practice protocol makes a number of suggestions on how local partnerships can be strengthened and residents better supported. Developed through partnership work between the national bodies representing advice agencies, local government and enforcement agencies throughout England and Wales, it builds upon the previous protocol, which government recommended local authorities adopt in their 2013 guidance. The protocol reflects best practice at local level and is intended to facilitate regular liaison on practices and policy concerning council tax debt collection. In setting down clear procedures and keeping them regularly under review, all parties can ensure that cases of arrears are dealt with appropriately whilst complaints are handled efficiently.

By signing the protocol and adopting the practices set out below, local authorities, enforcement agencies and advice agencies can help taxpayers pay their council tax bills while accessing debt advice when needed.

²Where we use the term 'local authorities', this should also be read to cover a local authority's external contractors, where the local authority has contracted out the administration of some or all of its council tax collection process.

Partnership

To foster more effective partnership working:

1. Local authorities, enforcement agencies and advice agencies should meet as required to discuss practical and policy issues
2. All parties should have dedicated contacts accessible on direct lines and electronically so that issues can be taken up quickly.
3. All parties should promote mutual understanding by providing training workshops, undertaking exchange visits and sharing good practice where applicable.
4. As local authorities are responsible for the overall collections process, they should ensure all their staff, external contractors and enforcement agencies receive the appropriate training, particularly on vulnerability and hardship.
5. Contractual arrangements with enforcement agents should specify procedures for the local authority to take back cases involving vulnerable people. Whilst it is not possible to produce an exhaustive list of types of vulnerability, the contract between the Council and the enforcement agencies should specify the main categories of vulnerability and the process for dealing with them.
6. Local authorities should consider informal complaints as debtors may be afraid to complain formally where enforcement agent activity is ongoing. Informal complaints received from advice agencies can indicate problems worthy of further investigation both locally by the local authority and by referral to national bodies.

Information

To improve the information supplied to council tax payers about the billing process, how to get support and debt advice and to promote engagement:

1. All parties should work together to produce letters that clearly and consistently explain how council tax bills have been calculated (including any Council Tax Support award). Council tax bills [reminders] should make clear council tax is a priority debt and explain the consequences of not making payment by the date specified. As far as possible within the constraints of systems, where a taxpayer has council tax arrears, the letters should explain how the debt has been accumulated and over which time period, the layout and language of bills and letters should be easy to understand, with any letters including a contact phone number and email address. All information should also be made available online in a clear format.
2. Local authorities should consider reviewing payment arrangements and offer more flexible options, including, subject to practicality, different payment dates within the month, spreading payments over 12 months and, potentially, different payment amounts to assist those on fluctuating incomes. This can allow people to budget more effectively.
3. Local authorities and enforcement agents should publicise local and national debt advice contact details on literature and notices. Advice agencies can help by promoting the need for debtors to contact their local authority promptly in order to agree payment plans. Parties can work together to ensure the tone of letters is not intimidating but encouraging of engagement.
4. Local authorities should ensure that enforcement agencies have appropriate information about the council tax debts they are recovering, so they can put this in letters they send to debtors and answer any questions.
5. Local authorities should consider providing literature online about concerns council tax debtors may have about enforcement agents and enforcement. Information could cover charges enforcement agencies are allowed to make by law, how to complain about enforcement agent behaviour or check enforcement agent certification and further help available from the local authority or advice agencies.
6. All parties should work together to review and promote better engagement by council taxpayers. This should include information on how bills can be reduced through reliefs, exemptions and council tax support schemes, advising taxpayers that they should contact the local authority if they experience financial hardship and the consequences of allowing priority debts to accumulate. Information and budgeting tools should be made available on local authority and advice agency websites, via social media and at offices of relevant agencies. This is an opportunity for joint campaign work.

Recovery

If a council tax bill is not paid, then the local authority's recovery process comes into play. While local authorities strive to make early contact with a debtor, the first point of engagement by a debtor often only occurs when an enforcement agent visits the premises. Greater effort should be made at or before the Tribunal Courts and Enforcement Act's compliance stage, including debt and money advice referrals and to assess whether vulnerability or hardship applies, so as to avoid escalating a debt. Therefore:

1. Local authorities and enforcement agencies should work in partnership with advice agencies on the content, language and layout of all documents, produced by the local authority and agents acting on its behalf which are part of the enforcement process. This should aim to ensure that the rights and responsibilities of all parties, particularly those of the debtor, are clearly set out.
2. The initial enforcement letter/statutory notice should provide the debtor with a contact number and email address should they wish to speak to the local authority.
3. Local authorities should keep all charges associated with recovery under annual review to ensure they are reasonable and as clear and transparent as possible and reflect actual costs incurred. Enforcement agents should only make charges in accordance with council tax collection and enforcement regulations, particularly the Tribunal Courts and Enforcement Act.
4. Local authorities should periodically review their corporate policy on debt and recovery, particularly what level of debt (inclusive of liability order fees) should have accrued before enforcement agent action, as enforcement will add additional costs to a debt.
5. As part of their corporate policy on debt and recovery, local authorities should have a process for dealing with cases that are identified as vulnerable, bearing in mind that different local authorities may have different definitions of a vulnerable person or household. Any local definition of vulnerability should be developed in consultation with advice agencies and enforcement agencies and, wherever possible, the local authority should aim to publish clear guidelines on what constitutes vulnerability locally. Where a local authority's vulnerability criteria apply, in these cases, debts should be considered carefully before being passed to enforcement agencies. Where enforcement agents or other parties identify a vulnerable household, recovery action will be referred to the local authority.
6. Local authorities should regularly review and publish their policies which cover hardship, including how these relate to council tax arrears.

7. Where a household is in receipt of Council Tax Support, the local authority should consider matters carefully and determine whether to pass such cases to enforcement agents, based on the individual circumstances of the case.
8. The debtor may have outstanding claims for Universal Credit, Council Tax Support or other benefit(s) which are contributing to their arrears. Local authorities can suspend recovery once it is established that a legitimate and relevant claim is pending.
9. Local authorities and their enforcement agents should consider ~~each case carefully on its own merits~~ with a view to offering a 28 days hold or “breathing space” on enforcement action if debtors are seeking debt advice from an accredited advice provider.
10. Procedures should exist for debt advisers to negotiate payments on behalf of the taxpayer at any point in the process, including when the debt has been passed to the enforcement agent. In some cases, the debtor may only contact an advice agency following a visit from the enforcement agent.
11. Local authorities and enforcement agents should consider accepting and using the Standard Financial Statement (SFS) or Common Financial Statement as the guiding principles in assessing ability to pay as long as this is consistent with securing value for money for all council tax payers.
12. Each case should be examined on its merits and repayment arrangements need to be affordable and sustainable, while ensuring that the debt is paid off within a reasonable period. Where appropriate, local authorities should provide the flexibility to spread repayments over more than a year, including beyond the end of a financial year.
13. Local authorities should prioritise direct deduction from benefits or attachment of earnings in preference to using enforcement agents. This avoids extra debts being incurred by people who may already have substantial liabilities.
14. Clarity should be provided to the debtor and enforcement agency as to which debts are being paid off, in what amounts and when, especially where a debtor has multiple liability orders. Where appropriate, debts should be consolidated before being sent to enforcement agents.
15. Local authorities should publish a clear procedure for people to report complaints about all stages of recovery action. Local authorities will regularly monitor and, subject to requirements of commercial confidentiality and the Data Protection Act, publish the performance (including complaints) of those recovering debts on their behalf and ensure that contractual and legal arrangements are met.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



citizensadvice.org.uk

Published June 2017

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.

Registered charity number 279057.



**Outcomes and Actions
Norfolk Health Overview and Scrutiny Committee (NHOSC)
25 July 2019**

Agenda Item Number	Report Title	Outcomes and Actions	Action By Whom
2.	Election of Vice Chairman	Cllr Nigel Legg elected.	
7.	Future of primary care (GP) services for residents of Fairstead, King's Lynn	NHOSC recommended that the CCG and Vida Healthcare meet with King's Lynn and West Norfolk Borough councillors to explain and discuss the proposed option for the future of primary care service for residents of Fairstead.	Melanie Craig / Ross Collett Dr Mark Funnell / Ana Weston / Melvyn Peveritt
8.	Norfolk and Suffolk NHS Foundation Trust – response to the CQC report – progress report	An NHOSC Members' visit to Samphire Ward, the new facility at Chatterton House, King's Lynn, to be arranged. NSFT to return to NHOSC with an update after publication of the next Care Quality Commission full inspection report, expected by October 2019. <i>(To be scheduled for 2020 – see forward work programme below)</i>	Prof Jonathan Warren / Bohdan Solomka
9.	Local action to address health and care workforce shortages	Information from a national study on where healthcare professionals choose to work and why to be shared with NHOSC Members (i.e. the reasons why so few from the study were choosing East Anglia as the place they wished to live and work), so that county and borough councillors can consider what more their councils can do to attract people to the area.	Anna Morgan / Emma Wakelin

		Representatives from the STP workforce workstream to return to NHOSC next year with an update on local actions to mitigate the effects of national workforce shortages.	
10.	Forward work programme	<p>The committee agreed the following appointments:-</p> <ul style="list-style-type: none"> • Cllr Emma Spagnola – link member with Norfolk Community Health and Care NHS Trust • Cllr Robert Kybird – substitute link member with South Norfolk CCG. <p>The forward work programme was agreed with the addition of following items:-</p> <p><u>23 Jan 2020</u></p> <ul style="list-style-type: none"> • The Queen Elizabeth Hospital NHS Foundation Trust – response to the CQC report' <p><u>To be scheduled in 2020</u></p> <ul style="list-style-type: none"> • Norfolk and Suffolk NHS Foundation Trust – response to the CQC report • Local action to address health and care workforce shortages <p><u>Items for NHOSC Briefing</u></p> <ul style="list-style-type: none"> • Update on the process around provision of healthcare infrastructure • <i>Potentially</i> include information arising from a UEA wellbeing event in November 2019 • Information on public health role in relation to air pollution. 	Maureen Orr

		<u>Visits to be arranged</u> <ul style="list-style-type: none">• Cromer Hospital – Norfolk and Norwich University Hospitals NHS Foundation Trust• Samphire Ward (new facilities), Chatterton House, King's Lynn – Norfolk & Suffolk NHS Foundation Trust	
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Copied to:-

Chairman of NHOSC

District Council Members of NHOSC

Member Support Officer – Ashleigh Hodge

CCG engagement contacts (x5)

Health and Wellbeing Board support officer – Hannah Shah

Healthwatch Norfolk – Judith Bell

Norfolk Health Overview and Scrutiny Committee

ACTION REQUIRED

Members are asked to suggest issues for the forward work programme that they would like to bring to the committee's attention. Members are also asked to consider the current forward work programme:-

- whether there are topics to be added or deleted, postponed or brought forward;
- to agree the briefings, scrutiny topics and dates below.

Proposed Forward Work Programme 2019

<i>Meeting dates</i>	<i>Briefings/Main scrutiny topic/initial review of topics/follow-ups</i>	<i>Administrative business</i>
5 Sept 2019	<p><u>Access to palliative and end of life care</u> – progress since October 2018</p> <p><u>Physical health checks for adults with learning disabilities</u> – update since September 2018</p> <p><u>Ambulance response and turnaround times in Norfolk</u></p> <ul style="list-style-type: none"> • Plans to help patient flow in winter 2019-20 • Progress with pathways for mental health patients • The interface between EEAST and the NHS 111 service 	
10 Oct 2019 2.00pm start	<p><u>Children's speech and language therapy</u> (central and west Norfolk) – update since 28 Feb 2019</p> <p><u>Adult autism – access to diagnosis</u> – to examine waiting times to diagnosis.</p> <p><u>City Reach service</u> – to examine concerns regarding staffing levels and patient safety.</p>	
28 Nov 2019	<p><u>Access to NHS dentistry</u> – progress since report to NHOSC on 11 April 2019</p> <p><u>Eating disorder services</u> – progress since report to NHOSC on 11 April 2019</p>	
23 Jan 2020	<p><u>The Queen Elizabeth Hospital NHS foundation Trust</u> – response to the Care Quality Commission report – progress report</p>	

NOTE: These items are provisional only. The OSC reserves the right to reschedule this draft timetable.

Provisional dates for reports to the Committee / items in the Briefing 2019

- | | |
|---|---|
| Sept 2019
(in the Briefing) | - Update on the process around provision of healthcare infrastructure |
| | - Public health role in relation to air pollution |
| <i>To be scheduled - 2020
(Agenda item)</i> | - Norfolk and Suffolk NHS Foundation Trust – response to the CQC report |
| <i>To be scheduled – 2020
(Agenda item)</i> | - Local action to address health and care workforce shortages – update |
| <i>Potential item – Nov 2019 or later
(in the Briefing)</i> | - Information arising from a UEA wellbeing event in Nov 2019 |

Other activities

- | | |
|-----------------------|--|
| Visits to be arranged | - Samphire Ward (new facilities), Chatterton House, King's Lynn – Norfolk & Suffolk NHS Foundation Trust |
| | - Cromer Hospital – Norfolk and Norwich University Hospitals NHS Foundation Trust |
| | - Follow-up visit to the Older People's Emergency Department (OPED), Norfolk and Norwich hospital to be arranged after expansion works are completed in 2019-20. |

Main Committee Members have a formal link with the following local healthcare commissioners and providers:-

Clinical Commissioning Groups

- | | |
|-------------------------|--|
| North Norfolk | - Emma Spagnola
(substitute David Harrison) |
| South Norfolk | - Dr Nigel Legg
(substitute Robert Kybird) |
| Gt Yarmouth and Waveney | - Emma Flaxman-Taylor |

- West Norfolk - Michael Chenery of Horsbrugh
(substitute Sheila Young)
- Norwich - Margaret Stone
(substitute Brenda Jones)

Norfolk and Waveney Joint Strategic Commissioning Committee

- Link - Margaret Stone
- Substitute for meetings held in west and north Norfolk - Michael Chenery of Horsbrugh
- Substitute for meetings held in east and south Norfolk - Dr Nigel Legg

NHS Provider Trusts

- Queen Elizabeth Hospital, King's Lynn NHS Foundation Trust - Sheila Young
(substitute Michael Chenery of Horsbrugh)
- Norfolk and Suffolk NHS Foundation Trust (mental health trust) - Margaret Stone
(substitute Brenda Jones)
- Norfolk and Norwich University Hospitals NHS Foundation Trust - Dr Nigel Legg
(substitute David Harrison)
- James Paget University Hospitals NHS Foundation Trust - Emma Flaxman-Taylor
- Norfolk Community Health and Care NHS Trust - Emma Spagnola



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OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2018-19

Subject to change due for any resource implications and/or matters arising.

Topics brought to Committee:

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes	Time Cycle
	Performance Report	Committee Officer	Committee to allocate areas for investigation to the Performance Management Sub Committee (PMSC) when the report is received under Cabinet papers.	Six Months
	Committee Representation Updates	Committee Representatives	Opportunity for Committee Representatives from Norfolk Health Overview and Scrutiny Committee, Broadland Corporate Equalities Group, Norfolk Police and Crime Panel and Norfolk Health and Wellbeing Board to report back any key information to Committee or for Committee Members to raise any questions for representatives to take forward.	Bi-Monthly
24 September 2019	EcoCube Time and Task Limited Panel Recommendation Report	The Chairman of the Time and Task Limited Panel	To receive the Panel's Recommendation Report following its investigation into the disposal of the lease of the EcoCube.	Once
24 September 2019	Traffic flows in areas adjoining Broadland Northway	Norfolk County Highways	To assess if Broadland Northway has eased traffic pressures in adjoining areas.	Once
24 September 2019	Collaboration	Managing Director	To identify how the respective Leaders and the Managing Director envisage how shared services would develop over the next five years.	Once
8 October 2019	Future Infrastructure Provision in Broadland	Greater Norwich Planning Policy Team	To identify what infrastructure provision was proposed for the District. In particular what progress was being made for the development at Beeston Park.	Once
8 October 2019	Recommendation Update	Committee Officer	To review the Committee's recommendations from Scrutiny Reviews; establish how recommendations have progressed and been implemented; review any recommendation as necessary.	Six Months
8 October 2019	Tourism	Tourism Officer	To receive a summary of tourism statistics for the District.	Once

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes	Time Cycle
TBC	Tourism	Chief Executive of Visit East Anglia	To receive a presentation from the Chief Executive of Visit East Anglia about the activities it was undertaking to promote tourism in the District.	Once
8 October 2019	Resilience Update	Emergency Planning Manager	To receive an update on emergency planning activity and resilience work being carried out in the District. For Members to assess the effectiveness of the work and make recommendations as appropriate.	Six Months
3 December 2019	Joint Budget Meeting	Head of Finance and Revenues All PH's	To address Portfolio Holders with the agreed questions drafted at a workshop to be arranged separately from the agenda in October.	Annual
28 January 2020	Economic Update	Head of Economic Development/ Portfolio Holder for Economic Development	An update on the effect of Broadland's economic strategy in the District and beyond. For Members to assess the effectiveness of the strategy and make recommendations as appropriate.	Six Months
28 January 2020	Broadband and Mobile Phone Coverage in the District	Better Broadband for Norfolk	To assess the level of broadband and mobile phone coverage in the District.	Once
17 March 2020	Council Partnership Register Review	Committee Officer	Committee to receive an update against the Council's partnership register. Committee will be asked to identify any partnership concerns that may require further investigation by a nominated time and task limited panel	Annual
17 March 2020	Committee Annual Report	Committee Officer	Committee to approve the drafted Annual Report for presentation to Council.	Annual
TBC	Tourism	Chief Executive of Visit East Anglia	To receive a presentation from the Chief Executive of Visit East Anglia about the activities it was undertaking to promote tourism in the District.	
TBC	Early Intervention and Community Safety	Community Safety Manager and Coordinator	To receive an update on the effectiveness of the Norfolk County Community Safety Partnership, with particular reference to progress of established outcomes and benefits achieved in the District. The Committee to make recommendations as appropriate	Annual
TBC	GP and Dentist provision in the District		To identify what measures were being taken to ensure that there was adequate provision of GPs to meet the level of growth in the District.	Once

Date of Meeting	Topic	Lead Officer Portfolio Holder	Objectives and Desired Outcomes	Time Cycle
TBC	Water – supply, management and climate change	Anglian Water	To investigate how water was being managed in the District and what measures were being put in place to address climate change.	Once
TBC	Staff turnover at Broadland	HR and Customer Services Members	To receive a report setting out the levels of staff turnover from 2015 to the present.	Once
TBC	Housing Allocations Policy		To undertake a joint scrutiny with South Norfolk Council to contrast and compare the Housing Allocation Policies of each authority.	Once
TBC	Affordable Housing Provision		A joint scrutiny with South Norfolk Council to investigate how effectively each authority delivered affordable housing. This should also include an assessment of why Clarion Housing, the largest stock holder in Broadland, was no longer building affordable housing in the District.	Once

Workshops

Topic	Objectives	Lead Officers	Month
Preparing to meet with Cabinet to discuss budget performance	A workshop format facilitated by the Scrutiny Research Officer and Head of Finance and Revenue for Committee Members to identify, agree, and allocate questions for Cabinet to answer at the Joint Budget meeting.	Head of Finance and Revenue Services Finance Team staff Committee Officer	October