

Council Agenda

Members of the Council

Cllr J F Fisher (Chairman)	Cllr B Cook	Cllr D King	Cllr R E Potter
	Cllr J K Copplestone	Cllr E C Laming	Cllr S Riley
	Cllr A D Crotch	Cllr S Lawn	Cllr D Roper
Cllr Cllr S M Prutton (Vice Chairman)	Cllr J Davis	Cllr K E Lawrence	Cllr C E Ryman-Tubb
	Cllr J J Emsell	Cllr J Leggett	Cllr N C Shaw
	Cllr R R Foulger	Cllr K G Leggett MBE	Cllr L A Starling
Cllr A D Adams	Cllr S C Gurney	Cllr I J Mackie	Cllr D M Thomas
Cllr S C Beadle	Cllr N J Harpley	Cllr T M Mancini-Boyle	Cllr J L Thomas
Cllr N J Brennan	Cllr D G Harrison	Cllr I N Moncur	Cllr S A Vincent
Cllr D J Britcher	Cllr L H Hemsall	Cllr M L Murrell	Cllr K A Vincent
Cllr P E Bulman	Cllr S I Holland	Cllr J A Neesam	Cllr J M Ward
Cllr S J Catchpole	Cllr N C Karimi-Ghovanlou	Cllr G K Nurden	Cllr F Whymark
Cllr S M Clancy	Cllr K S Kelly	Cllr G Peck	

Date & Time:

Thursday 13 October 2022 at 7pm

Place:

Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich

Trevor Holden – Managing Director - 5 October 2022

Contact:

Dawn Matthews tel (01603) 430404

Email: committee.bdc@southnorfolkandbroadland.gov.uk

Website: www.southnorfolkandbroadland.gov.uk

Group Meetings:

Conservatives – Trafford Room 6pm

Liberal Democrats - John Mack Room 6pm

PUBLIC ATTENDANCE:

This meeting will be live streamed for public viewing via the following link: [Broadland YouTube Channel](#)

You may register to speak by emailing us at

[.committee.bdc@southnorfolkandbroadland.gov.uk](mailto:committee.bdc@southnorfolkandbroadland.gov.uk) no later than 5pm on Monday 10 October 2022

Large print version can be made available

If you have any special requirements in order to attend this meeting, please let us know in advance.

AGENDA

Personal Tribute - to stand for a minutes silence in tribute to Councillor Nigel Shaw.

1. **To receive declarations of interest from members;**
(guidance and flow chart attached – page 5)
2. **To report apologies for absence;**
3. **To confirm the minutes of the meeting held 28 July 2022;**
(minutes attached – page 7)
4. **Matters arising from the minutes;**
5. **To receive announcements from**
 - 5.1 The Chairman (list of engagements attached – page 20)
 - 5.2 The Vice Chairman
 - 5.3 The Leader
 - 5.4 Members of the Cabinet
 - 5.5 Head of Paid Service
6. **Questions** - to consider the following question received from members of the public in accordance with Procedural Rule 10.
 - 6.1 **Question from Tina Johnson – Broadland resident**

ADEPT (a coalition of local government, environmental, and research organisations) has produced a “Blueprint for Accelerating Climate Action and a Green Recovery at the Local Level” that makes five priority recommendations including: climate-resilient renewable energy and electric vehicle charging; support of reskilling, retraining and research to accelerate the move to a net-zero economy; upgrade of homes to ensure they are fit for the future; making it easy for people to walk, cycle, and work remotely; and accelerating tree planting, green spaces and other green infrastructure. Will Broadland District Council join with many other Councils and sign up to show support for this initiative and if not why?
7. **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. (note: In accordance with the Constitution a total period of 15 minutes is allowed (each speaker may speak for 3 minutes only)
8. **Overview and Scrutiny Committee** – to receive the minutes of the meetings on 6 September and 20 September 2022;
(minutes attached – page 21)

9. Cabinet – to receive the minutes of the meeting on 20 September 2022
(minutes attached – page 37)

The following item needs consideration by Council:

9.1 Minute no: 40 - Using intelligence to achieve a First-Class Customer Service
(recommendation at page 38)

To recommend to Council:

1. the agreement of funding to establish a Business Intelligence Service as set out in section 4.7 of the report.
2. that funding for 2022/23 is drawn from the corporate contingency.
3. that funding for the Business Intelligence Service is built into the base budget from 2023/24.

Copy of the report relating to this recommendation available at Cabinet agenda 20 September 2022

10. Planning Committee - to receive the decisions of the meetings on 10 August and 7 September 2022;
(decisions attached – page 43)

11. Audit Committee – to receive the minutes of the meetings held on 21 July 2022 and 22 September 2022
(minutes attached – page 46)

12. Licensing and Regulatory Committee – to receive the non-exempt minutes of the meeting held on 5 September 2022
(minutes attached – page 61)

13. Standards Committee – to receive the minutes of the meeting on 27 September 2022
(minutes attached – page 63)

The following item needs consideration by Council:

13.1 Minute no 6 – Civility in Public Life
(recommendation at page 66)

To recommend Council to adopt a member protocol to include the measures set out in the minutes

14. Community Governance Review – Spixworth
(report attached – page 69 and minutes of the Electoral Arrangements Committee attached – page 72)

15. Report of the Monitoring Officer
(report attached – page 77)

16. Outside Organisations/Member Champion Feedback – to consider reports from members appointed to represent the Council on outside organisations and as member champions
(report attached – page 79)

17. Questions from Members – to consider the following questions received in accordance with Procedural Rule 12.4:

17.1 Question from Cllr E Laming

CPRE, the Countryside Charity, published a report in July 2022 entitled "Building on our Food Security." It emphasises that we are losing our Best and Most Versatile (BMV) agricultural land to housing development, despite the fact that this land is theoretically protected by national planning policy. Does this council recognise the need to retain BMV Grades 1, 2 and 3a land?

17.2 Question from Cllr D Roper

What do you consider to be the main barriers to Norfolk achieving a County devolution deal and how confident are you that a bid will be successful?

17.3 Question from Cllr D Roper

Members of staff and elected members were recently informed of the completion of purchase of the Horizon building and impending movement of staff to Thorpe Lodge via a YouTube video. Do you consider that this is the best way to communicate important changes within the Council?

17.4 Question from Cllr S Holland

At a recent meeting of Overview and Scrutiny meeting, members of the committee were presented with a report regarding the purchase and restructuring plans for the Horizon building. During that meeting, when in closed session under exempt papers, the Director of Resources stated that the price paid for the building was subject to a non-disclosure agreement and that this included Councillors who could not be told.

What legislation is the administration relying on to exclude elected members from information about the spending of residents' taxes? "

18. Motions – to consider the following motion received in accordance with Procedural Rule 13:

18.1 Proposer: Cllr J Leggett, Seconder: Cllr T Mancini-Boyle

Broadland District Council recognises the need to take action to combat the effects of climate change. The Council has a track record for putting environmental concerns at the heart of delivery and has made great progress both understanding and reducing its carbon emissions, therefore, Broadland District Council agrees to adopt an organisational 2030 target for achieving net-zero carbon emissions.

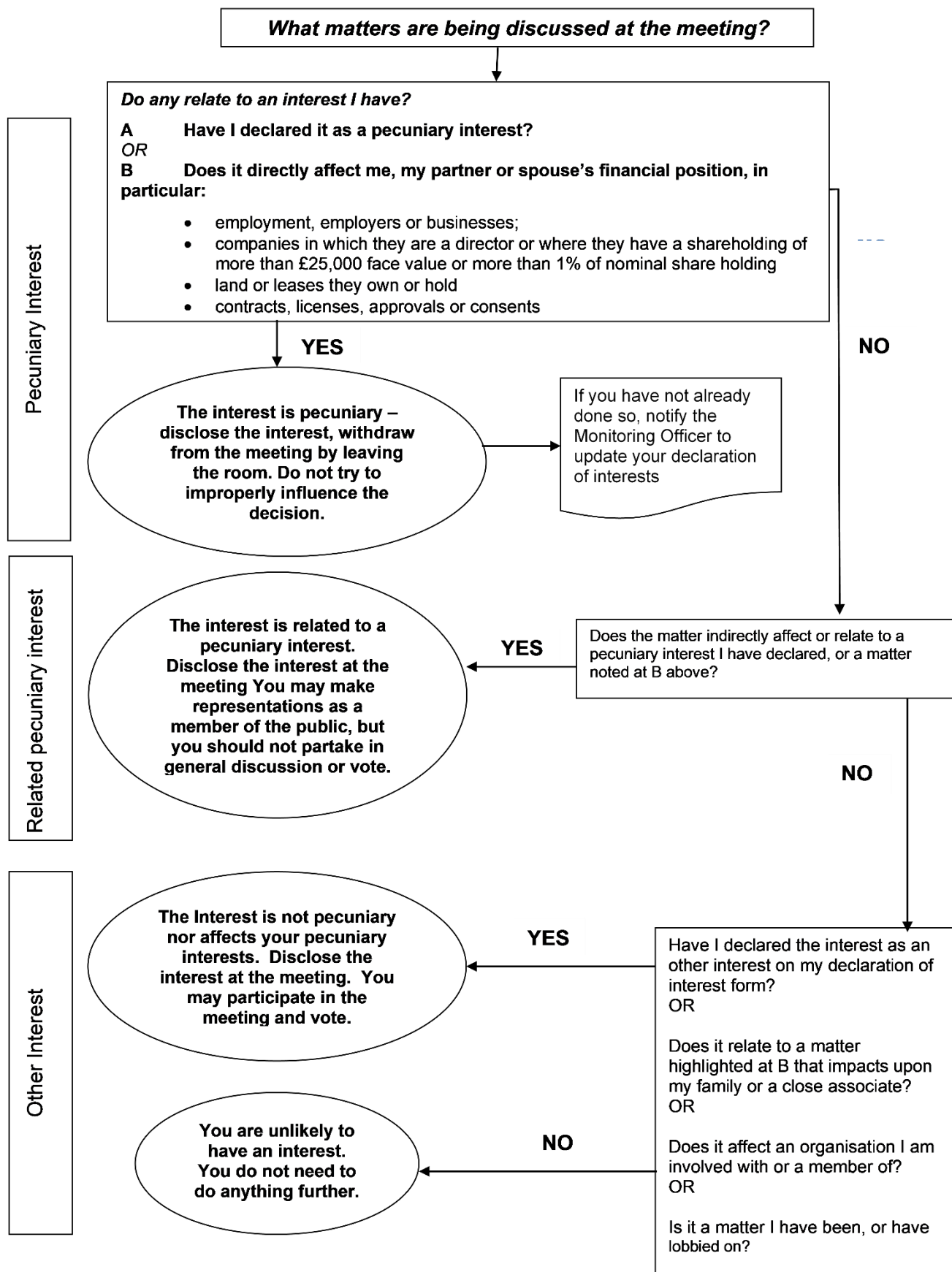
DECLARATIONS OF INTEREST AT MEETINGS

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.
<p>Does the interest directly:</p> <ol style="list-style-type: none">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 Council4. Affect land you or your spouse / partner own5. Affect a company that you or your partner own, or have a shareholding in <p>If the answer is "yes" to any of the above, it is likely to be pecuniary.</p> <p>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.</p>
<p>Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?</p> <p>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 you should not partake in general discussion or vote.</p>
<p>Is the interest not related to any of the above? If so, it is likely to be an other interest. You will need to declare the interest, but may participate in discussion and voting on the item.</p>
<p>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.</p>

**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





COUNCIL

Minutes of a meeting of the Council of Broadland District Council, held on Thursday 28 July 2022 at 7pm at the Council Offices

Members Present: Councillors: A D Adams, S C Beadle, N J Brennan, D J Britcher, P E Bulman, S J Catchpole, S M Clancy, B Cook, J K Copplestone, A D Crotch, J Davis, J J Emsell, J F Fisher, R R Foulger, N J Harpley, S I Holland, N C Karimi-Ghovanlou, K S Kelly, D King, E C Laming, K E Lawrence, J Leggett, K G Leggett, T M Mancini-Boyle, J A Neesam, G K Nurden, R E Potter, S M Prutton, S Riley, D M Thomas, S A Vincent, F Whymark

Officers in Attendance: The Director of Resources, the Director of People & Communities, the Chief of Staff (Monitoring Officer), the Assistant Director Finance (Section 151 Officer), the Assistant Director Planning and the Committee Officer (DM).

Council stood for a minutes silence in tribute to former Councillor Thomas Humphrey Gasson. Thomas was first elected in 1994 for the Hellesdon Ward and served until 2011. During that time he sat on and chaired a variety of committees and was Chairman of the Council in 2010. He also represented the Council on various outside bodies. A personal tribute was made to former Cllr Gasson.

117 DECLARATIONS OF INTEREST

No declarations were made

118 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors S C Gurney, D Harrison, L H Hemsall, S Lawn, I J Mackie, I N Moncur, M L Murrell, G Peck, D Roper, L A Starling, J L Thomas, K A Vincent and J M Ward.

119 MINUTES

The minutes of the meetings held on 12 May and 26 May 2022 were agreed as a correct record and signed by the Chairman.

120 MATTERS ARISING

No matters were raised.

121 ANNOUNCEMENTS

Members noted the civic engagements undertaken by the Chairman and Vice Chairman of the Council since the last meeting. The Chairman reminded members of his chosen charity for the year, Nelson's Journey, and that a donations page would be available soon together with details of events being organised to raise funds for the charity.

The Leader of the Council announced that the Broadland and South Norfolk Peer Review had now concluded and he thanked the peer review team for their time and commitment to the review. The team had focused its review on the following core components considered by all peer review teams namely: local priorities and outcomes, organisational and place leadership, governance and culture, financial planning and management and capacity for improvement. They had also been asked to review the joint partnership between the two councils. The final report was still awaited but the initial thoughts of the Review Team had been shared.

The team had identified strengths and weaknesses for consideration by the Council. They had been impressed with collaboration and its achievements and direction of travel but felt there was a need to check timescales and deliverables to make sure these were realistic and that ambitions were tempered by capacity to deliver. They commended the huge ambition for Place, working with partners to deliver economic growth, the Council being a partner of choice and being a place leader across the greater Norwich area. They were also very impressed with the Help Hub leading in the delivery of services for residents across multiagency providers. They acknowledged the Council was in a healthy financial position with manageable budget gaps, it generated a healthy level of commercial income and had reasonable levels of reserves – noting that many were however earmarked for future projects.

The Leader then highlighted two of the areas identified by the team for further consideration. The need to address poor member behavior had been raised which had been disappointing. The Leader referred to the code of conduct and stated that, going forward, he would be inviting all Chairmen of committees to deal with any issues of poor behaviour immediately at meetings with the Councillors concerned. The other area related to the streamlining of processes and procedures around governance, including the Panels and Policy committees and improvement of the Scrutiny function to improve officer capacity, resilience and accountability.

Following receipt of the final report, the next steps would include the formulation of an action plan leading to a review in 6 months' time by the Review Team.

The Portfolio Holder for Environmental Excellence reported on the recent litter pick project and stated that all community groups entered would receive a prize

of £200. She reminded members that the food waste collection service would be starting on 3 October throughout district. Publicity would begin by the end August and delivery of caddies and publicity material to household would commence on 5 September.

The Portfolio Holder for Housing and Wellbeing congratulated the rough sleeping team for work over the last week to overcome a difficult homelessness situation by supporting the residents and working with partners to resolve the situation.

The Portfolio Holder for Finance made reference to the national statistics for the collection of business rates / council tax and that the two councils were positioned 5th and 8th of the 300 districts in the Country for their collection rates. She thanked the team for their excellent work with residents and businesses to achieve such good collection rates.

The Portfolio Holder for Transformation and Organisational Development reported that, in relation to the accommodation project, progress was being made on marketing Thorpe Lodge and that a report on any decisions needed would be brought before members in due course.

122 QUESTIONS FROM THE PUBLIC

It was noted that there had been no questions from the public.

123 PUBLIC SPEAKING

It was noted that there had been no requests for public speaking.

124 OVERVIEW AND SCRUTINY COMMITTEE

The minutes of the Overview and Scrutiny Committee meetings held on 7 June, 28 June and 12 July 2022 were received.

125 CABINET - 14 JUNE 2022

The minutes of the meeting on 14 June 2022 were received. The following matter needed consideration by Council:

Minute no: 6 - Strategic Performance and Finance Report for Quarter 4 2021/22

The Portfolio Holder for Finance invited Council to support the recommendation.

It was then proposed, seconded, and on being put to the vote,

RESOLVED

To agree the slippage requests for capital as set out in para 3.16 of the Cabinet report.

126 CABINET - 19 JULY 2022

The decisions and minutes of the Cabinet meeting held on 19 July 2022 were received. The following matters were considered by Council:

Item no: 12 – Minute no: 24 - City Deal Borrowing and the establishment of the Greater Norwich Strategic Investment Fund

The Leader invited Council to endorse the recommendations.

It was then proposed, seconded, and on being put to the vote,

RESOLVED:

1. To give authority to Norfolk County Council, as the Greater Norwich Growth Board's Accountable Body, to drawdown up to £20m from the Public Work Loans Board to create a recyclable fund to support local infrastructure projects as agreed in the Greater Norwich City Deal, subject to the following conditions:
 - The loan is used to create a fund, which will accelerate the delivery of infrastructure projects within the parameters defined within Community Infrastructure Levy legislation.
 - Repayment to be made from the Infrastructure Investment Fund pooled CIL.
 - The fund will be available to any of the Greater Norwich partners acting as lead authority and secured in a borrowing agreement with Norfolk County Council, which will include an agreed repayment schedule and back stop date.
 - Repayments from the lead authority would be made into a new recyclable Strategic Investment Fund.
 - Due diligence and legal arrangements regarding the beneficiary project will be the responsibility of the lead authority.
2. To agree the draft legal agreement that will commit future pooled Community Infrastructure Levy income as repayment against the drawdown of up to £20m through the Greater Norwich City Deal (amounts will be drawn in stages see Appendix D and E).
3. Subject to recommendation 2, upon each staged draw down totalling no more than £20m, the GNGB to be granted delegated authority to sign the legal agreement together with their s151 officers, under the direction of Norfolk County Council as the Accountable Body and in accordance with their signed Joint Working Agreement.
4. Agree that the GNGB be given delegated authority to manage the allocation of the City Deal borrowing and later, governance of the Strategic Investment Fund in line with the draft Terms of Reference - Appendix A and B of the report.

Item no: 13 – Minute no: 25 - Enforcement Policy

The Portfolio Holder for Environmental Excellence invited Council to support the recommendations.

It was then proposed, seconded and on being put to the vote,

RESOLVED

To agree the adoption of the proposed over-arching Enforcement Policy at Appendix 2 of the report to replace the existing overarching enforcement policy, retaining as separate documents its other existing thematic enforcement policies and to delegate authority to the Assistant Director for Regulatory in consultation with the Portfolio Holder for Environmental Excellence to enact any amendments advised by the legal team following the completion of their review.

Item no: 14 – Minute no: 26 - Economic Growth Strategic Plan

The Portfolio Holder for Economic Development invited Council to support the recommendations.

A concern was raised that the Strategic Plan, in its current form, did not sufficiently address climate smart issues given the context of current extreme weather events and water quality/availability. They wanted to see the Plan reviewed to be more climate smart with additional measures to help businesses build climate resilience.

Other members supported this view. It was stated that concerns had been raised at the Economic Success Policy Development Panel that the Plan needed to look forward in terms of the future issues of climate change mindful that the government had recently been successfully challenged on its net zero strategy as not including actions to support its aims.

The Portfolio Holder for Economic Development explained that it was not possible to update the Plan at this late stage as the Plan was needed to form the basis for the application of significant funding from the UK Shared Prosperity Fund which had an imminent deadline. She further explained that going forward, the Plan was an organic document which could be updated if required.

Following further calls for reassurance that the Plan would be updated to reflect the concerns raised, the Portfolio Holder stated she would be happy for members to share their concerns with her in writing and that she welcomed the feedback and would take on board the concerns raised and ensure these were considered by the Economic Success Policy Development Panel with a view to getting the document strengthened to reflect climate concerns raised. The Leader reminded members that the focus of the document was economic growth but that the document could be strengthened to address the concerns raised. The matters referred to were very much linked to the environmental strategy which

was currently under review and would be considered soon by the Environmental Excellence Panel to which members could put forward their comments.

It was then proposed, seconded, and on being put to the vote,

RESOLVED

To approve and adopt the Economic Growth Strategic Plan 2022 – 2027 and use of the Broadland Summary as an externally facing document.

127 PLANNING COMMITTEE

The decisions of the Planning Committee meetings held on 18 May, 15 June and 13 July 2022; were received.

Arising from receipt of these minutes, a member raised a concern about the deferment at the last meeting of the three applications relating to Reepham. The Chairman advised that a response would be provided to the member.

128 LICENSING AND REGULATORY COMMITTEE

The non-exempt minutes of the meeting on 25 May 2022 were received.

129 OUTSIDE ORGANISATIONS

Members received and noted the feedback from members appointed to represent the Council on Outside Organisations.

130 REPORT OF THE MONITORING OFFICER

The Leader introduced the report of the Monitoring Officer which sought agreement from Council on proposed changes to the Committee structure, including the Cabinet Portfolios, and amendments to the Policy Development Panel arrangements. The report also included changes to Outside Organisation appointments and amendments to the appointments to Norfolk Rivers Internal Drainage Board (NRIDB), as this had been reconstituted, and the Norfolk Parking Partnership.

The Leader advised Council that he had reviewed the allocation of responsibilities at Cabinet and was proposing that the planning portfolio responsibilities be redistributed with these moving to the newly named Communities, Housing and Planning portfolio, led by Cllr Whymark, reducing the number of portfolio holders from 7 to 6.

He advised that as a result it would be sensible to review the delegations for Portfolio Holders in the constitution to ensure the right, up to date, delegations were aligned to the correct portfolio holder and respective senior officer. This would be undertaken in line with the service areas specified in appendix A of the report and he would be working to complete this with the Monitoring Officer.

In order to align the Policy Development Panels with the portfolio holders, the Place Shaping Panel and Wellbeing Panel would be replaced by one panel: the Communities, Housing and Planning Policy Development Panel to be chaired by Cllr Prutton, with Cllr Ward as Vice-Chairman. The number of members on the Panel would remain the same as all other panels currently.

The Leader stated that the report confirmed the consequential changes to appointments to outside organisations due to the Portfolio Holder change as outlined at 2.7 of the report.

As previously reported to Council, the Norfolk Rivers Internal Drainage Board had been reconstituted following consultation. The members on the Board had now reduced to two and he advised the Council's representatives would be Cllrs Brennan and Kelly. Finally, the substitute member for the Norfolk Parking Partnership needed to be a Cabinet member and the Leader confirmed this would be Cllr Emsell.

The Leader invited Council to support the recommendations in the report.

The Leader was asked why he was making the change and he responded that he had reviewed the process and it made sense to make the changes proposed at the current time.

A number of members raised concerns about the proposals.

The Leader of the opposition made reference to current difficulties in the Planning department and the time taken to determine planning applications and that the proposed changes would not help the current situation. There had been four different portfolio holders for planning since 2019, the last one being only 2 months ago and this was not a stable situation to address the current challenges. The current structure had been endorsed at the AGM and it appeared rash to be changing the structure so soon. With regard to the proposed delegations outlined in the report, she was of the view that significant changes to the constitution should be ratified by full Council. The Leader stated it made sense to align the housing and planning functions hence the proposal and that the changes to the constitution were laid out in the report with any remaining changes to align responsibilities and delegations as a result of the changes being delegated to himself and the Monitoring Officer.

Further reference was made to issues being faced by the planning service and the recent Planning white paper and, mindful of the demands on the wellbeing

function with the cost of living crisis and mental health concerns, it was felt this was this was not the time to dilute the support given to these important areas.

Reference was made to the inconsistencies in approach in dealing with planning applications and the need for stability and consistency in determining applications. A question was also raised about a conflict of interests with the private consultancy work undertaken by the Leader and the proposal to transfer responsibility for strategic elements of planning to the Leader, and the need for any interest to be declared.

A concern was raised that matters relating to equalities, which included, diversity and inclusivity, were not referred to a Panel as set out in the appendix to the report and it was suggested these issues should form part of the remit of the Wellbeing Panel or the proposed Communities Housing and Planning Panel if the proposals were adopted.

The Portfolio Holder for Wellbeing responded that he was aware of the scale of the challenges and there was a lot of work to do but that he would continue to meet the challenges and was happy to receive any concerns from members. With regard to the issue of equalities, he commented that he would ensure that this continued to be at the heart of all the work of the new Panel.

The Leader then responded to some of the concerns raised. He commented that the Planning white paper had not as yet progressed to the stage of new policy and no changes had as yet taken place. He informed Council that the current Planning Portfolio Holder was no longer able to fulfil the duties of the role and he thanked him for his contribution to date. With regard to references to poor performance for the time taken to process planning applications, the Leader stated that the performance targets for some area of planning service were showing red, but that this was an internal target and was set at a much tighter level than the external target. If the external target was used, the performance would be green. With regard to comments about the inconsistency in determining planning applications, the Leader reminded members that each application was dealt with on its merits and if elements of particular applications warranted a different assessment that was not unacceptable. There was no inconsistency in this. With regard to the question raised about equalities matters, he explained that this related to internal staffing matters and therefore was not aligned to a Policy Development Panel but instead was the responsibility of the Portfolio Holder for Transformation and Organisational Development. Finally, the Leader confirmed that he had no conflict of interest with regard to the transfer of strategic planning matters to his responsibility and if any declaration of interests were needed he would have made them.

It was proposed and agreed that, when voting on the recommendations in the report, two separate votes be taken, one on recommendations 6.1 to 6.6 and one on recommendations 6.7 to 6.9.

It was then proposed, duly seconded, that the recommendations in the report be supported.

Members then voted as follows:

Recommendation 6.1 to 6.6 – 17 members for, 13 against, no abstention.

Recommendations 6.7 to 6.9 – unanimous vote for, none against and no abstention.

RESOLVED to approve

1. The redistribution of the Planning Portfolio Holder responsibilities as indicated by the Leader and outlined in section 2.1 and 2.2 of the report.
2. The delegation to the Leader in consultation with the Monitoring Officer to update the scheme of delegation for each Portfolio Holder, in particular Part 3 -Responsibility for functions (16.1 the scheme of delegation - sections 19.9 –19.34) of the Constitution to reflect the service area responsibilities as outlined in Appendix A of the report.
3. The Communities, Housing and Planning Policy Development Panel to replace the Place Shaping Policy Development Panel and the Wellbeing Policy Development Panel.
4. The appointment of Cllr Prutton as Chairman and Cllr Ward as Vice Chairman to the newly named Communities, Housing and Planning Policy Development Panel.
5. That Group Leaders confirm the allocation of seats on the new Policy Development Panel to the Monitoring Officer.
6. That the Monitoring Officer makes any consequential changes to the Constitution as a result of the approval of the aforementioned changes.
7. The changes to appointments to Outside Bodies, as listed in section 2.7 of the report.
8. The appointment of Councillors Brennan and Kelly as the two Broadland Council representatives to the Norfolk Rivers Internal Drainage Board (NRIDB).
9. The appointment of Councillor Emsell as the Council's substitute representative on the Norfolk Parking Partnership.

131 QUESTIONS FROM MEMBERS

The following questions had been received in accordance with Procedural Rule 12.4:

1. Question from Cllr Laming

The rising cost of living is a real worry for a number of residents. How can BDC assist people in low income households to access fair and reliable lower cost credit and to obtain advice on financial health?

Response from Cllr Whymark

The Portfolio Holder, Cllr Whymark, responded that Broadland Council had a substantial offer through its help hub supporting debt and welfare issues. In place were a Welfare Rights Officer, two Debt and Welfare Officers and two Financial Wellbeing Coordinators located within the Help Hub and funded by Broadland and South Norfolk. Across the district there were a network of Community Connectors who were trained in giving budgeting advice.

With regard the point about accessing fairer credit, the Council was working hard with the scams partnership to reduce scamming, and pointing people in the direction of support from reputable sources rather than high interest loan suppliers. The reality was, however, that those in the worst situations had fewer options for lower cost credit and therefore the Council would be promoting the Help Hub and early intervention model to encourage people to ask for help sooner.

The Council was also working with Citizens Advice to understand how the two organisations could support each other more. A change of leadership had taken place at Citizens Advice and they were keen to work with the Council to share information and apply for joint funding bids, something the Council was keen to do. As well as volunteers, the Citizens Advice also had access to specialist advice which complemented the Councils offer.

The Council also had hardship fund and the availability of discretionary grants which could support residents.

Through the emerging health and wellbeing partnerships, the Council had a work stream dedicated to the cost of living and would be working with County and with colleagues in the Health Service, as well as Citizens Advice to further understand how all parties could join up as a partnership. The Council was also investigating ideas about how it could support people through the cost of living crisis, within a framework of crisis minimisation for those that had reached breaking point, recovery, for those who could be helped out of debt and prevention, based on two streams of reducing household bills and increasing income. A report would be going to the Policy Development Panel in September.

Supplementary Question from Cllr Laming

Cllr Laming welcomed the response and the work carried out by the Help Hub and asked if the Council worked with or collaborated with any credit unions.

Response from Cllr Whymark.

The Portfolio Holder stated that the debt advice service was aware of the support of credit unions and other options for resolving issues and were always open to explore all options.

2 Question from Cllr C Karimi-Ghovanlou

Could the Finance Portfolio Holder confirm the cost for the 7 wicker corgis made for the Queens Platinum Jubilee please?

Following on from my first question, could the Finance Portfolio Holder confirm the final cost for the 'prestigious' party in the park at Blickling Hall, and how many residents and councillors attended this please?

Response from Cllr Mancini-Boyle

The Portfolio Holder, Cllr Mancini-Boyle reported that the services of a local artist had been engaged to design and supply the corgis. The cost, including all elements from design to locating was £20,631.41. At the end of the current display, a decision would be taken to retain or auction the corgis. A great deal of interest was being received in both visiting the corgis and purchasing the sculptures. The proceeds from any auction could then be returned to the Council to offset the costs or could be donated to charity. The siting of the corgis on the Broadland's Traveller's Charm Trail to celebrate the Platinum Jubilee, had increased visitor numbers to the trail and businesses had benefitted from an increase in trade.

With regard to the Broadland Party at the Park, the total cost was £11,635.80. Almost 75% of the cost was associated with the provision of the big screen, sound and lighting, supplied by a local firm. The screen had been on site for much of the bank holiday weekend and this had allowed arrangements to be made to offer a screening of Disney's Encanto on the Friday which had been attended by hundreds of people and raised money to support Ukrainian refugees.

Nine Council staff worked on the evening, 13 Councillors attended with their own guests and two officers attended. A total of 697 tickets were requested and issued to residents with 360 people actually attending on the evening. The cooler weather on the Saturday afternoon/evening compared to the previous days was the main reason for the reduction in numbers attending.

Supplementary Question from Cllr C Karimi-Ghovanlou

Cllr Karimi-Ghovanlou stated that with 360 attendees this equated to a cost per head of £31. The total cost of the 2 events was approximately £32k. Her previous suggestion to award grants of £200 to parish and town councils would have resulted in a total cost of £10,200. She asked if spending £32k on 360 residents when there were 125,000 residents in the district was good use of taxpayers' money.

Response from Cllr Mancini-Boyle

The Portfolio Holder responded that the Council had decided it was important to recognise the significance of the Platinum Jubilee with a major Broadland Council event and she was confident it was the right thing to do. Town and

parish councils had organised and financed their own events and a £200 grant would not have made significant difference to their events. The costs of the event would reduce if the Council decided to auction the corgis and return the receipts to the Council.

3 Question from Cllr D Roper

Since the change of Chair of O&S at the AGM in May has the Leader been happier with the way the Committee has operated?

This question was withdrawn at the meeting.

4. Question from Cllr K Lawrence

Nutrient Neutrality Update: Could we have a status update on what actions have been taken by BDC to address the Nutrient Neutrality requirements in terms of:

1. Collaborative actions with other organisations, e.g. Anglia water
2. In cooperation with NCC and other affected district councils
3. Planning policy initiatives e.g. SUDs, assessment procedures for BDC

What aspects in the long term strategic direction are being considered (including key expected outcomes) and the process of councillors' input into that strategy development and expected timeframe.

Response from Cllr Whymark

The Portfolio Holder stated that Phil Courtier, Director of Place, had taken a lead role in Norfolk and had chaired the Norfolk Directors Steering Group overseeing the response to Nutrient Neutrality to date. Other officers had led and supported county-wide work to consider the planning response to this issue. The Director of Place continued to meet with Directors and Anglia Water and the Chief Executive of Water Resources East on a weekly basis in order to try to establish a collaborative mitigation strategy and portfolio of mitigation solutions for the entire catchment. Collectively, officers had met and engaged with multiple stakeholders including leading developer forums, Norfolk Rivers Trust, Wensum Farmers and Natural England. The Director of Place had also liaised with lead civil servants at the Department for Levelling Up, Housing and Communities (DHLUC) and Defra and had recently offered the Norfolk catchment area as a pilot moving forward.

With regard to the strategic direction, this had been significantly influenced by the recent Ministerial announcement and subsequent correspondence from the Government's Chief Planner received at the latter end of last week. This would reduce the mitigation burden on developers, with the emphasis on Natural England to establish a Nutrient Mitigation Scheme. However, officers would work with Natural England to develop this scheme. Members of the Place Shaping Committee had been briefed at previous meetings and these briefings would continue in forthcoming months including updating on timelines.

Supplementary Question from Cllr Lawrence

With regard to the strategic direction, Cllr Lawrence stated she was concerned about pushing back onto Natural England and wanted to see and understand what the planning policies might likely be that the Council was considering within the strategic framework. She felt it would be helpful to have an understanding of the strategic direction. Norfolk held 12 chalk streams and the district was very fortunate to hold 2 and it had a responsibility to ensure water quality was not being adversely affected by planning decisions. She acknowledged that this was an evolving matter and that a response might not be available immediately.

Response from the Leader

On behalf of the Portfolio Holder, the Leader reaffirmed that this was a changing situation. The recent communication from the Government set out its latest proposals, it was not the Council who was pushing back on Natural England. The Government were planning to make an amendment to the Levelling Up Regulations Bill in the Autumn and this was likely to create a new statutory duty on water and sewage companies in England to upgrade waste water treatment works to the highest, technically achievable limits by 2030 in Nutrient Neutrality areas including Norfolk; this would fall to Anglian Water as the provider of these services in this area. There was also a drive for Natural England to step up and help define the work to be done. Policies were still being developed and the Council remained at the forefront of driving forward the development of these. The Leader undertook to share the letter from the Government with all members

132 MOTIONS

No motions had been received.

Chairman

(Meeting closed at 8:25 pm)

CIVIC ENGAGEMENTS FOR THE CHAIRMAN and VICE CHAIRMAN FOR THE PERIOD: 29 JULY – 13 OCTOBER 2022	
2 August	Launch of the Cycle Trials at Broadland Business Park
10 August	Launch of the Community at Heart Awards
24 August	Ukrainian Independence Day
2 September	Red Ensign flag-raising for Merchant Navy Day
2 September	Norfolk County Council Chairman's Summer Reception
3 September	Great Yarmouth Marina Centre Opening Ceremony
4 September	North Norfolk Chairman's Civic Reception
9 September	Lowering of the flag and laying of flowers in memory of Queen Elizabeth II. The Chairman and Vice Chairman also officially opened the book of condolence with their own personal messages.
11 September	Proclamation of the new King, following the passing of Queen Elizabeth II.
15 September	Judging for the Community at Heart Awards
21 September	Local Flavours VIP Reception
22 September	Food Innovation Centre Reception
28 September	Mayor of Great Yarmouth's Civic Reception
6 October	Royal British Legion Presidents Reception
9 October	To start the Marriott's Way 10k race at Aylsham and to host the presentations at the end of the race.
9 October	Justice Service, hosted by the High Sheriff of Norfolk

OVERVIEW AND SCRUTINY COMMITTEE

Minutes of a meeting of the Overview and Scrutiny Committee of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Tuesday 6 September 2022 at 10.00 am when there were present:

Committee Members Present: Councillors: M Murrell (Chairman), S Riley (Vice-Chairman), N Brennan, P Bulman, S Catchpole, J Davis, S Holland, K Kelly, K Leggett MBE, G Nurden and S Prutton

Officers in Attendance: Director of Resources (D Lorimer), the Assistant Director for Individuals and Families (M Pursehouse), the Customer Experience & Insight Lead (J Tovee-Galey), the Senior Governance and Deputy Monitoring Officer (SW), and the Democratic Services Officer (LA)

Kris Barnard from Norfolk Police and Steve Cunningham from Norfolk County Council were also in attendance.

36 DECLARATIONS OF INTEREST

No declarations of interest were made.

37 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr R Potter and Cllr N Harpley.

38 MINUTES

The minutes of the meeting held on 12 July 2022 were agreed as a correct record.

39 CHAIRMAN'S ANNOUNCEMENTS

At the request of the Chairman the Committee stood for a minutes silence in tribute for Councillor Nigel Shaw.

40 PUBLIC SPEAKING

There was no public speaking

41 COMMUNITY SAFETY UPDATE

The Chairman welcomed Superintendent Kris Barnard to the meeting

The Assistant Director for Individuals and Families introduced the item which provided an opportunity for the Broadland Police command to engage with members on the current community safety priorities and issues in Broadland.

Superintendent Kris Barnard presented the report, which provided members with an overview of police and crime matters within the Broadland District, where the following key areas of focus were identified:

- District Perspective (Call received)
- Child Exploration
- Engagement with the Community

Supt. Barnard reassured members that Broadland was a safe district and summarised the data within the report which set out the changes the local police force had seen over the last couple of years. Members' attention was drawn to the average number of acquisitive crimes per month. It was noted that since the onset of Covid-19 and the national lockdowns, there had been an increase in 'hidden' crimes such as domestic violence, which were often complex cases.

Concerning cybercrime and fraud, it was noted that cases could be difficult to investigate, and more officers experienced in cyber-related crimes were being appointed and trained.

Discussion turned to child criminal exploitation and Supt. Barnard informed the Committee that the policing relating to matters around at-risk children was a growing challenge, as often the incidents occurred across district borders.

Several members expressed thanks for the local officers stationed within their wards, noting that the support they provided had a positive impact on the local communities.

In response to a question raised on the figures reported for violence within care homes, members noted that these had been included within the overall statistics but could be separated, if required.

Conversation turned to the large-scale housing developments set to be built within the district and whether the Police would have enough resources to cope with the increased population. Supt. Barnard explained that regular engagement between developers and the Police were taking place, and any protentional issues were raised at an early stage.

Members discussed the online meetings of the Local Community Safety Forum, generally agreeing that the sessions, which were promoted throughout the communities via Parish newsletters and on social media, were useful and informative. However, one member suggested that a hybrid approach to

encompass both online and in-person engagement might be more appropriate. He also expressed concerns about residents not being able to report incidents quickly. In response, the Police representative reassured the member that he would investigate the matter.

In response to further questions arising from the discussion, members noted that there had been a push in digital engagement, and a further position within the policing team had been created to help with demand. As part of the role, the newly appointed officer would investigate alternative methods of engagement with the understanding that not everyone had digital access. Street surgeries, both in and around pivotal areas of the district, alongside engagement within supermarkets, would also provide key points of contact for residents.

Discussion turned to issues around children's mental health and whether this was being reported through statistics. It was noted that the Police were still seeing the effects of the pandemic on certain policing areas and therefore could not provide full data on the subject. Supt. Barnard reassured members that there had been low number of incidences reported where school-aged children had been involved in crime in the area and that the Police would continue to promote and engage with young people within school settings.

One member promoted the Park Walk Talk scheme in his area, adding that anti-social behaviour had decreased alongside a build in public/officer engagement.

After several members expressed concerns over the resourcing issues faced by the Police force in the year to come, it was noted that work had been carried out to evaluate how officers could be utilised in the current climate. It was further noted that the Police force had seen an increase in emergency calls relating to mental health issues and that operational demands were continually being reviewed and fed into the policing model to help deal with these demands.

In summing up the report, the Chairman expressed the need for stronger relationships between the Police and its partners to help with the increased calls and pressure relating to mental health issues. Further explanation of the stronger connections and pathways would also enable people to receive the appropriate care with a faster response. It was noted that the police call centres had mental health specialists who were trained to help with demand. The Assistant Director for Individuals and Families agreed that these issues would be investigated further with the Police working alongside the Help Hub to ensure that community safety could be improved throughout the district.

Following a show of hands, it was;

AGREED

To endorse mental health as a topic to investigate further to improve community safety in the district.

42 DIGITAL CONNECTIVITY

Steve Cunningham from Norfolk County Council provided members with a brief overview of the current and future provisions for broadband in the Broadland district. The presentation contained details of the Better Broadband for Norfolk contracts past and future:

Contract one

- Signed in December 2012
- Successfully bid for and awarded £15.4M from BDUK, which was matched by another £15M, to upgrade Norfolk's broadband infrastructure to Superfast broadband (FTTC)
- Superfast broadband coverage (24Mbps +) was improved from 42% to 84%.
- Covering an additional Circa 156,000 Superfast properties

Contract two (SEP – Superfast Extension Programme)

- Signed in December 2014
- Successfully bid for additional funds for the BBFN programme
- Superfast broadband coverage (24Mbps +) was improved further to 95%
- Covering an additional Circa 45,000 Superfast properties

Current projects

BBFN contract 3 (Better Broadband for Norfolk)

- Due for completion in December 2023
- Circa 9,000 sites across Norfolk
- 1103 premises are in Broadland. Of which;
505 premises complete to date

LFFN (local Full Fibre Network)

- 394 public buildings across Norfolk
- This project is now complete.
- Circa 4,700 premises have benefitted from LFFN

Project Gigabit

- Procurement phase has now launched.
- Circa 86,000 premises included with the procurement phase.

Members noted that by the end of the current projects, the overall coverage across Norfolk would be improved to 97% connectivity. Circa 11,000 premises were in the scope of the Gigabit project.

Norfolk County Council was in support of the government Gigabit voucher scheme, which launched in 2021 and issued grant monies for local communities to implement Gigabit broadband. Grants were available for £1,500 per resident and £3,500 per business.

In response to a question on how companies offered packages of both mobile data and broadband to improve connection, members noted that this type of coverage allowed for a stronger connection to be built through the two input sources. It was further explained that these packages would not be covered under the voucher schemes as they could only be utilised for sole broadband use.

Several members raised concerns over rural connectivity within the Broadland area and agreed that improvements needed to be made. The Committee noted that broadband connectivity within the District had increased, with 96.73% of the District now having the ability to access superfast broadband coverage.

The conversation turned to the support available for residents and how the voucher scheme could be optimised. Members noted that if multiple residents applied for the vouchers in one area, the impact and funds available would increase. Promotions through community groups or local parish councils would allow further residents the opportunity to access improved broadband connections within their areas.

Steve Cunningham from Norfolk County Council advised members to direct residents to email bdfn@norfolk.gov.uk if they had any enquiries regarding the voucher scheme. Members also noted that Better Broadband for Norfolk website contained further information on the scheme, alongside an online form which residents could complete.

In response to a question on whether members could receive updates from companies regarding the schedule of planned improvements within areas, it was noted that this would be considered commercially sensitive information and therefore could not be shared.

A brief discussion followed, during which it was confirmed that details regarding low connectivity areas in the District would not be ready until March 2023. The Committee requested and it was agreed that a review should come back to the Committee in March 2023.

AGREED

To note the progress of the broadband rollout throughout the District and to undertake a further review in March 2023.

43 CUSTOMER STRATEGY UPDATE

The Director of Resources provided members with an update on the Moving towards a First-Class Customer Service strategy, which included details of the actions for awareness for public consultations.

The Committee was given a further update on the progress of the Customer Panel, and it was confirmed that over 210 people had joined. Officers were confident that this number would increase over time and reassured members that work was being undertaken to ensure diversity of participants within the membership of the Panel. Members noted that teams within the Council had started investigating ways of utilising the Panel for further engagement on future area schemes.

Members noted that call abandonment rates had fallen during quarter 1, with an eight per cent drop in the overall figures. Officers reported that work was being undertaken to understand further phone configurations to improve the phone statistics.

The Customer Experience & Insight Lead explained that feedback options for customers calling the Council were currently being trialled in certain departments. A further suggestion was made for customers to have the opportunity to provide feedback through text messages after the phone call had taken place.

Other improvements had been made to the phone system, including a call back function, where customers could request a call back from a department instead of waiting for an appropriate officer to become available. One member welcomed this function, adding that it allowed and ensured that customers would get through to the appropriate officer more quickly.

In response to a concern raised on streamlining the out-of-hours service provision over the coming months, officers explained that work was currently being undertaken to review and understand ways to offer extra support through the service.

Following a query relating to the website search facility, the Customer Experience & Insight Lead explained that work was currently being carried out to review and improve the function.

The Director of Resources explained that officers were looking at the reasons behind customer contact. The information collected would allow the Council to target key service areas and understand their busy times in the day/month. A further report titled Using Business Intelligence would be coming through the committee process at a later date, which would review this data.

During further discussion, it was confirmed that detailed breakdowns of service area statistics would be provided to members, when these became available.

Following a show of hands, it was;

AGREED

1. To endorse the approach to continue to gather insight and develop our customer service approach through the next steps set out in the report and
2. To endorse the approach to deliver a First-Class Customer Service through the work incorporated in our First-Class Customer Service portfolio to ensure services are designed around customer needs, available through multiple channels, and at times that are convenient to them.

44 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

The Senior Governance and Deputy Monitoring Officer updated the Committee on its Work Programme. Members noted the dates of the upcoming meetings.

One member questioned why an item regarding the material recycling facility and NEWS, which had been agreed in 2017, had been removed from the work programme. After the meeting, it was confirmed that the Committee had actually already considered this item at its meeting held on 29 March 2022.

In response to a query on when there would be an update on water management in the District, the Senior Governance and Deputy Monitoring Officer confirmed she would contact the Council representative for an update in time for the next meeting.

After a member requested whether an item on the cost-of-living increase should be added to the work programme, officers explained that a report was already being taken through the committee process route and would be then be considered by Cabinet.

Several members raised queries which were outside the scope and remit of the Committee and it was agreed that these issues would be dealt with outside of the formal meeting.

Conversation turned to a review of the Council's partnerships scheduled for January 2023, and it was suggested that there should be an earlier review to investigate the services provided to residents by the various housing associations throughout the District. After further discussion, it was agreed that a Time and Task Limited Panel should be convened, and it was confirmed that the Panel members would be:

Cllr Martin Murrell
Cllr Steve Riley
Cllr Jan Davis
Cllr Susan Holland
Cllr Caroline Karimi-Ghovanlou.

(The meeting concluded at 12.13pm)

Chairman

OVERVIEW AND SCRUTINY COMMITTEE

Minutes of a meeting of the Overview and Scrutiny Committee of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Tuesday 20 September 2022 at 10.00am when there were present:

Committee Members Present: Councillors: M Murrell (Chairman), S Riley (Vice-Chairman), N Brennan, S Catchpole, J Davis, N Harpley, S Holland, C Karimi-Ghovanlou, K Kelly, K Leggett MBE, G Nurden and S Prutton

Apologies: Councillors: P Bulman and R Potter

Substitute Members: Councillor S Clancy (for P Bulman)

Other Members in Attendance: Councillors: J Emsell, T Mancini-Boyle and J Leggett

Officers in Attendance: The Director of Resources (D Lorimer) the Chief of Staff and Monitoring Officer (E Hodds), the Assistant Director of Finance ((R Fincham) the Assistant Director of ICT / Digital and Transformation (C Lawrie), the Assistant Director for Regulatory (N Howard), the Transformation and Innovation Lead Officer (S Crook) and the Democratic Services Manager (CW).

Before the commencement of the meeting, members stood for a minute's silence in memory of HM Queen Elizabeth II.

45 DECLARATIONS OF INTEREST

No declarations of interest were made.

46 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr P Bulman (substitute Cllr S Clancy) and Cllr R Potter.

47 CHAIRMAN'S ANNOUNCEMENTS

No announcements were made.

48 PUBLIC SPEAKING

There was no public speaking.

CABINET REPORTS

49 USING INTELLIGENCE TO ACHIEVE A FIRST-CLASS CUSTOMER SERVICE

The Assistant Director of ICT / Digital and Transformation introduced the report, which outlined proposals to use data and intelligence to drive delivery of the ambitions, as set out in the Council's Strategic Plan 2020 -2024, to ultimately deliver a first-class customer service for communities and businesses.

The Assistant Director of ICT / Digital and Transformation briefly outlined the salient points of the report to members, explaining that business intelligence involved the use of data, assets and technology to drive strategic decision-making. She referred to an example from another council, where this approach had been used to better target those in need and the use of predictive analytics to improve preventative work, to reduce homelessness. This had enabled the council to anticipate changes, better focus its resources, and reduce costs further down the line.

In response to queries from members, the Assistant Director of ICT / Digital and Transformation explained that this approach would enhance the Council's ethos of "continuous improvement" and also improve mechanisms for monitoring. Monitoring would be more efficient and continuous, enabling data to be collected and analysed at set points. The approach would also help to identify and prioritise future projects. Members noted that work streams would report to the Service and Improvement Efficiency Committee, or the relevant Policy Panels, depending on the nature of each project.

A member referred to the cost benefits of the proposals and the Transformation and Innovation Lead Officer explained that data currently collected across the whole organisation was not easily accessible and could not be mapped against other data that was held. It was therefore very difficult to predict any level of savings to be made. However, once the collection of data was automated, officers would be released to run analysis on this data which would identify further efficiencies. Members noted that the number of officers involved in data collection equated to 6.35 FTEs (Full Time Equivalents) and affected approximately 53 staff across the whole

organisation. The time saved would be used instead to better analyse the data available.

In response to a query regarding the use of the Council's corporate contingency, officers confirmed that the proposal was to draw funding from the contingency for 2022/23 only, and that costs would be built into the base budget for future years. The Assistant Director of Finance advised that both Broadland and South Norfolk Councils maintained independent contingency funds. Broadland maintained a contingency of approximately £100k each year, and the proposals would involve the use of just over £20k from this fund.

Referring to paragraph 4.7 of the report, a member referred to the current difficulties with recruitment, and queried whether the buying in of specialist consultancy would affect the budget. The Transformation and Innovation Lead Officer advised that the budget assumed the most expensive option and flexibility had been built in to allow for the use of consultants if required.

During further discussion, the Transformation and Innovation Lead Officer advised that the proposals would allow for data to be analysed separately across Broadland and South Norfolk, but also to bring the data sets together where useful, to provide an overall picture. Officers recognised that the two areas were different and that issues might require different solutions, and the Assistant Director of ICT / Digital and Transformation added that it would be possible to provide data and analysis at a ward level. She assured members that both quantitative and qualitative data would be collected and analysed when considering issues across services.

Following a show of hands, it was

RECOMMENDED TO CABINET

That Cabinet Recommend to Council

1. The agreement of funding to establish a Business Intelligence Service as set out in section 4.7 of the report.
2. That funding for 2022/23 is drawn from the corporate contingency
3. That funding for the Business Intelligence Service is built into the base budget from 2023/24

50 ANNUAL RE-RATIFICATION OF STRATEGY FOR NORFOLK STRATEGIC FLOOD ALLIANCE

The Assistant Director of Regulatory introduced the report, which presented members with an updated Norfolk Strategic Flood Alliance Strategy, for annual ratification by Cabinet.

The Assistant Director of Regulatory outlined the report and explained how, in collaboration with South Norfolk Council, staffing resources to focus on flooding, had been enhanced.

Members welcomed the integrated approach to flooding across all agencies across the County, and the work being carried out by the district councils. It was suggested that a more detailed update in future reports on the progress of the impact of this approach on those areas at risk of flooding, would be helpful. The Assistant Director of Regulatory explained that the Flood and Water Management Officer was now in post, and he agreed to introduce him to members, particularly those representing the Council on the Internal Drainage Boards.

In response to a query regarding the work of the Environment Agency, the Assistant Director of Regulatory explained that the agency was a key partner of the Alliance and was heavily involved in co-ordinating solutions and delivering objectives.

During discussion, a member suggested that it would be helpful to see tracked changes when proposing amendments to strategies/policies in future.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

That Cabinet ratifies the Norfolk Strategic Flood Alliance Strategy 2022, as set out at Appendix 1 of the report, and notes the progress being made.

51 PUBLIC SPACE PROTECTION ORDER – DOG FOULING

The Assistant Director of Regulatory introduced the report, which presented members with a new Public Space Protection Order (PSPO) for approval.

He explained that a PSPO was the mechanism by which the Council could incentivise people to clean up after their dogs, if they fouled in a public place, and could also enforce non-compliance. Members noted that whilst the Broadland district enjoyed low levels of reports of dog fouling, it still remained an issue that the public were concerned about.

The Assistant Director of Regulatory explained that the Council had, as required, formally consulted with the local police and local communities regarding the proposal to introduce a new order. Members queried whether the consultation was valid as no response had been received from the Police and Crime Commissioner, however, the Assistant Director explained that it was the policy of the constabulary to only comment by exception, and he was satisfied that the Order would be legally compliant.

A member commented on the lack of dog bin facilities in some areas, and the Assistant Director confirmed that it was not uncommon for some dog walkers

to have to travel some way to a bin, when walking in country parks or woods. However, he would look into the areas referred to, to ensure that facilities were sufficient.

In response to a comment regarding horse manure, members noted that complaints referring to this were few and far between. It did not pose the same health risk to humans as dog fouling, and therefore it was not considered justifiable to include it in any future PSPO.

Referring to bin collection, members were informed that this was carried out by the Council as part of its statutory duties, and also by special arrangement, when bins were provided by parish councils. He confirmed that if bags were left next to bins, when bins were full, then the Council would not look to take enforcement action in such cases. In cases where bins were regularly overflowing, the local parish councils might need to consider the need for the additional provision of bins.

Following a show of hands, it was unanimously

RECOMMENDED TO CABINET

That Cabinet approves the Public Space Protection Order No.3 as proposed in paragraph 4.5 and Appendix 1 over the geographical areas identified in Appendix 2, for a period of three years.

52 AWARDING OF CONTRACTS IN RELATION TO THE MOBILISATION OF THE HORIZON CENTRE

Members considered report, which sought approval for a delegation to the Director of Resources, in consultation with the Leader of the Council, to award contracts in relation to the mobilisation of the Horizon Centre.

The Director of Resources reminded members of the background to the report and explained that following the decision to purchase the Horizon Centre, and relocate the Council's office, there was a need to procure the fit out and other contracts associated with the mobilisation. The report sought delegation to award these contracts, so as not to impede on the project's timescales, especially in light of escalating costs. She stressed that contracts could only be awarded within the budget which had already been agreed at the Council meeting held 12 May 2022.

Referring to the recommendations, Cllr G Nurden proposed an amendment, explaining that he felt it would be appropriate for the portfolio holder for Transformation and Organisational Development to also be consulted on the contract awards, along with the Leader of the Council. This amendment was seconded by Cllr K Kelly.

In response to queries, the Director of Resources informed the meeting that South Norfolk Council would also consider the delegation of contracts at its

next Cabinet meeting, and its decision would be entirely independent of that made by Broadland Council.

Members then asked a number of questions relating to the fit-out costs of the building and members were reminded that these figures could not be discussed in a public meeting, but had already been provided as part of a confidential appendix in the Council report considered on 12 May, when the purchase of the Horizon building had been agreed. Some members felt it necessary to refer to these figures during consideration of the report, and it was therefore suggested that the meeting went into private session. It was proposed, seconded and then

RESOLVED

To exclude the press and public from the meeting 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.

During discussion, members were referred to Appendix P of the Council report, for the meeting held 12 May, and the budget set aside for the fit out and mobilisation costs for the move to the Horizon Centre. Members noted that Wi-Fi costs were already included in the capital programme at both councils for the two separate sites, and that these budgets would be reassigned to the Horizon Building.

A member queried the final purchase price of the Horizon building, and the Director of Resources explained that this could not be disclosed, however, it was within the parameters set out in the business case, agreed by Council at its meeting on 12 May.

During further discussion, some members felt that it would be more appropriate to consider the contracts at Overview and Scrutiny Committee meetings and Cabinet, as was the current requirement, calling emergency meetings if necessary. The Director of Resources explained that this could result in a number of additional meetings as numerous different contracts were required, and that this would delay progress. She also stressed that the awarding of each contract would be subject to a strict procurement framework, which no level of scrutiny could change.

In response to queries regarding escalating costs, the Director of Resources confirmed that a contingency budget was in place, and that the budget spend would be carefully monitored.

The Chairman then suggested, and members agreed that the meeting should move back into public session.

Members then voted on the proposed amendment, and this was carried.

Following a further show of hands, it was

RECOMMENDED TO CABINET

That Cabinet approves the delegation to the Director of Resources, in consultation with the Leader of the Council and the Portfolio Holder for Transformation and Organisational Development, to award contracts for the fit out of the Horizon Centre and other contracts, that are over £100,000, as long as they are within the overall budgets as outlined in section 2 of the report.

53 EXCLUSION OF PUBLIC AND PRESS

RESOLVED

That the press and public be excluded from the meeting for the remaining items of business because otherwise, information which is exempt information by virtue of Paragraph 3 of Part 1 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.

54 STRAY DOG COLLECTION CONTRACT

Members considered the exempt report of the Environmental Protection Manager which sought Cabinet approval for the appointment of a contractor to carry out the stray dog collection services for the Council.

The Assistant Director of Regulatory outlined the report, explaining that the Council was legally required to deal with stray dogs within its area. He referred members to the results of a recent tender, and the recommendations made for a future contractor.

In response to queries, the Assistant Director explained that it was not unusual to receive a low number of tenders for the service required. He added that the Council was called upon to deal with hundreds of stray dogs each year, and that these dogs were not always found and collected. He assured members that the quality of the contractor was scrupulously checked and weighted heavily in the selection process.

Following a show of hands it was

RECOMMENDED TO CABINET

That Cabinet approves the appointment of the Stray Dog Collection contractor, as outlined in paragraph 8.1 of the report.

55 OPTIONS ON PROVISION OF A FUTURE FRAUD SERVICE

Members considered the exempt report of the Revenues Manager, which provided options on the future resourcing and delivery of a fraud service, for Broadland and South Norfolk Councils.

The Assistant Director of Finance presented his report to members and outlined the options available to the Council, and the reasons for the preferred way forward. He responded to a number of queries from members and following a show of hands, it was

RECOMMENDED TO CABINET

That Cabinet agree with the recommendations outlined at paragraph 8 of the report.

(The meeting concluded at 11.55am)

Chairman

CABINET

Minutes of a meeting of Cabinet held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich, on Tuesday 20 September 2022 at 6.00pm.

**Cabinet Members
Present:**

Councillors: S Vincent (Chairman), T Mancini-Boyle (Vice-Chairman), J Copplestone, J Emsell, J Leggett, and F Whymark.

**Officers in
Attendance:**

The Managing Director (T Holden), the Director of Place (P Courtier), the Director of Resources (D Lorimer), the Director of People and Communities (J Sutterby), the Chief of Staff and Monitoring Officer (E Hodds), the Assistant Director for Finance (R Fincham), the Assistant Director for Regulatory (N Howard), the Assistant Director for ICT/Digital and Transformation (C Lawrie), the Transformation and Innovation Lead Officer (S Crook), the Environmental Protection Manager (A Grimley) and the Democratic Services Officer (LA).

At the request of the Chairman the Cabinet meeting stood for a minute's silence in memory of Her Majesty the Queen.

35 DECLARATIONS OF INTEREST

No declarations of interest were made.

36 MINUTES

The minutes of the meeting held on the 19 July 2022 were agreed as a correct record and signed by the Chairman.

37 OVERVIEW AND SCRUTINY COMMITTEE

The Chairman of the Overview and Scrutiny Committee advised members on the views expressed by the Committee when it reviewed the Cabinet Agenda on 20 September 2022, as each item was considered.

38 SERVICE IMPROVEMENT AND EFFICIENCY COMMITTEE

Cabinet received the minutes of the meeting of the Committee held on 24 August 2022.

39 ENVIRONMENTAL EXCELLENCE POLICY DEVELOPMENT PANEL

Cabinet received the minutes of the meeting of the Panel held on 23 June 2022.

40 USING INTELLIGENCE TO ACHIEVE A FIRST-CLASS CUSTOMER SERVICE

The Assistant Director of ICT/Digital and Transformation presented the report, which set out how the Council proposed to use data and intelligence to drive the delivery of the ambitions laid out in the Strategic Plan 2020 – 2024.

She drew members' attention to the three key recommendations in the report, explaining that business intelligence was about seeking to use data to make decisions in the present and to plan for future decision-making rather than making reactive decisions. She further referred Cabinet to the strategic plan priorities and how data intelligence could contribute to achieving these. The availability of business intelligence would enable the Council to profile its customers and target its efforts to predict and prevent issues, ultimately enabling early intervention based on data insight.

The Portfolio Holder for Transformation and Organisational Development welcomed the report, adding that the piece of work would help the Council use data efficiently in the future.

In response to a question on the new data analysis role's recruitment, officers explained that a flexible approach was being taken. The Council would be looking to go out for recruitment for the position, alongside investigating options for in-house training and development where possible. The Managing Director added that the Council currently had several graduate apprentices in post and was actively looking at further opportunities within the organisation.

During discussion, the Portfolio Holder for Environmental Excellence noted the benefits the proposals would have in the waste service and asked if there would be any manual data entry requirements. Officers explained that this would not be a requirement as the data needed would be collected directly from the surrounding systems.

Regarding the project's funding, the Assistant Director of Finance confirmed that the money would be drawn from the Corporate Contingency fund. It was then;

RESOLVED

To Recommend to Council

1. The agreement of funding to establish a Business Intelligence Service as set out in section 4.7 of the report.
2. That funding for 2022/23 is drawn from the corporate contingency
3. That funding for the Business Intelligence Service is built into the base budget from 2023/24

Reason for Decision

The report has set out how the Council proposes to use data and intelligence to drive delivery of our ambitions in our Strategic Plan 2020 – 2024

41 ANNUAL RE-RATIFICATION OF STRATEGY FOR NORFOLK STRATEGIC FLOOD ALLIANCE

Members considered the report of the Assistant Director for Regulatory, which presented the updated Norfolk Strategic Flood Alliance's (NSFA) Strategy for its annual re-ratification. The report also outlined how the Council and wider Alliances were delivering against the Strategy, alongside evaluating further community needs in areas that faced potential threats of flooding.

The Portfolio Holder for Environmental Excellence endorsed the report and noted the progress made since the last Strategy. The Portfolio Holder for Communities, Housing and Planning Policy added that it was important to keep the issue of flooding at the forefront of discussions going forward.

Reference was made to section 3.3 of the report, which detailed a new practical Surface Water Technical Officer post. The post would work within communities to promote and enforce the free-flowing condition of land drains. Cabinet also noted that recruitment for the position would be taking place soon.

During discussion, the Managing Director pointed members of the public to the Council's website for flooding advice and help.

Following a show of hands, it was unanimously;

RESOLVED

To ratify the Norfolk Strategic Flooding Alliance Strategy 2022 as set out in Appendix one, and note the progress made.

Reasons for Decision

There are strong benefits in taking a multi-agency approach through the NSFA and keeping flooding action high on the local, regional and national agenda. Ratifying the NSFA Strategy will for a further year endorse and support the approach being taken.

42 PUBLIC SPACE PROTECTION ORDER - DOG FOULING

The Assistant Director for Regulatory introduced the report which presented the proposed new dog fouling and dog restrictions Public Space Protection Order (PSPO) under the Anti-social Behaviour, Crime & Policing Act 2014. Members were advised that the proposed PSPO if approved, would establish a like-for-like replacement of the existing PSPO, and would run for a period of up to three years.

A formal public consultation was carried out between 6 May 2022 and 17 June 2022, where Town and Parish Councils, Police & Crime Commissioner, Norfolk Highways and the public were all consulted, and no objections to the proposed PSPO were received.

The Portfolio Holder for Environmental Excellence welcomed the report and added that the Broadland community would benefit from the protection order. She referred any Parish or Town Councils who needed additional signage for their areas to the Council's website for further help. Officers confirmed that the Council did have a

limited supply of signage available but would be able to provide further advice to Town and Parish Councils if needed.

After officers clarified further information on the disposal of poo bags, members noted that it was an offence to leave a bag anywhere else than a dedicated bin. Members of the public were encouraged to take any poo bags home with them for disposal if there was not an appropriate bin available.

During discussion, a member queried the exemption list and whether individuals with hearing impairments should be included. Officers confirmed that the exemption would only apply if the individual had an assistance-trained dog, but officers would seek further advice from the appropriate bodies. The Managing Director suggested an amendment to the recommendation to capture the concerns raised and offer a way forward for the PSPO to progress. It was agreed, by Cabinet to add at the end of the recommendation: “*subject to any minor amendments agreed by the Assistant Director for Regulatory and the Portfolio Holder for Environmental Excellence*”. This would enable officers to investigate and update the PSPO if required.

Following a question by the Leader regarding the lack of comments received in the consultation, officers reassured members that this was not an issue and the Police had raised no concerns over the proposals.

Following a show of hands, it was then;

RESOLVED

To approve the Public Space Protection Order No.3 as proposed in paragraph 4.5 and Appendix one over the geographical areas identified in Appendix two for a period of three years, subject to any minor amendments agreed by the Assistant Director for Regulatory and the Portfolio Holder for Environmental Excellence.

Reason for Decision

The adoption of the Public Space Protection Order No.3 as proposed will deter dog fouling offences by irresponsible dog owners and enable enforcement under specific legal requirements.

43 ECONOMIC AWARDING OF CONTRACTS IN RELATION TO THE MOBILISATION OF THE HORIZON CENTRE

The Director of Resources introduced the report which sought delegation to award contracts for the mobilisation of the Horizon Centre. Members noted that decisions would need to be made quickly to ensure the works were carried out quickly and for the best price.

Both the Leader and the Deputy Leader of the Council endorsed the report, adding that it was vital for decisions to be made at a pace to allow the two Councils' journeys into the one building to progress efficiently.

The Chairman of the Overview and Scrutiny Committee advised Cabinet that the Committee had proposed an amendment when the item was discussed. He advised Cabinet that the proposed amendment sought to add the Portfolio Holder for Transformation and Organisational Development to the recommendation. The Leader

of the Council felt that this amendment was not required, as if he was unavailable to make the decision it would fall to the Deputy Leader of the Council.

The Portfolio Holder for Transformation and Organisational Development agreed with the Leader's comments and added that any contract awarded would need to follow the procurement process. The process itself incorporated appropriate checks for any contract awarded and therefore was an efficient way of progressing the project.

Following a show of hands, it was;

RESOLVED

To delegate to the Director of Resources in consultation with the Leader of the Council to award contracts for the fit out of the Horizon Centre and other contacts, that are over a £100,000, as long as they are within the overall budgets as outlined in section 2 of this report.

Reason for Decision

The delegation to award the higher value contracts will not impede on the project and given the ambitious timeline for occupation it will ensure the Councils deliver the benefits of the move as quickly as possible.

44 FORWARD PLAN

The Portfolio Holder for Environmental Excellence noted that the refresh of the Environmental Strategy had not been included and would need to be added to the first meeting in November. Officers confirmed that the Forward Plan would be updated to include this report.

45 EXCLUSION OF THE PRESS AND PUBLIC RESOLVED

That the press and public be excluded from the meeting for the remaining item of business because otherwise, information which is exempt information by virtue of Paragraph 3 of Part 1 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.

46 STRAY DOG COLLECTION

The Assistant Director for Regulation introduced the report which contained details on the proposed stray dog collection contract for Broadland District Council. Members noted that the Council had a legal obligation to provide provisions for stray dog collections.

Cabinet noted further information on financial details contained in the report, alongside past statistics on stray dog collections.

It was confirmed that costs were recovered after a stray dog had recently been returned to its owner. Cabinet noted that there had been a small number of cases where this was not achievable.

In response to a question on the Council's steps on rehoming dogs, the Environmental Protection Manager explained that the Council used a provider to find suitable places

for any dogs needing rehoming.

Following a show of hands, it was unanimously:

RESOLVED

To agree to the recommendations laid out in the exempt report.

Reason for Decision

Appointing the contract will provide a quality service, protect the Council's residents and satisfy the Council's statutory duty for stray dog collection and kennelling.

47 OPTIONS ON PROVISION OF FUTURE FRAUD SERVICE

The Assistant Director of Finance introduced the exempt report which provided options on the future resourcing and delivery of a fraud service for Broadland District Council and South Norfolk Council.

The Portfolio Holder for Finance supported the report adding that the proposals would further improve the Council's fraud provisions.

In response to a query on the duration of the contract, it was confirmed that the contract would be open-ended. Members were reassured that the service would be reviewed over time. It was then;

RESOLVED

To agree to the recommendations laid out in the exempt report.

Reason for Decision

The proposed fraud provision would provide the Council with a full fraud service with expertise and resilience

(The meeting concluded at 6.52pm)

Chairman

DECISIONS ON APPLICATIONS – 10 August 2022

App'n No	Location	Description of Development	Decision
20220272	Sunnymeade, Crown Road, Buxton	Erection of Detached Bungalow	Authorised Assistant Director of Planning to Approve , subject to conditions and addressing the requirements of nutrient neutrality.
20220775	Eastgate, Taverham Park Avenue, Taverham	Variation of condition 6 of planning permission 20181142 - Landscaping scheme.	Approved with conditions

DECISIONS ON APPLICATIONS – 7 September 2022

App'n No	Location	Description of Development	Decision
20200469	Broomhill Lane, Reepham, NR10 4JT	Widening of carriageway with traffic calming, revised junction configuration with Whitwell Road, shared use cycleway/footway and surfacing footpath to Park Lane	APPROVED subject to conditions
20200847	Land west of Broomhill Lane, Reepham	Proposed residential development for 141 dwellings with associated open space, highway and landscaping works. Extension to existing Reepham cemetery	Authorised the Assistant Director of Planning to APPROVE subject to conditions and a section 106 Agreement, subject to satisfactorily addressing the requirements under the Habitats Regulations regarding nutrient neutrality and subject to the application being referred to the Secretary of State in respect of the Sport England objection.
20201183	Reepham High School And College, Whitwell Road, Reepham, NR10 4JT	Provision of a New Sports Hall with associated Changing Facilities, Studio, Sports Classrooms and Parking.	APPROVED subject to conditions
20220034	Dinosaur Park, Morton Lane, Weston Longville, NR9 5JW	Hybrid application - Part full and part outline for the change of use of a former Deer Park to provide an extension to the Roarr Dinosaur Attraction comprising three phases of development, including a volcano feature, rides, food and beverage facilities, toilet block, entrance feature, extension to overflow carpark, ecological enhancement and landscaping	DEFERRED for site visit
20220732	Land Adjoining Burgh Rd, Spratts Green, Aylsham, NR11 6TX	Formation of Means of Access to Burgh Road and Erection of Double Five Bar Timber Gates and Timber Post and Rail Fencing (Retrospective)	APPROVED subject to conditions

AUDIT COMMITTEE

Minutes of a meeting of the Audit Committee of Broadland District Council, held on Thursday 21 July 2022 at 10.00am.

Committee Members Present: Councillors: G Nurden (Chairman), A Crotch, S Holland and K Vincent

Apologies for Absence: Councillors: P Bulman

Substitute: Councillor: N Brennan (for P Bulman) (for part of the meeting)

Officers in Attendance: The Assistant Director of Finance (R Fincham), the Assistant Director for ICT/Digital and Transformation (C Lawrie), the Head of Internal Audit (F Haywood), the Internal Audit Trainee (E Voinic) and the Democratic Services Officer (J Hammond)

1 DECLARATIONS OF INTEREST

No declarations of interest were received.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Bulman, with Cllr Brennan substituting.

3 MINUTES

The minutes of the meeting of the Audit Committee held on 17 March 2022 were agreed as a correct record.

4 MATTERS ARISING

Minute No: 19 – Statement of Accounts 2020/21

In response to questions, the Assistant Director of Finance informed the Committee that the Chairman of the Audit Committee and the Chairman of South Norfolk Council's Finance, Resources, Audit and Governance Committee had written a joint letter to Public Sector Audit Appointments Ltd (PSAA) (as the appointing person) to express both Council's disappointment in the delays to the 20/21 external audit. He added that PSAA were undertaking the appointment exercise for the external audits for the 23/24 to 27/28 period and that the Council should be informed in August 2022 who the new external auditor will be.

Members were advised that Ernst & Young (EY) had started their audit work in July 2021 however it was not completed, they were due to return in August 2022 to complete their audit. The Assistant Director of Finance further advised that there was no statutory deadline for the audit of accounts.

Minute No: 28 – Opting into the National Scheme for External Auditor Appointments

Members queried whether PSAA had been successful in increasing the number of accredited firms who could carry out local government audits. The Assistant Director of Finance informed the Committee that this would not be known until PSAA released the appointments of external auditors due in August 2022. He added that it was unlikely that the number of accredited firms would significantly increase as many firms believed that the fee was too low to be viable.

Minute No: 35 – Strategic and Annual Internal Audit Plans 2022/23

Members requested an update on the Risk Management Policy Review. The Assistant Director for ICT/Digital and Transformation explained that the policy review would be in the form of a position statement and that she was liaising with the Head of Internal Audit as the policy review would coincide with the Risk Management Audit. The Head of Internal Audit added that the opinions of the Audit Committee would form part of the review work.

Minute No: 37 – Self Assessment of the Audit Committee

With regard to the quorum issues within the Audit Committee, the Chairman thanked the Head of Internal Audit for providing an Audit Committee training session. He noted that there was now a larger pool of trained members who could substitute for members of the Committee.

Minute No: 39 – Follow Up Report on Internal Audit Recommendations

The Assistant Director of Finance informed the Committee that businesses who had not responded to any of the three letters regarding their NNDR Relief entitlement had had their relief cancelled and were issued with a bill, he confirmed that in some cases these businesses then contacted the Council, as had been expected.

Members queried whether the new HR and Payroll system was on track to be implemented by the new deadline. The Assistant Director of Finance advised members that the new system implementation was still currently scheduled in line with the new deadline, however, payroll issues had been raised by other users of the system. He confirmed that the Council would not go ahead with the implementation without assurance that these issues had been resolved.

In response to questions, the Assistant Director for ICT/Digital and Transformation explained that the Remote Access Recommendation had previously been delayed due to resource availability within the team, she added that recruitment was ongoing, and an interim resource was in place. The recommendation was on track to be implemented by the revised date.

Minute No: 40 – Audit Committee Work Programme

Members queried how a follow up of the Limited Assurance of Counter Fraud and Corruption would be provided. The Head of Internal Audit explained that she would carry out evidence gathering to provide assurance that recommendations had been completed.

5 PROGRESS REPORT ON INTERNAL AUDIT ACTIVITY

Members considered the report of the Head of Internal Audit, which reviewed the work performed by Internal Audit in delivering the Annual Internal Audit Plan for 2021/22 during the period 9 March 2022 to 11 July 2022.

The Head of Internal Audit explained that 149 days of programmed work had been completed, which equated to 99% of the Audit Plan for 2021/22.

Members were advised that between 9 March 2022 to 11 July 2022 four internal audit reports had been finalised and four reports had been issued in draft, with a total of 41 recommendations raised and agreed by management:

- Accountancy Services (finalised) – Reasonable Assurance
- Disaster Recovery (finalised) – Limited Assurance

- Homelessness and Housing Options (finalised) – Reasonable Assurance
- Corporate Health and Safety (finalised) – Substantial Assurance
- Food Safety and Licensing (draft) – Reasonable Assurance
- Accounts Receivable (draft) – Limited Assurance
- Income (draft) – Reasonable Assurance
- Key Controls and Assurance (draft) – Reasonable Assurance

In response to a query on the changes made to the approved plan, the Head of Internal Audit explained that internal audit formulated the plan based on the service areas which required assurance, the plan was then approved by the Audit Committee who continued to oversee the progress made in delivering the plan. She added that the Corporate Management Leadership Team (CMLT) and Audit Committee could request additional audit days if it was necessary. Since the plan's approval on 24 June 2021, one significant change had been made, in order to complete a position statement covering Council Tax Discounts and Exemptions.

With regard to the Disaster Recovery executive summary, it was highlighted that in 2019/20 Broadland District Council was given a reasonable assurance as opposed to the limited assurance awarded for 2021/22. The Head of Internal Audit explained that the assurance opinion had been set as a result of the three 'urgent', four 'important' and one 'needs attention' recommendations. She emphasised the need for regular testing to be built into controls. One member queried the urgent recommendation 'DR provision to be considered for new systems' and it was suggested that given the importance of the recommendation, the wording should be strengthened to 'DR provision to be incorporated in new systems'.

Members queried whether a deadline of 30 September 2022 was appropriate for the Disaster Recovery recommendation as it had been listed as an urgent priority. The Head of Internal Audit explained that, whilst one month was an ideal deadline for urgent recommendations, it was important to set realistic deadlines, and given that a new system implementation was involved she felt that the deadline set was appropriate. The Assistant Director for ICT/Digital and Transformation echoed the urgency of the recommendation and assured members that officers were working hard to implement the system as quickly as possible whilst ensuring that full testing was carried out.

One member queried how the increase in remote working had affected the risk of cybercrime. The Assistant Director for ICT/Digital and Transformation explained that in order to mitigate risks, the Council had completed the migration of joint infrastructure with built-in technical components, she added that further work was due to be carried out to put controls in place and perform validation testing. Members noted that the Cyber Security audit was outstanding and queried whether the assurance level of the audit could affect the Annual Report and Opinion for 2021/22. The Head of Internal Audit

explained that the Annual Opinion was based on audit work carried out to date. The overall Annual Report and opinion had taken the indicated limited assurance grading for cyber security into account.

Discussion turned to the Accounts Receivable executive summary, where it was noted that of the over £716,000 in debt aged greater than 150 days, approximately £78,000 was attributed to Broadland District Council. The Committee queried why, given the relatively small amount of outstanding debt, Broadland District Council had been downgraded from substantial assurance at the last audit to a limited assurance. The Head of Internal Audit advised members that the audit focused on the controls in place as opposed to the actual figures. Given the fact that a strong control framework and mitigations were not in place, alongside the resource issues within the finance team, it was felt that there were issues to be addressed by the One Team which necessitated the limited assurance for both Councils. The Committee requested that where joint audits were carried out for both Councils, the report highlighted which recommendations related to just one of the Councils. The Head of Internal Audit agreed to incorporate this into future executive summaries.

It was then

RESOLVED

To note the progress in completing the internal audit plan of work and the outcomes of the completed audits for the 2021/22 financial year.

6 ANNUAL REPORT AND OPINION 2021/22

The Head of Internal Audit presented the report, which informed members of the annual internal audit opinion on the Council's governance risk management and control framework and evaluates the effectiveness of the internal audit function for 2021/22. The Council's overall opinion was rated as 'Reasonable'.

It was noted that three assurance reports had resulted in 'Limited' assurance (Disaster Recovery, Counter Fraud and Corruption and Accounts Receivable). It was therefore recommended that the 16 recommendations (4 urgent and 12 important) raised within the three assurance reports be referenced within the Annual Governance Statement until such time that they can be verified as complete.

The Committee were updated on the year end position of the follow up of management actions where 39 recommendations had been agreed so far for 2021/22, 11 had been completed, 3 were outstanding, 25 were within deadline and 2 had been rejected by management.

The Head of Internal Audit updated members on the performance of the Internal Audit Contractor (TIAA) and explained that only 7% of reports had been issued within the target of ten working days of the end of the quarter. It was noted that a combination of the Covid-19 pandemic and the national recruitment issues had had an impact on the performance of internal audit. The Head of Internal Audit advised the Committee that in light of the issues faced across the consortium she had enhanced communication and monitoring arrangements as well as strengthened the key performance measures within the contract. TIAA had also committed to reviewing their resource planning processes to prevent similar issues in the future.

It was then

RESOLVED

To

- a. Receive the contents of the Annual report and Opinion of the Head of Internal Audit
- b. Note that a **reasonable** audit opinion has been given in relation to the framework of governance, risk management and control for the year ended 31 March 2022
- c. Note the conclusions of the Review of the Effectiveness of Internal Audit

7 ANNUAL GOVERNANCE STATEMENT 2021/22

The Assistant Director of Finance introduced the report of the Chief of Staff, which presented the draft Annual Governance Statement 2021/22.

He advised the Committee that the Annual Governance Statement covered assurances from the Assistant Directors across key service areas, in addition to other key assurance sources as outlined at section 2.3 of the report.

It was noted that the assurance statement highlighted no significant governance issues and governance arrangements were mainly consistent across the Council. However, Assistant Directors had highlighted some development areas which were service specific in relation to risk and control; business continuity; and procurement, which would be reviewed over the forthcoming months.

The Assistant Director of Finance explained to the Committee that the Statement was subject to the outcome of the Head of Internal Audit's Opinion

Report and that any areas of concerns highlighted by the Head of Internal Audit would be included within the statement.

The Committee highlighted a number of typographical errors within the report which the Assistant Director of Finance agreed to feedback to the Chief of Staff before the statement was finalised. A number of re-wordings were suggested by the Committee, as outlined below:

- Page 79 – Procurement
It was suggested that ‘*hope*’ be replaced with ‘*expect*’ to read as follows
“So we expect to see positive progress with this when ADs provide feedback later in the year with regard to progress to compliance”
- Page 80 – Risk Management
The Committee requested that the statement “*the Audit Committee has regular oversight of the strategic risks, which are also considered by the Cabinet*” be re-worded as they felt that the Audit Committee had not had ‘regular’ oversight. Additionally, they felt that the Strategic Risk Register was not “*considered*” by Cabinet, but that Cabinet owned and was responsible for the register.

With regard to the Council’s contracts register, the Assistant Director of Finance explained that the Council had a statutory requirement to publish a list of contracts which should be reviewed and updated for accuracy. He added that the Council would not be penalised if the register was not completely accurate, however the Council strove to be as accurate as possible.

One member highlighted the Customer Panel and queried why the statement did not include the recent work undertaken to actively recruit onto the Panel. The Assistant Director for ICT/Digital and Transformation explained that the Annual Governance Statement for 2021/22 covered the period 1 May 2021 to 31 April 2022, during which the Customer Panel was in development, she added that additional work involving the Panel would be included within next year’s statement.

After further discussion, it was

RESOLVED

To approve the Annual Governance Statement for 2021/22, subject to the amendments outlined by the Audit Committee.

8 VERBAL UPDATE ON THE COUNTER FRAUD SERVICE

The Assistant Director of Finance updated members on the Council's current Counter Fraud Service.

He advised the Committee that the Council had had a limited counter fraud service of 0.8 full-time equivalent, across the two Councils. With the previous Fraud Officer having moved to a new position within the Council, there was an opportunity to review the Council's counter fraud provision against the raised standard of the Fighting Fraud and Corruption Locally Strategy.

Members were informed that the Council had commissioned the Anglia Revenues Partnership (ARP) to carry out the review and provide options as to how the fraud service could be delivered in future. These options would then be brought to Cabinet for decision. The Assistant Director of Finance outlined the 3 options for consideration:

1. Continue with the Council's current model and recruit one fraud officer.
2. Appoint one fraud officer and one council tax compliance officer to investigate single person discount fraud, the compliance officer would be primarily funded by Norfolk County Council.
3. Work in partnership with the ARP, who would provide the fraud investigation service for the Council.

The Assistant Director of Finance explained that option three was the preferred option for the Council as it would provide the highest-level fraud service at the lowest cost. In addition, it would address the concerns in relation to resilience, capacity and knowledge, raised within the Internal Audit review.

One member queried whether the Committee would have the opportunity to review the options report before it was presented to Cabinet. The Assistant Director of Finance informed members that as the report related to the provision of a service it would not be brought to the Committee ahead of Cabinet, however he would circulate the report to the Committee. He further added that the Cabinet report would be considered by the Overview and Scrutiny Committee as part of the pre-Cabinet scrutiny process.

Discussion turned to the preferred option, and the process to be taken if each Council resolved to support a different option. The Assistant Director explained that as for other joint decisions, a clause could be placed in each recommendation to Cabinet that the decision would be subject to the agreement of both Councils.

Cllr N Brennan left the meeting after the consideration of this item

9 AUDIT COMMITTEE WORK PROGRAMME

The Committee considered each item within the Work Programme.

The Chairman requested that the draft Statement of Accounts 2020/21 be brought to the Committee at its meeting on 22 September 2022.

The Head of Internal Audit requested that a discussion on an Independent Member of the Audit Committee also be added to the work programme to be considered by the Committee

(The meeting concluded at 11.37am)

Chairman

AUDIT COMMITTEE

Minutes of a meeting of the Audit Committee of Broadland District Council, held on Thursday 22 September 2022 at 10.03am.

Committee Members Present:	Councillors: G Nurden (Chairman), P Bulman and A Crotch
Apologies for Absence:	Councillor: S Holland and K Vincent
Substitute:	Councillor: N Brennan (for K Vincent)
Officers in Attendance:	The Assistant Director of Finance (R Fincham), the Head of Internal Audit (F Haywood), the Interim Head of ICT and Digital (M Harris), the Corporate Accountant (D Staff-Howes), the Capital and Treasury Accountant (D Slowther), the Internal Audit Trainee (E Voinic) and the Democratic Services Officer (J Hammond)
Also in Attendance:	Councillor S Beadle

10 DECLARATIONS OF INTEREST

No declarations of interest were received.

11 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs S Holland and K Vincent (with N Brennan substituting).

12 MINUTES

The minutes of the meeting of the Audit Committee held on 21 July 2022 were agreed as a correct record.

13 MATTERS ARISING

Minute No: 19 – Statement of Accounts 2020/21

In response to questions, the Assistant Director of Finance informed members that Public Sector Audit Appointments Ltd (PSAA) had procured 96.5% of the needed auditor appointments and was currently undertaking a supplementary procurement exercise.

Minute No: 28 – Opting into the National Scheme for External Auditor Appointments

Members requested an update on whether PSAA had been successful in increasing the number of accredited firms who could carry out local government audits. The Assistant Director of Finance explained that the number of accredited firms would not be confirmed until the full procurement had been completed.

Minute No: 35 – Strategic and Annual Internal Audit Plans 2022/23

With regard to the Risk Management Policy Review, the Head of Internal Audit advised the Committee that she had met with officers to discuss areas of focus within the review. She added that a wider comparison would be carried out across the consortium to gauge best practices. Once the review had been completed, the results would be shared with the Audit Committee in an informal workshop.

The conversation moved to the Strategic Risk Register, where the head of Internal Audit explained that officers were working with the Leader of the Council on how the register should be formatted and what risks should be included within it. The results of this work would feed into how the register would be presented to the Committee in the future.

Minute No: 5 – Progress Report on Internal Audit Activity

Members queried whether the requested wording change in the Disaster Recovery executive summary had been actioned. The head of Internal Audit explained that she had updated the template, however it now needed to be updated in the Internal Audit Contractor (TIAA)'s system to be formally changed.

The Committee were then advised that the Cyber Security audit had been finalised and would now be fed into the Internal Audit reporting process at future Audit Committee meetings.

Minute No: 7 – Annual Governance Statement 2021/22

The Chairman queried whether the Annual Governance Statement had been updated to amend the typographical errors and re-wordings requested by the Committee at its last meeting. The Assistant Director of Finance explained that some but not all of the requested changes had been implemented.

Members expressed disappointment that not all of the changes had been implemented and requested that officers explained how this occurred. The meeting was then paused for five minutes whilst an update from the Monitoring Officer was obtained.

The Committee were advised that some of the changes had been missed in error. As the Statement was signed off by the Managing Director and Leader of the Council, the Assistant Director of Finance would investigate whether the remaining requested changes could be implemented.

Minute No: 8 – Verbal Update on the Counter Fraud Service

The Assistant Director of Finance informed members that the report had been presented to Cabinet, who resolved to progress with option 3 – work in partnership with the Anglia Revenues Partnership (ARP). He explained that agreement by South Norfolk Cabinet would need to be obtained, at its next meeting, before the partnership with ARP could be progressed.

14 INTERNAL AUDIT UPDATE – PROGRESS AND FOLLOW UP

Members considered the report of the Head of Internal Audit, which reviewed the work performed by Internal Audit in delivering the Annual Internal Audit Plan for 2022/23 during the period 1 April 2022 to 12 September 2022.

The Head of Internal Audit explained that 22 days of programmed work had been completed, which equated to 14% of the Internal Audit Plan for 2022/23, however no reports had been finalised.

Members were then advised of the progress made in completing the agreed audit work, which included:

- Community Activity – fieldwork underway
- Covid-19 Relief Grants – fieldwork underway
- Community Assets – fieldwork underway
- Risk Management – scoping of the audit underway
- Elections – Audit Management Memorandum issued on 11 July 2022.
Fieldwork due to start on 4 October 2022
- Economic Development - Audit Management Memorandum in preparation

In response to queries on the Internal Audit performance, the Head of Internal Audit advised members that TIAA's performance issues, including capacity, recruitment and retention had been ongoing, and that she had been disappointed with the lack of progress.

Members were advised that the Head of Internal Audit held a consortium-wide meeting with TIAA to discuss their performance issues and a formal amber key performance indicator (KPI) notice was issued. Were TIAA to fail to meet their KPI's in a further two quarters the Council would be entitled to retain 10% of the fee. The Head of Internal Audit thanked the Committee for their continued focus on the Internal Audit performance issues.

With regard to the Cyber Security audit, the Head of Internal Audit explained that audit work had not been completed in time for the 2021/22 Opinion Report, and a limited assurance result had been indicated. She added that the audit had now been issued in draft and was awaiting management responses. However, given the significant nature of the risks, management had commissioned further work from an external contractor.

In response to questions, the Interim Head of ICT and Digital explained that the work the consultant had been commissioned to undertake was very in-depth and specific to information security. He added that the consultant would fully assess the processes, technical controls, education and culture in relation to cyber security, and enable the Council to develop enhancements to the control framework. Members were further advised that the Council was seeking to gain Cyber Essentials and Cyber Essentials Plus accreditation.

One member queried whether any red flags had been highlighted as a result of the work already undertaken. The Interim Head of ICT and Digital advised the Committee that results of external penetration testing had been good and no major concerns had been highlighted. He added that at present concerns had focussed on education, enforcement, and the lack of a dedicated Cyber Security Officer.

Discussion turned to the outstanding internal audit recommendations, where the head of Internal Audit advised that for:

- HR and Payroll recommendation 3 – the deadline had been revised to 31 December 2022 due to the ongoing issues with the Oracle system.
- Remote Access recommendation 3 – deadline revised to 31 December 2022 to allow for all work to be completed once the commissioned review has been undertaken.
- Disaster Recovery

- Recommendation 1 – awaiting evidence before recommendation is signed off
- Recommendation 3 – the new infrastructure project had been completed; however further testing was required before the recommendation could be signed off.
- Recommendation 4 – deadline had been revised to 31 December 2022
- Recommendation 5 – same as recommendation 3
- Counter Fraud and Corruption – the Assistant Director of Finance advised that all outstanding Internal Audit recommendations would be actioned by ARP once the partnership had been established.

Members raised concerns over the number of Internal Audit recommendation deadlines which had been extended, as well as the lack of detail included within the published responses. Members requested that Internal Audit sought more detailed responses from officers with regard to the progress in completing the Internal Audit Recommendations, especially in instances where deadline extensions had been requested.

After further detailed discussion, it was unanimously

RESOLVED

To

1. Receive the progress report covering progress in delivering the internal audit plan of work for the 2022/23 financial year and responses to outstanding internal audit recommendations.
2. Request that Internal Audit seek more detailed responses from officers, regarding the progress of outstanding Internal Audit recommendations.

15 VERBAL UPDATE ON THE PROGRESS WITH THE 2020/21 EXTERNAL AUDIT

The Assistant Director of Finance updated members on the progress made in relation to the 2020/21 external audit.

Members were informed that Ernst & Young (EY) had not completed their audit work in August 2022 as expected. However, EY had begun working remotely with officers this week for a further two weeks. In response to queries on an expected finish date, the Assistant Director of Finance explained that no formal finish date had been given, but as EY had requested

an updated copy of the accounts it was likely they were in the last stage of the audit.

It was highlighted that the Chairman of the Audit Committee and the Chairman of South Norfolk's Finance, Resources, Audit and Governance Committee had previously written a joint letter to PSAA to express their disappointment in the delays. Members queried whether there was more that the Chairman or officers could do. The Assistant Director of Finance stated that as EY were appointed by PSAA and not by the Councils directly, there was little the Council could do. He informed members that he was having weekly progress meetings with EY and was more confident that the audit results report would be ready for the January 2023 meeting, than he had been at the last Audit Committee meeting in July 2022.

The Committee thanked officers for the update and expressed their continued disappointment with the external audit delays.

16 AUDIT COMMITTEE WORK PROGRAMME

The Committee considered each item within the Work Programme.

The Head of Internal Audit informed the Committee that the Progress on Internal Audit Activity and Internal Audit Follow Up would continue to be presented as a single report.

In response to a query, the Head of Internal Audit explained that a report would be brought to the next meeting of the Committee outlining requirements and options in relation to an independent person. She added that it was not yet mandatory for Councils to appoint an independent person onto their Audit Committees.

The Assistant Director of Finance informed the Committee that the Audit Results Report for 2020/21 and the formal approval of the Statement of Accounts for 2020/21 would be brought to the Committee at its meeting on 26 January 2023. The Draft Statement of Accounts for 2021/22 would also be presented at the January 2023 meeting. However, members were reminded that the 2021/22 accounts could not be formally signed off until they had been audited by the External Auditor.

(The meeting concluded at 11.34am)

Chairman



LICENSING AND REGULATORY COMMITTEE

Minutes of a meeting of the Licensing and Regulatory Committee of Broadland District Council, held at the Council offices on Monday 5 September 2022 at 10:00 am.

Committee Members Present: Councillors: D King (Chairman) , Cllr K G Leggett and Cllr S Prutton

Officers in Attendance: The Licensing Team Leader (SH) and the Democratic Services Officer (DM)

Others in Attendance: David Lowens – Solicitor NPLaw (the Committee's legal advisor)

The applicant in respect of the case at minute no: 46 below

1 DECLARATIONS OF INTEREST

None made.

2 APOLOGIES FOR ABSENCE

None received.

3 MINUTES

The non-exempt minutes of the meeting held on 25 May 2022 were confirmed as a correct record.

4 EXCLUSION OF THE PRESS AND PUBLIC

It was

RESOLVED

to exclude the press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraphs 1, 3 and 7 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.

5 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS ACT) 1976 PRIVATE HIRE VEHICLE OPERATOR DRIVER LICENSING

The Committee considered matters involving a private hire vehicle operator/driver licence as detailed in the exempt appendix to the signed copy of these minutes. After due consideration, it was

RESOLVED:

To not issue the Private Hire Vehicle Driver's licence.

6 MINUTES

The exempt minutes of the meeting held on 25 May 2022 were confirmed as a correct record and signed by the Chairman.

(The meeting concluded at 1.47pm)

Chairman

STANDARDS COMMITTEE

Minutes of a meeting of the Standards Committee held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Tuesday 27 September 2022 at 10.00am when there were present

Committee Members Present: Councillors: N Brennan (Chairman), K Leggett MBE, D Roper

Co-opted Members Present: Ms M Evans

Apologies for Absence: Councillors: B Cook and C Ryman-Tubb
Mrs R Goodall and Mr K Wilkins

Officers in Attendance: The Managing Director (T Holden), the Monitoring Officer (E Hodds), the Governance Manager and Deputy Monitoring Officer (L Mockford) and the Democratic Service Officer (J Hammond)

Also in Attendance: One member of the public

1 CHAIRMAN'S ANNOUNCEMENT

The Chairman invited members, officers and the public to stand for a minute's silence to reflect on the passing of Her Majesty Queen Elizabeth II.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Cook, Cllr Ryman-Tubb, Mrs R Goodall and Mr K Wilkins.

3 DECLARATIONS OF INTEREST UNDER PROCEDURAL RULE NO 8

No declarations of interest were received.

4 MINUTES OF THE LAST STANDARDS COMMITTEE HEARING HELD ON 26 JULY 2021

The minutes of the meeting of the Standards Committee held on 26 July 2021 were confirmed as a correct record.

The Monitoring Officer confirmed to members that all actions arising from the previous meeting had been resolved.

5 THE COMMITTEE ON STANDARDS IN PUBLIC LIFE AND THE MODEL CODE OF CONDUCT

Members considered the report of the Monitoring Officer which asked members to consider the Committee on Standards in Public Life's (CSPL) fifteen best practice recommendations. The Report also sought the Standards Committee's agreement on adopting a new Councillor Code of Conduct based, in whole or with local amendments on the Local Government Association's (LGA) Model Code of Conduct.

The Monitoring Officer advised the Committee that, following the CSPL's review of the ethical framework for members, the LGA released a draft Model Member Code of Conduct, which was finalised in May 2021 following an extensive consultation process. She added that unlike Broadland District Council's current code of conduct, the LGA's Model Code had taken into account many of the CSPL's best practice recommendations and set out in more detail what was expected of members, including:

- Clarity on respect, including examples of disrespectful behaviour
- Explicit references to bullying, harassment and discrimination, with examples included
- Confidentiality and access to information
- Incorporation of advances in technology, social media and changes in Government legislation
- Training

With regard to training, the Monitoring Officer informed the Committee that she and the Deputy Monitoring Officer had provided Code of Conduct training to Town and Parish Councils in June and again last week. She added that a number of Town and Parish Councils had already adopted the LGA Model Code of Conduct in full.

Discussion turned to the registration and declaration of interests, where members of the Committee were informed that for:

- **Disclosable Pecuniary Interests (DPI)**, there were no changes from the current Code of Conduct

- **Other Registrable Interests (ORI)**, ‘any unpaid directorships’ had been included in the Model Code as well clarifications on the disclosure of interests at meetings which directly related to the financial interest or well-being of an ORI. Example of which had been included in appendix B of the Model Code.
- **Non-Registrable Interests (NRI)**, the Model Code outlined that where a matter arose in a meeting which directly related to a member’s financial interest or well-being that was not a DPI, or a financial interest or well-being of a relative or close associate, it must be disclosed by the member at the meeting.

For both ORI’s and NRI’s, the Model Code clarified that members with these interests would only be eligible to speak if members of the public were also entitled to speak at the meeting, otherwise members must not take part in any discussion or vote on the matter and must not remain in the room unless a dispensation was given.

With regard to the Gifts and Hospitality section of the Model Code, one member queried the £50 threshold for the requirement to disclose individual gifts, benefits or hospitality. It was queried whether a cumulative value should be set for instances where an individual or business was repeatedly providing gifts to a member, which individually were less than £50, but together totalled more than £50. Officers agreed that the Gifts and Hospitality section of the Code should be assessed further as part of the consultation, and consideration given to aligning the policy with that of the officers’ Gifts and Hospitality policy.

The Monitoring Officer confirmed to members that, if approved by the Committee, the Model Code of Conduct would go out to consultation with District, Town and Parish Councillors for a period of six weeks, after which responses would be analysed with any necessary changes implemented. The finalised Code would then return to the Standards Committee in December 2022 before progressing to Full Council for adoption in the new year. One member suggested that it would be beneficial for the Committee to examine the performance of the current Code before deciding whether to recommend a final updated version to Full Council. The Monitoring Officer agreed to provide the Committee with an overall picture on the performance of the current code. Which would include information on the number of conduct complaints progressed as well as the type of education or ‘myth busting’ which had to be provided to the public. She added that it would be inappropriate to discuss individual conduct cases in a public meeting.

Members of the Committee were in support of an updated and improved Code of Conduct which would be easier for members, officers and the public to understand and comply with. The importance of incorporating social media and technology into the Code was highlighted given the increased use of

electronic communication and social media since the existing Code was adopted by Broadland District Council in 2012.

One member raised a concern regarding appropriate member oversight, as the Standards Committee had not received any reports on member conduct issues, despite member conduct reportedly being raised as an issue by the Peer Review Team. The Monitoring Officer confirmed that issues were raised by the Peer Review, however their report was still in draft. She advised the Committee that once finalised, the report of the Peer Review would be presented to Cabinet and an Action Plan prepared. She further assured the Committee that any concerns/complaints regarding member conduct would be raised with the Committee.

It was then unanimously

RESOLVED

To

1. Agree that the Local Government Association's (LGA) Model Code of Conduct be consulted on, in whole, and that the results of the consultation be considered by the Standards Committee before a final code of conduct was recommended to Full Council.
2. Note the best practice recommendations from the Local Ethical Standards to ensure that these are reflected in the code or working practices in whole or with local amendments.

6 CIVILITY IN PUBLIC LIFE

The Monitoring Officer introduced the report which presented the LGA's report and work programme on civility in public life and recommended the adoption of some of the measures identified in the programme.

Members were advised that civility in public life and the wellbeing of elected members had been a long-standing area of work for the LGA, but the tragic death of Sir David Amess MP had brought the issue into marked focus.

Officers had reviewed the LGA's Civility in public life report and noted that the following measures could be adopted by Broadland District Council, in order to support members:

- An officer be appointed to act as a point of contact for any councillor who has received intimidatory contact or communication from an external or internal source and wishes to seek support and guidance on how to best handle this.

- Encourage each political group within the Council to appoint either the Leader of the group and/or one of their number to perform a similar role as above for their elected member.
- The Council to encourage Norfolk Constabulary and the Norfolk Police and Crime Commissioner in establishing protocols for how councillors should report serious intimidation and threats that are made to them in their role as councillor, including establishing a named officer responsible for handling serious threats to councillors and to advise on personal safety and security.
- Ensuring that council insurance arrangements cover injuries or loss suffered by elected members arising from their role as councillors in respect of any intimidation.
- Officers to consider what additional steps could be taken by the council to mitigate the risk of councillors in the event of severe intimidation and threats. For example, in some areas where councillors have been subjected to death threats, they have been supplied with personal alarms by the police and, occasionally, by their Council.
- Encourage councillors to use the model rules of engagement developed by the LGA on their personal websites and social media.
- Notifying members of individuals added to the Council's potentially violent persons register, so they can contact designated officers to check potentially violent persons prior to undertaking a home visit.
- Encourage members to complete the LGA's call for evidence survey.

The Governance Manager added that if adopted by Full Council, the member protocol would be incorporated into the new members' handbook and induction training, in order to provide members with guidance on handling abusive, intimidatory or threatening behaviour.

In response to a query on establishing a named Norfolk Constabulary officer responsible for handling serious threats to councillors, the Monitoring Officer advised that the Council had strong links with Norfolk Constabulary as part of the work undertaken by the Assistant Director of Individuals and Families (including the Help Hub). It was expected that the same Police Officer would be the point of call for threats to councillors.

One member queried what the escalation route would be for members if the designated officer was away. It was explained that a number of Local Authorities had appointed the Monitoring Officer as the point of contact for members, as the Monitoring Officer was already required to delegate to a

Deputy Monitoring officer if absent. This would guarantee a point of contact would always be available to members when needed. The Monitoring Officer further clarified that an escalation route to the Managing Director would also be available, where necessary.

It was then unanimously

RESOLVED

To

1. Receive the report and note the current work of the LGA, promoting civility in public life and supporting the well-being of elected members.
2. RECOMMEND TO COUNCIL that it adopts a member protocol to include the following measures identified in the report:
 - a) Appoint an officer to act as a point of contact for any councillor who has received intimidatory contact or communication from an external or internal source. The protocol to include examples of abusive, intimidatory or threatening behaviour to assist members to identify when it is not appropriate to not accept such behaviour from members of the public.
 - b) Each political group within the Council to appoint either the Leader of the group and/or one of their number to perform a similar role as above for their elected member.
 - c) Members be encouraged to follow the LGA's councillors' guide to handling intimidation and to use the model rules of engagement developed by the LGA on their personal websites and social media. The guidance and resource should also form part of the members' induction.
 - d) Officers to ensure that members can check the information on the potentially violent persons register, prior to a home visit.
 - e) A protocol be established with the police as to how councillors should report intimidation and threats, and establish a named officer for handling serious threats to councillors.

(The meeting concluded at 10.34am)

Chairman

Community Governance Review - Spixworth

Report Author(s): Linda Mockford
Governance Manager
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Portfolio: Leader

Ward(s) Affected: Coltishall and Spixworth with St Faiths

Purpose of the Report:

An issue with a previous parish boundary change has been identified in that it inadvertently resulted in changes to ward and county boundaries being made incorrectly. This matter has been considered by the Electoral Arrangements Committee and the committee recommends that the Council requests the Boundary Commission to make alterations to the ward boundaries in time for the 2023 elections.

Recommendations:

The Electoral Arrangements Committee recommends that because of the parish boundary changes made following the community governance review in 2013, Council agrees to submit a request to the Boundary Commission making consequential recommendations for related alterations to the boundaries for the Coltishall and Spixworth with St Faiths district wards and the current Hevingham & Spixworth and Wroxham county divisions.

1. Summary

- 1.1 This report informs members of an issue with the Coltishall and Spixworth with St Faiths district ward and Hevingham & Spixworth and Wroxham County boundaries.
- 1.2 It seeks to try to rectify this issue in time for the 2023 May elections.

2. Background

- 2.1 In 2012, following a request from Spixworth Parish council and Crostwick Parish Meeting, the Council carried out a community governance review for Spixworth parish. The terms of reference for the review were as follows:
 - To consider the request from Spixworth Parish Council and Crostwick Parish Meeting to realign part of the boundary between the 2 parishes to take into account the immediate and future development needs in the vicinity of North Walsham Road, Spixworth
 - To give due regard to the wishes of the occupiers of the 3 residential properties and the owners/occupiers of the residential care home that are just to the East of the boundary and so within Crostwick parish, but on the western side of North Walsham Road as to their views on the suggestion to move their address into Spixworth
 - To receive representations from all interested parties including the parish council, parish meeting, all affected residents, the local ward councillors, and the Norfolk County Council Divisional Members.
- 2.2 The regulatory committee considered representations received arising from the review and on 21 February 2013, Council approved the changes to the Spixworth/ Crostwick parish boundary. The official order was made on 7 March 2013, for the parish boundary changes and this came into effect on 1 June 2013. The changes to the boundary resulted in an area being transferred from Crostwick parish into Spixworth parish
- 2.3 District Councils cannot alter principal boundaries but as part of the community governance review, the Council could have considered requesting the Boundary Commission to make consequential changes to the boundaries of the district wards and county divisions, to reflect the changes made at parish level. This would have transferred the affected area from Coltishall ward to Spixworth with St Faiths district ward and from Wroxham division to Hevingham and Spixworth county division, ensuring that all three electoral boundaries were coterminous. However, the impact on district and county boundaries were not considered as part of the review.
- 2.4 Therefore, the official order that came into effect on 1 June 2013 resulted in changes to the parish boundaries only and the Order obliged the Electoral Registration Officer to make any necessary amendments to the electoral register to reflect the new electoral arrangements. Unfortunately, rather than making amendments to the parish boundary only, all three boundaries were changed – ie, parish, district and county. This means that since 2013, there have been a number

of electors in Spixworth parish voting in the Spixworth ward and Wroxham division, rather than the Coltishall ward and Hevingham & Spixworth division.

3. Current position/findings

- 3.1 In 2013, the parish boundary changes only affected 4 properties – 2 properties stayed in Crostwick and 2 moved to Spixworth. Since the boundary changes, the number of houses and electorate for the area affected has been as follows:

Year as at 1 Dec	Prop moved to Spixworth incorrectly district & county	Electors moved to Spixworth incorrectly district & county
2013	2	39 (inc care home)
2014	2	37 (inc care home)
2015	12	44
2016	54	125
2017	54	115
2018	54	102
2019	62	111
2020	77	128
2021	80	128
2022(current)	80	125

- 3.2 Since the boundary changes, there have been district elections in 2015 and 2019. The results for these wards were as follows:

District elections – 2015					
Coltishall ward			Spixworth with St Faiths ward		
Candidate	Description	Votes	Candidate	Description	Votes
Aquarone	Lib Dem	175	Allen	Cons	948
Mallett	Cons	829 E	Cutts	UKIP	853
Marshall	UKIP	197	Kular	Lib Dem	1080 E
McNair	Labour	328	Mackenzie	Cons	690
			Roper	Lib Dem	1223 E

District elections – 2019					
Coltishall ward			Spixworth with St Faiths ward		
Candidate	Description	Votes	Candidate	Description	Votes
Copplestone	Cons	374 E	Couzens	Labour	126
Crane	Lib Dem	128	Dunn	Cons	333
Jones	Labour	163	Hill	Cons	335
			Holland	Lib Dem	679 E
			Jones	Labour	109
			Roper	Lib Dem	849 E

3.3 There have also been county elections in 2017, 2019 and 2021. The results for these divisions were as follows:

County elections – 2017					
Hevingham & Spixworth division			Wroxham division		
Candidate	Description	Votes	Candidate	Description	Votes
Gardiner	UKIP	164	Ball	Green	162
Roper	Lib Dems	1297 E	Garrod	Cons	1744 E
Vincent	Cons	1068	Heard	Lib Dem	588
Williams	Labour	221	Hemmingway	Labour	315
			Wymer	UKIP	148

Wroxham division by-election - 2019		
Candidate	Description	Votes
Davis	Green	174
Heard	Lib Dem	395
Wheeler	Labour	163
Whymark	Cons	922 E

County elections – 2021					
Hevingham & Spixworth division			Wroxham division		
Candidate	Description	Votes	Candidate	Description	Votes
Corson	Cons	872	Ball	Green	345
Hemmingway	Labour	199	Moore	Lib Dem	288
Roper	Lib Dem	1545 E	Wheeler	Labour	439
			Whymark	Cons	1802 E

3.4 The results show that even in the unlikely event that every elector in the affected area voted and that they voted for the second or third placed candidates, it would not have made a difference to the results.

3.5 There has also been a neighbourhood plan referendum for Spixworth in 2021, but this was held on parish boundaries so is not an issue.

4. Proposed action

4.1 It is recommended that because of the changes made following the community governance review in 2013, Council agrees to submit a request to the Boundary Commission applying for consequential changes for related alterations to the boundaries for the Coltishall and Spixworth with St Faiths district wards and the current Hevingham & Spixworth and Wroxham county divisions.

4.2 The Electoral Arrangements Committee considered why these changes should be implemented and also considered any change in the number or distribution of electors which is likely to occur in five years, based on based on planning permissions granted to project a five year forecast.

- 4.3 The committee decided that changes to the district and county boundaries were required as the residents in the area in question believe that they are already in the Spixworth with Faiths ward and Hevingham & Spixworth division, so it would be confusing for them if this situation was not rectified. The ward councillors have been consulted on this issue and they fully support this proposed action.
- 4.4 The committee also took into consideration the future growth in the area and the five year predictions for development, as below. Members were content that such future planned development would not impact the proposed boundary change.

Ward	Properties Aug 2022	Electors Aug 2022	ratio per property	Future development expected to complete over next 5 years	additional electorate expected based on previous ratio	New total electors expected	Per seat
Coltishall 1 seat	1246	2078	1.67	35	58	2136	2136
Spixworth 2 seats	2592	4418	1.7	199	338	4756	2378

- 4.5 The Council's proposal must be submitted by the end of October. Whilst there is no guarantee that the Boundary Commission will agree to this request, especially as the impact to the ward and county boundaries were not considered as part of the parish review, the Electoral Arrangements Committee would still prefer to try to rectify this before next year's elections.
- 4.6 Members may wish to note that Broadland District Council will soon require a district boundary review due to electoral imbalances and because it has been so long since the last review. The district boundary can be rectified at this time. However, the district boundary review will not be held before the 2023 elections.
- 4.7 The new Norfolk County Council boundaries have created a Coltishall and Spixworth county division so this issue will be rectified for this county division. However, these boundaries take effect for the 2025 elections, so would not be in place for any potential by-election.

5. Other options

- 5.1 The Electoral Registration Officer could implement the correct district (and county) boundaries for the May 2023 elections. This would involve setting up a 'ghost' polling district to ensure that the affected electors were separated from Spixworth to ensure they were given the correct district ballot paper. This could be quite confusing at the polling station, especially for voters who may be used to voting for the Spixworth ward.
- 5.2 This option will have to be implemented, if the Boundary Commission doesn't agree to the request outlined in 4.1 above. Doing nothing is not an option.

6. Issues and risks

- 6.1 **Resource Implications** – no implications
- 6.2 **Legal Implications** – legal implications on conducting a review have been included in the report. Legal advice has also been sought on the implications of the elections since 2013.
- 6.3 **Equality Implications** – no implications
- 6.4 **Environmental Impact** – no implications
- 6.5 **Crime and Disorder** – no implications
- 6.6 **Risks** – no other risks

7. Conclusion

- 7.1 Action needs to be taken to rectify the existing boundary issue of the affected wards and divisions.

8. Recommendations

The Electoral Arrangements Committee recommends that because of the parish boundary changes made following the community governance review in 2013, Council agrees to submit a request to the Boundary Commission making consequential recommendations for related alterations to the boundaries for the Coltishall and Spixworth with St Faiths district wards and the current Hevingham & Spixworth and Wroxham county divisions.

ELECTORAL ARRANGEMENTS COMMITTEE

Minutes of a meeting of the Electoral Arrangements Committee of Broadland District Council, held on Monday 26 September 2022 at 6:00pm, at the Council Offices.

Committee Members Present: Councillors: P Bulman (Chairman), M Murrell (Vice-Chairman), S Beadle (for part of the meeting), N Harpley, C Karimi-Ghovanlou, E Laming and J Leggett.

Apologies: Councillors: J Fisher, S Gurney and K Vincent

Officers in Attendance: The Chief of Staff (E Hodds), the Governance Manager (L Mockford), the Electoral Services Manager (N Tullock) and the Democratic Services Manager (C White)

1 DECLARATIONS OF INTEREST

No declarations were received

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs Fisher, Gurney and K Vincent.

3 MINUTES

The minutes of the meeting of the Electoral Arrangements Committee held on 29 January 2020 were agreed as a correct record.

4 MONITORING OFFICER REPORT (SPIXWORTH PARISH BOUNDARY)

Members considered the report of the Governance Manager, which sought to rectify an issue with the Coltishall, and Spixworth with St Faiths district wards and Hevingham and Spixworth and Wroxham county boundaries.

The Governance Manager presented her report to members, explaining that following a community governance review for Spixworth parish, carried out back in 2012, there were changes which resulted in an area being transferred from Crostwick, into Spixworth parish. There were knock on effects to this change on the district wards and county divisions, however, officers at the time failed to inform members of these consequential changes, and therefore no request was ever made to the Boundary Commission to make changes to the district and county boundaries. Members noted that district councils had no powers to amend district or county boundaries.

Despite the official order only referring to changes to the parish boundaries, officers made amendments to all three boundaries. This meant some electors had been voting in the incorrect district ward or county division.

Members noted that this error was only recently identified due to a new sophisticated elections management system being in place. Officers had researched previous election results and were able to confirm that even if every elector affected had voted, the outcome of those elections would not have changed.

The Governance Manager drew attention to the options available to the Council now that the error had been identified. Members noted that officers' preferred option was to submit a request to the Boundary Commission to make the necessary consequential changes to the relevant district wards and county divisions. The Governance Manager stressed that there was no guarantee that the Boundary Committee would agree to this request.

The Chairman advised the meeting that he felt this to be a clear oversight by officers and he felt that the Council was now obliged to correct the error. Members agreed that the officer recommendation was the most appropriate way forward.

It was unanimously

RESOLVED

TO RECOMMEND THAT COUNCIL agrees to submit a request to the Boundary Commission making consequential recommendations for related alterations to the boundaries for the Coltishall and Spixworth with St Faiths district wards and the current Hevingham and Spixworth and Woxham county divisions.

(The meeting concluded at 6.10 pm)

Chairman

Monitoring Officer Report

Report Author(s): Emma Hodds
Monitoring Officer
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Portfolio: Leader

Ward(s) Affected: Aylsham

Purpose of the Report:

The purpose of this report is to seek agreement for a request for dispensation from the six month rule for a member who is currently not able to attend meetings.

Recommendations:

That Council grants a further dispensation to Councillor Harrison from attending meetings of the Council and the Committees on which he serves, until the end of April 2023.

1. Summary

- 1.1 This contains a request to excuse Councillor Harrison from attending meetings of the Council and the committees on which he serves, until the end of April 2023.

2. Dispensation from the six month rule

- 2.1 Section 85 of the Local Government Act 1972 provides that if a member of a local authority fails throughout a period of six consecutive months from the date of his/her last attendance to attend any meeting of the authority, he/she shall, unless the failure was due to some reason approved by the authority before the expiry of that period, cease to be a member of the authority
- 2.2 However, under the terms of section 85(1) of the Local Government Act 1972 the Council may pass a resolution that in the circumstances of the councillor's illness and inability to attend, the six months rule shall not apply.
- 2.3 At the annual meeting on 26 May, 2022 Council granted Councillor David Harrison dispensation from attending meetings until November, 2022. He had hoped to attend this Council meeting but unfortunately he is still not well enough to attend meetings. Therefore, Council is requested to grant a further dispensation from attending meetings until the end of April, 2023.

3. Issues and Risks

- 3.1 **Resource Implications** – no implications
- 3.2 **Legal Implications** – included in the report
- 3.3 **Equality Implications** – no implications
- 3.4 **Environmental Impact** – no implications
- 3.5 **Crime and Disorder** – no implications
- 3.6 **Risks** – no other risks

4. Recommendations

That Council grants a further dispensation to Councillor Harrison from attending meetings of the Council and the Committees on which he serves, until the end of April, 2023.

OUTSIDE ORGANISATIONS / MEMBER CHAMPIONS - FEEDBACK REPORTS

Report Author: Emma Hodds
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Portfolio: Leader (Policy)

Wards Affected: All

Purpose of the Report:

The purpose of this report is to receive feedback from members on their representation on outside bodies or as member champions.

Recommendation:

To note the report

Cllr John Ward Norfolk Arts Forum – 21 July 2022

At a meeting on 21st July, chaired by Cllr Margaret Dewsbury we heard from:-

Wendy Ellis, Director, Norwich Theatre Community which has just been consulting, during events, on what sort of local theatre the public would like to see.

Natalie Jodie, Executive Director, Kickstart East Anglia who are supporting young unemployed people with 6 month placements in the Cultural Sector. There have been 86 placements with 47 completed and of these 47, 32 are now employed, 6 in further education and 4 working freelance.

Veronica Newson, campaign Manager, Head East which aims to bring people from the wider country into East Anglia for cultural events.

Please sign up to their newsletter <https://www.visiteastofengland.com/newsletter>

Karen Jeremiah, Programme Director, Freshly Greated which works in disadvantaged areas of Great Yarmouth and Gorleston with workshops in all areas of creative arts and organises musical parades in residential areas.

Steve Crocker, CEO Norwich Theatre reporting on Norfolk & Suffolk Culture Board which is currently looking for a new Chairman to drive a more diverse manifesto.

Cllr R Foulger - – A47 ALLIANCE

At a recent meeting of the Alliance it was announced that the Department of Transport has authorised that the proposed dualling of the section between Blofield and Burlingham has been agreed and that work should commence before the end of this year. This development was agreed in 2015 under RIS1 and funding was set aside in 2015. Various delays have subsequently been experienced and it is a relief that at last work can commence.

In addition the Department of Transport have authorised commencement of the work of dualling on the section between Easton and North Tuddenham to take place before the end of this year. This development is contained under RIS1 completion of which will create a dual carriageway between Dereham and Acle, producing considerable improvement for both business and tourism.

As far RIS2 is concerned, the dualling of the Acle straight has been mentioned but not authorised. Some investigation has and is currently taking place regarding a rare species of snails resident in the marshes which is an ecological issue regarding progress in respect of any future dualling.

Under RIS3 no further projects have yet been submitted and it has been suggested that a working party should be established to suggest suitable improvements.

Cllr J Leggett - Norfolk Waste Partnership Board (NWP)

A meeting of the Norfolk Waste Partnership Board was held on Tuesday 20th September 2022

The topics discussed were:

NWP Structure and Governance

We were reminded of the formal arrangements for this Partnership.

National Waste Policy

There was a discussion about Producer Responsibility and how possibly payments will be made to Collection Authorities (ie Broadland). This information may be received by late 2023. Recycling credits to end/change in 2024. However, there may be a delay in these timings.

Waste Compositional Analysis

All Councils across Norfolk carried out a waste composition analysis. Samples of general rubbish and recycling were taken and audited. Samples were taken across a four-week period in October 2021 and again in March 2022. From the results, we can understand what rubbish is ending up in recycling bins and the items which can be recycled but are being thrown away as general rubbish.

Results for Broadland recycling in residual waste

Paper 5.14%, Dense plastics (tubs, pots and trays) 3.21%, Metals 1.91%

We will have a communication campaign, Recycle Right, based on these findings.

Initiatives/Communications/Campaigns

Last year's Christmas campaign was the Scrunch Test. This year will be Food Savvy.

NWP Annual Report

The report includes details of Broadland's initiatives – WEEE, batteries and textiles.

The report only quotes an overall figure for recycling across Norfolk which shows an increase from last year.

	2021/22	2020/21
Norfolk	44.20%	42.10%

Cllr R Potter - Young Persons' update – Summer 2022

The Young Commissioners (YC) had a busy summer, Sarah (the extra capacity worker) organised lots of trips and visits to tie in with their work around LGBT and Pride. They

visited a Pride exhibition at the Assembly House, heard from several of the artists and worked with them to create placards which were displayed during the Pride March. They also visited the LGBT display at the Museum of Norwich, whilst there they had a look round the rest of the museum and took part in their community art project that they were running. They visited the LGBT archives at the Norfolk Heritage Centre and finished the day with a workshop.

The YC also spent 4 sessions over the summer working on their action plan which has now been submitted to Norfolk County Council for approval. It's an ambitious plan that I've been happy to facilitate where possible and believe that once approved the YC will take a huge amount from it. This plan is available on request from Cllr Potter once the final copy has been approved.

I attended a survival skills day with the YAB at Xadventure in Horsford. Over 16 young people benefitted from the sessions and many of them are now equipped to light a fire and prepare a natural herbal tea.

They finished the summer off with a joint residential with North Norfolk YAB at the Horstead Centre. It was a great few days that they spent there, with a mixture of YAB training, participation work with NSFT, outdoor activities, arts and craft and wellbeing activities.